



LMA Ticket Change Guide for Desktop

Click here for a video that shows you how to navigate these steps: <https://vimeo.com/435139681>

Step 1 - Guest Login

When you purchased your tickets online, you were prompted to enter your email address and create a password. Enter the email address you used and your password, then click the “Login” button.

If you did not create a password, you will need to enter the email address you used to purchase your tickets in the Login ID and select “Forgot Password.” This will send a temporary password to your email.

Step 2 - Lookout Mountain Ticket Center

After you login it will bring you to the Lookout Mountain Ticket Center page. Click “My Reservations” up in the top right-hand corner.

Step 3 - My Reservations

You will now be able to see your purchase. Click “View” on the left-hand side of the “ResID” column. This will pull up your information.

Step 4 - Reservation Details

Under “Activity Summary” you will be able to select “edit” beside your date and/or time. This will also allow you to add more tickets to your reservation.

Step 5 - Changing Your Visit Date

Click “edit” beside the visit date, this will bring you to a screen where you will be able to select what date you would like to visit. *Reminder: If you purchased General Admission Passes, the ticketing calendar will only show General Admission days.*

If you change your visit to a Premium Day, you will need to purchase those tickets now - and send in a refund request for your General Admission tickets to tickets@seerockcity.com for your previously purchased tickets that you are not using.

Step 6 – Changing Your Visit Time

Once you select a new date, the screen will take you to choose a new time for your visit.

On the right-hand side, it shows how many spots are available at that time. You will need to make sure you select a time with enough spots for the number of tickets in your reservation.

Step 7 - Reservation Policies

After you choose a time, it will give you the option to add tickets to your reservation.

If you do not want to add tickets, you can select the “next” button at the bottom right of the page.

Step 8 – Confirm Contact Information

Here is where you will review your information to confirm that it is correct.

If everything looks correct, you can proceed by clicking the “next” button at the bottom right of the page.

Step 9 - Activity Summary

On the **Activity Summary** page, please double-check to see if the amount of tickets shown is correct. If everything looks correct, click the “accept” button at the bottom right of the page.

Step 10 - Thank you

Once the “accept” button is clicked, it will take you to our thank you message. This means that we have sent your updated tickets to your email address. Hooray! We are so excited you are coming to visit!

