

2018 HOW TO BUY TICKET ADD-ONS FAQs

1. WHAT IS A TICKET ADD-ON?

An add on is any extra product you want to buy after you have purchased your Tough Mudder Participant ticket. Ticket add-ons may consist of Parking Passes, Tougher Mudder Tickets and Priority Start Wave tickets.

IMPORTANT: Ticket Add-ons can only be bought if you have purchased your ticket on Active.com or if you have logged in and created an account in Active.com

3. WHAT IF I BOUGHT A TICKET ON EVENTBRITE OR DO NOT HAVE AN ACTIVE.COM ACCOUNT?

There are simple steps that [you can find here](#), which will help you create an Active.com account, claim your registration and then buy add ons.

4. WHAT IF I CANNOT FIND MY TOUGH MUDDER TICKET?

Firstly you should search your inbox for an email from noreply@awntx3.email.active.com. Otherwise there are [instructions you can find here](#) to help you claim your registration.

HOW TO BUY A TICKET ADD-ON IN ACTIVE.COM

1. Login to your Active.com account.
2. Click on “**My Events**” under the drop-down of your name in the top right corner.
3. Click on the “**Purchase Merchandise**” button.
4. Select the Ticket Add-on you would like to purchase, such as a parking pass or Tougher Mudder ticket.
5. Scroll to the bottom of the page and click “**Continue.**”
6. Choose your payment method and click “**Complete.**”
7. You will then be taken to a confirmation page and sent an email with confirmation of your purchase from support@active.com.

IMPORTANT: Please note that you will not receive a separate parking ticket. All Ticket Add-ons will be updated onto your original event ticket.

