

The EXPO

ANTOINE DE SAINT-EXUPÉRY

The Little Prince

Among Humans



FAQ

CUSTOMER SUPPORT

All customer service and ticketing information is provided only at 438-524-1914 or by email at info@lepetitprince.ca. Please note that we are using a **voicemail system** that is open from 9:00AM to 4:30PM on weekdays only. **All calls and emails will be answered within 24 business hours (weekdays only)**. A customer representative is also on-site to assist you during the exhibition opening hours.

BOX OFFICE

You can purchase tickets on-site, at the venue, during the exhibition opening hours. However, we highly recommend purchasing your tickets in advance on the official website.

MOBILE TICKET

All tickets that are purchased online are mobile tickets. You are not required to print a physical copy. An email order confirmation with your tickets will be automatically sent to you after your purchase. On your mobile device, present your mobile tickets upon check in at the venue.

If you do not have a mobile device: We can send you a printable version (PDF) of your tickets by email. This is available by request only by contacting info@lepetitprince.ca or 438-524-1914.

If you do not have access to a printer: An on-site customer support representative can print your tickets for you. In order to do this, you will need to provide your order number that can be found in the confirmation email that was automatically sent to you after your purchase.

If you never received an order confirmation email with your tickets: Please contact us at info@lepetitprince.ca or 438-524-1914. A customer support representative will investigate and take the necessary actions to ensure that you receive your tickets.

REFUND AND EXCHANGE

There are no refunds and no order cancellation. Tickets may be exchanged for a different date or time, no later than two business days before the original booking date. If you miss the date of your booking, there are no exchanges or refunds.

SCHOOL AND CORPORATE GROUPS

School and corporate groups are welcomed. We offer preferential pricing and different reservation and payment options. For more information, please don't hesitate to contact us at info@lepetitprince.ca.

PARKING

An indoor paid parking garage is accessible through Mansfield street. Parking spaces are also available in the immediate surroundings. For more information about parking only, please contact *Indigo* at 514-861-4103.

ACCESSIBILITY

The Expo Antoine de Saint-Exupéry The Little Prince Among Humans is wheelchair accessible. Wheelchairs are also available on-site, with limited quantity and no reservation in advance required.

CAL & ACCESS 2 cardholders only are entitled to a free ticket to accommodate a companion.

Please follow these steps :

- 1 Purchase 1 ticket online;
- 2 Send us a request for a free companion ticket by email at info@lepetitprince.ca with your order number that can be found in the confirmation email that was automatically sent to you after your purchase;
- 3 We will then send you 1 free companion ticket;
- 4 Bring your CAL or ACCESS 2 card on-site for verification.

If you're a companion joining a customer with a disability that does not have any card, you must purchase a ticket to attend the exhibition.

Universal access ramps are located at the following entrances:

- Intersection of De La Gauchetière West Street and Robert-Bourassa Boulevard (North-West corner of the building)
- Intersection of Saint-Antoine and Mansfield streets
- Entrance to the terrace (located next to the parking elevators)

