

FREQUENTLY ASKED QUESTIONS ABOUT THE LOTTERY

I missed the email saying I won lottery tickets and did not claim them in time. What can I do? If you did not claim your tickets within the two hour window, they have been released. Hamilton is not responsible for deferred delivery due to recipient email server issues such as not recognizing the IP address(es) and treating the email as spam. Email delivery is unreliable, can't be ensured, and is ultimately beyond our control. Please continue to enter the lottery. Past winners can still enter and win.

Why haven't I received a notification if I won or lost the lottery? Please be sure your push notifications have been enabled, and check your spam or junk folder for an email confirmation. You will be notified via email or push notification **only** if you have won. If you still haven't heard from us, you can check your status within the app by visiting the lottery tab for the city in which you entered. If you do not receive a confirmation email by showtime, head to the theatre with your photo ID, your ticket purchase receipt, or your HamApp showing your claimed status. You will pick them up at the box office. As a reminder, email delivery is unreliable, can't be ensured, and is ultimately beyond our control. Please continue to enter the lottery. Past winners can still enter and win.

I won the lottery and paid for my tickets but haven't received an email confirmation. What should I do? Email delivery is unreliable, can't be ensured, and is ultimately beyond our control. Sometimes email confirmations can be incorrectly flagged as spam (check your spam folder), delayed, or never received. If you still haven't received your email confirmation by show time, head to the theatre with your photo ID, ticket purchase receipt, or your HamApp showing your claimed status to redeem your tickets.

Help, I'm not getting notifications for the lottery. Check the notification settings on your phone to ensure that you have allowed push notifications from the #HamApp. If this situation persists, please be sure that you have all the relevant updates on your iPhone or Android device.

I entered the lottery in the wrong city. What should I do? Please leave your submission as is. Should you win the lottery in the wrong city, you can reject your win in the app by navigating to the tab of the incorrect city, finding your winning entry, and tapping the "Reject" button. If you inadvertently purchase for the wrong city there is nothing we can do. There are no refunds or exchanges. You can re-enter for the correct city even if you have another submission pending.

I won the lottery but want someone else to go. Can someone else pick up my ticket(s)? No. Winners must pick up their tickets at the box office with a valid photo ID that matches the name drawn. The name associated with the winning entry cannot be altered after purchasing.

I won the lottery in the wrong city. Can I exchange into a different city? No. You can only claim tickets in the city in which you won.

I claimed tickets for the wrong city. Can I get a refund or an exchange? No. There are no refunds or exchanges. Tickets already claimed are non-transferrable, and cannot be re-entered into the lottery.

I won the lottery but I'm under 18. Can I claim the tickets? No. You must be 18 years or older to enter and claim the tickets.

I won the lottery. Will my seats be seated together? We cannot guarantee your seats will be together. While every effort will be made to seat pairs together, that may not be possible.

I won the lottery. Can I bring my toddler? Check the local theater's age requirements for entry.

Why am I not seeing my city on the lottery page? First, try swiping the white bar at the top of the Lottery screen to scroll to other available cities. If your city is not there, it is likely that the lottery for your city has not yet opened or has already closed. Please check <https://hamiltonmusical.com/us-tour/tickets> to be sure that HAMILTON is currently playing your city. The #HamApp lottery will only be open during HAMILTON's run in your city.

FREQUENTLY ASKED QUESTIONS ABOUT THE HAMILTON APP

COVID and Safety related inquiries:

Please visit your local venue's website for current information and protocols.

How do I delete this app along with my personal information? The easiest way to remove *all of your data* from the app is to go to the "Profile" tab and select "Delete Account." That will remove *all* information for your account, including any saved credit cards. Then delete the app from your device as you would any other app. On iOS, tap and hold the app icon and then tap the "X" that appears. On Android, open your app drawer, press and hold the app icon, and drag it to the "uninstall" indicator.

I forgot my password!

If you forgot your password for the Hamilton App, please follow these steps:

1. Select "Sign In" in the upper right hand corner.
2. Select "Log In"
3. Select "Forgot Password?" in the upper right hand corner.
4. Enter the email address associate with your account and select "Submit"

I placed a merchandise order but haven't received an email confirmation. What should I do?

Sometimes email confirmations can be delayed or incorrectly flagged as spam. Please check your spam folder and otherwise be patient. For merchandise orders, you can check your card statements to be sure the transaction went through.

What does the number of stars next to my name mean? The number of stars next to your name indicates the number of points you have received for answering questions correctly in #HamApp trivia.

How can I submit a #Hamilkid? To submit a #Hamilkid of the week, simply upload your photo or video to Instagram and/or Twitter with the caption #Hamilkids. Be sure your profile is set to public or we won't be able to see your post!

How do I change my credit card information? To remove or change your credit card: 1) tap the "Purchase Tickets" button on your lottery win, 2) tap the "Edit" button in the "Payment" section that shows your existing credit, 3) Remove any credit cards that are no longer valid, 4) Add a new card by tapping the "Add Credit/Debit Card" button, 5) Tap the "Make Default" button to designate your preferred default if you enter more than one card.