

# Desa Dairy Farm Visit Online Ticketing System

## Frequently Asked Question

**1. Q. How to I sign up in order to purchase a ticket?**

A. Please click on the [“Sign Up”](#) button at the bottom of the screen, fill in your valid email address and preferred password and click on “Sign Up” button. Check your inbox for verification email, and follow the instruction from the email to activate your account. Please refer to the purchase instruction in [ENG](#) / [BM](#) at the Contact Us Page.

**2. Q. Can I login without verifying my account through the email address?**

A. No. All account must be verified because valid email address is needed in any communication with Desa Dairy Farm.

**3. Q. I forgot my password, how can I reset it?**

A. You can reset your password by clicking on the [“reset”](#) link on the Login page, provide your registered email address and click on “Send” button.

**4. Q. I have registered an account with my email address, but I did not receive verification email**

A. Please click the Login link on top-right corner of the screen, and click on “Need new verification email? [Resend](#)”. Enter your email address and click “send”.

**5. Q. I have clicked to resend the verification email, but I never get the verification email.**

A. Send an email to [support@desaplus.com](mailto:support@desaplus.com) to request for account activation. You must send the request *from the email address* that you registered with us.

**6. Q. How do I make a ticket purchase?**

A. Click on the [“HOME”](#) button on the bottom of your screen and select your date of visit to check the availability of tickets. Follow the on-screen instruction.

**7. Q: Can I reserve tickets and pay on the day of visit?**

A. No. Issuance of tickets will be on a FIRST COME FIRST SERVE basis upon full payment. [Terms & Conditions](#) apply.

**8. Q. I accidentally close my browser while half-way making my booking. How do I retrieve the booking?**

A. Login to your account, click on the [“Ticket”](#) button at the bottom of the screen to view your current booking (including those incomplete but still under 15 minutes’ time frame).

**9. Q. How do I save my profile details so that I can easily purchase tickets later?**

A. You can click on the [“Profile”](#) button at the bottom left corner of the screen to retrieve your saved profile information. To update it, just click on the “Update” button.

**10. Q. How do I check my upcoming visit?**

A. You can click on the [“Ticket”](#) button at the bottom of the screen to view all your active booking.

**11. Q. Are there any SOP or Terms and Conditions that I have to follow when I visit Desa Dairy Farm?**

A. Yes. Please refer to the SOP and [Terms & Conditions](#) for more information.

**12. Q. Can I get a refund for cancellation?**

A. Desa Dairy Farm will only attend to refund requests pertaining overcharging. Please refer to the [Terms & Conditions](#) for more information.