Thank you for your interest in attending a show at The Paramount, Moore or Neptune Theatres! If you are experiencing difficulties with your promo code purchase, we recommend these troubleshooting tips:

1. Make your purchase from a desktop or laptop computer instead of a mobile device or tablet. The interactive seat map, which allows you to select your own seats, will not display on such devices.

2. It is best to make your purchase through Google Chrome or Firefox instead of Internet Explorer. If you are currently running a web browser session, we recommend you close out of that session, begin a new session, copy and paste your organization’s ticketing URL into that browser and make your purchase.

3. Make sure your Adobe Flash Player is up to date. If you are unsure whether your Adobe Flash is up to date, find your preferred browser below with the corresponding support link:
   - Google Chrome: support.google.com/chrome/answer/6258784
   - Mozilla Firefox: support.mozilla.org/en-US/kb/why-do-i-have-click-activate-plugins
   - Safari: helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html
   - Internet Explorer: helpx.adobe.com/flash-player/kb/install-flash-player-windows.html

4. Due to your company/organization’s firewall and security measures, you may need to readjust your settings or make your purchase from your home computer.

We are optimistic that these tips will resolve the purchase challenges you are experiencing. Thank you for joining us at one of our many performances and enjoy the show!