

## Your Season Seat Member Quick Tips Sheet:

### How to Renew:

- Beginning **March 23rd at 7:30pm**, visit [www.SunTrustBroadway.com](http://www.SunTrustBroadway.com) and click on “Season Seat Member Login” to renew online.
- REMINDER: You will need your email associated with account and your account password. Can’t remember your password? That’s ok, just click forgot password and create a new one.
- Due to expected high volume, phone calls will not be accepted until Monday, April 1st at 10am. For best and fastest service please e-mail us at **Broadway@DPACnc.com**.
- New memberships will be available in late June. For questions about adding additional memberships, please email us at **Broadway@DPACnc.com**.

### Payment Options:

- Enroll in our 12-month payment plan and your credit card will be charged in monthly installments starting on July 1, 2019 through June 1, 2020.
- 4-month payment plans available with payments beginning July 1, 2019

### Seat Change Requests:

- All seat change requests must be submitted in writing using one of the following methods:
  - Renew online at [www.SunTrustBroadway.com](http://www.SunTrustBroadway.com) and follow the prompts to submit your request online
  - Complete and return the enclosed Relocation Form by mail
  - Complete the enclosed Relocation Form, scan it, and e-mail it to us at **Relocations@DPACnc.com**
  - Please note that it is not necessary to submit an online request AND a relocation form
- Renew early to be first in line for seat change requests. Seat change requests will be processed in the order in which they are received.
- You will receive a seat confirmation e-mail in late June indicating if your seat change request has been fulfilled.
- Due to the high volume of requests we receive, we are not able to call to discuss seating options. A season seat specialist will review each request and reseat using their best judgment. Please be thorough on your relocation form.

## Package Options:

- Choose our full eight-show package or choose our flexible seven-show package by selecting one show of the season to opt out of.
- If you choose the seven-show package and are paying in full, you will initially be charged for the full price. You will be refunded for the show you are opting out of in June.
- We must have your opt-out choice no later than June 1, 2019.

## Exchanges:

- If you can't attend your scheduled performance of a specific show, your best option is to exchange your seats.
- We'll begin accepting requests to exchange from your regularly scheduled performance into another performance of the same show this summer.
- You'll receive an email in June with specific instructions about how to exchange your seats.
- We recommend exchanging as early as possible for best possible seating options.
- Exchange requests must be made at least three days prior to your scheduled performance
- If you're exchanging into a higher priced performance or seating location, a price difference may apply.

## Important Information to Help Plan Your Visit:

- Your season seats will be delivered in mid-August.
- Children under the age of 6 are not allowed at Suntrust Broadway at DPAC events and children must be able to sit quietly in their own seat without disturbing other guests.
- During winter weather months, all performances scheduled at DPAC normally take place as planned. If weather or travel conditions ever prevent you from attending a show in your season ticket package, DPAC staff will do what they can to make an accommodation of some kind, but this accommodation will vary from show to show. Before purchasing tickets for any events at DPAC, please know that all sales are final.
- DPAC offers a diverse selection of entertainment. Not all productions may appeal to or be appropriate for every guest or for all ages. Ticket buyers should take responsibility for making informed decisions regarding their purchases. We recommend visiting the official website of each show, or for popular Broadway shows, websites like Broadway.com are a good resource to learn more about the show you are coming to see at DPAC. If you ever have questions about the content or appropriateness of a show, please contact us at **CustomerService@DPACnc.com**.