

Questions-and-answers – new ticketing system for Centennial Theatre

We are excited to be updating to a newer and more user-friendly ticketing system, Showpass. Below are some questions and answers to help you transition to the new system.

What is Showpass?

Showpass is a Canadian-based, box office and theatre ticketing software used by arts and culture venues around the globe. It is replacing our previous system, Theatre Manager, and will improve the user experience for our patrons.

What changes can I expect to see?

Showpass is significantly more modern, user-friendly and reliable compared to the previous system. Customers can expect a streamlined ticket-purchasing process, a faster and more responsive website, the ability to download your tickets directly to your Apple or Google Wallet, the option to purchase tickets as a guest without setting up an account and much more.

When does Showpass go live on Centennial Theatre's website?

This new ticketing software will be available to customers on Wednesday, August 20, 2025. We anticipate this transition will be seamless, but there may be a brief period of time when ticket sales are not available on August 20, 2025.

Is the new ticketing site easy to navigate?

Showpass is incredibly simple compared to the old system. We're confident that you will enjoy the streamlined process when purchasing tickets and enjoy the quicker checkout.

Will I need to create a new account and password in Showpass?

No, having a Showpass account is optional. You can check out as a guest by entering your first name, last name and email address when prompted once you've selected your tickets and moved to check out.

You can also create an account so you have a record of your purchases and don't have to enter your information each time you make a purchase.

If you have previously purchased tickets for another venue using Showpass and created an account, you do not need to make a new account to purchase tickets for performances at Centennial Theatre and will be able to use that same account.

How do I create a new account in Showpass?

Go to <https://www.showpass.com/accounts/login/> and click the 'Sign up' button to create a new account. If you don't want to proactively set up an account, you can choose to continue as a guest. You will also be asked if you want to log in or 'continue as guest' the first time you purchase tickets from the new system. Guest purchases can then be turned into an account later if you wish to do so.

More info and step-by-step instructions can be found on the Showpass website: [Creating a Showpass account and when it's required](#).

Showpass also has a [Ticket Buyer Guide](#) on their website that includes helpful tips and information.

Do I still book on tickets.centennialtheatre.com?

Yes, but that is not the only way to get to the ticketing site. You can also go to nvrc.ca and select "Tickets" on the drop-down under "Centennial Theatre", or go to the "Theatre Events Calendar" drop-down under "Centennial Theatre" to see what's coming up and access the ticketing site.

Are tickets for upcoming performances I bought through the old system still valid?

Any tickets purchased on the previous system will be transferred to the new system. New Showpass tickets will be emailed to you to replace your old ones. The new tickets will be required to enter the event as the original tickets will no longer be valid. If you have printed tickets issued under the old system, you can get them re-printed in-person at the box office including on the night of the event.

What will happen to my gift certificates?

All Centennial Theatre gift certificates will still be valid and will be moved to the new system. If you have any trouble using them, please contact the [box office](#).

Will my personal information be secure in this transition and in Showpass?

Only the information of guests who have gift certificates or tickets to upcoming shows will be transferred from the previous system into Showpass. Showpass adheres to all necessary privacy laws, and will only market to guests if explicit consent is given to receive Showpass's marketing emails when guests are creating an account or during ticket sales checkout. You can read the [Showpass privacy policy](#) for more information.

What if I need assistance with this new system?

As always, our staff are happy to help. We can be reached at ctcboxoffice@nvrc.ca or 604-984-4484, or in person at our [box office](#). Our summer box office hours (until August 30, 2025) are: Thursday to Saturday, 12pm to 5pm. We will return to our regular box office hours on September 2, 2025: Tuesday to Saturday, 12pm to 5pm.

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