

Your Season Seat Member Quick Tips Sheet:

How to Renew:

- Beginning **February 22nd at 7:30pm**, visit 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 Tuesday, March 3rd at 10:00am. For best and fastest service please e-mail us at **Broadway@DPACnc.com**.
- New memberships will be available in early 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 July 1, 2020 through June 1, 2021.
- 4-month payment plans available with payments beginning July 1, 2020

Seat Change Requests:

- New this Year – Upgrade your seat locations online through your DPAC Account Manager. Your online access allows you to personally select exact seats ONLINE.
- Online access for seat changes will be based on the time your seats are renewed. Renew early to be first in line for the best available seating options.
- In mid-May you will receive an email notification with a specific time when online upgrades are available for your account. When your access begins, follow the instructions in the email to review upgrade opportunities and select your seats.
- Upgrade options include:
 - Upgrade to a different seating section
 - Upgrade within your current seating section
 - Change the day of week/time you attend
- Please note that the online upgrade system does not allow you to add, remove, or downgrade. If you would like to do so you must call the Blue Cross NC Ticket Center at DPAC during your Upgrade Access Period.
- If you do not choose to upgrade your seats, you will retain your current seat location.

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, 2020.

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:

- 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.**
 - Season seat buyers should take responsibility for making informed decisions regarding their purchases. If bringing kids or young teenagers to a performance, please note that parental guidance is always suggested.
 - We recommend visiting the official website of each show, or for popular Broadway shows, websites like Broadway.org 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 **GuestService@DPACnc.com**.