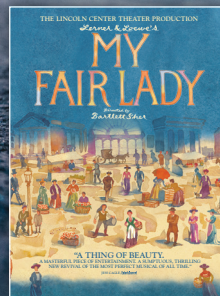
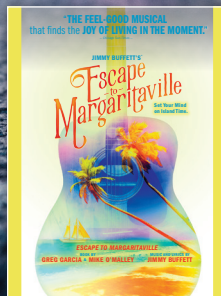
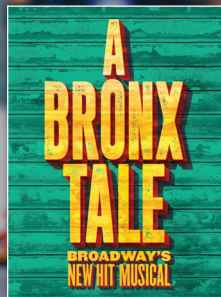


Direct from New York, Nederlander Presents
SUNTRUST BROADWAY
2019 / 2020 SEASON AT DPAC

MAGIC of Broadway



Welcome to SunTrust Broadway!

It's SunTrust Broadway's Magic of Broadway season featuring Disney's *Aladdin*, plus seven more incredible productions direct from their hit engagements in New York and London, including the Tony®-Winning Best Musical – *The Band's Visit*.

As we prepare for our 12th season of SunTrust Broadway at DPAC, we thank our Season Seat Members for their loyalty in making our program one of the leading ticket sales programs in the country. Your membership guarantees you will never miss a sellout, and members can rest assured they are locked in, not only with the best prices, but the same great seats for every show.

Before the season begins, we encourage you to carefully review your seats and verify your performance dates and times. Should you find any discrepancies or have any specific questions regarding your Season Seats, please contact us at Broadway@DPACnc.com and one of our specially-trained season seat specialists will be happy to assist.

Thank you for being a part of SunTrust Broadway. It's all in Durham, on stage at DPAC, the Center for Live Entertainment.

We're Here to Help: Three Easy Ways to Contact Us

Email:

Broadway@DPACnc.com

Phone:

919-281-0595

In-Person:



TICKET CENTER at DPAC

123 Vivian Street
Durham, NC 27701

Tips for a Great Visit

Let go of any ideas you may have about a performing arts center and open yourself up to a new live entertainment experience unlike any other you'll find in the region.

We're Here to Help.

Above all, we hope you enjoy your experience at DPAC, and please know that we are here to help. If you have a question or need assistance of any kind, please just ask a member of our staff. We believe in great entertainment experiences, and we want to be our guests' favorite place for live events.

Dress Comfortably.

While going to DPAC is certainly a special occasion, there is no required dress code other than we do require shoes and shirts. You'll probably be most comfortable in casual business attire, but you'll often see people in jeans, khakis, and sometimes even shorts. Some guests enjoy dressing up and making a special night of it, and you can too, but most of all we want our guests to be comfortable. We would ask you to politely consider other guests' possible allergic reactions when applying fragrances like perfumes or colognes, as DPAC is a closed area with many people in close proximity to each other.

Come Early. Don't Be Late.

We recommend planning your travel so that you arrive in downtown Durham no later than 45-60 minutes before show time. You should then budget about 15 minutes to park and walk to the theater. Our lobby doors open 60 minutes prior to show time; seating areas open 30 minutes prior to show time for Broadway.

Late Arrivals.

Most shows require that our ushers hold late arrivals in the lobby until a suitable pause in the program. The timing of allowing late arrivals into the seating area is determined by the show and designed to cause as little disruption as possible.

Note: On show dates that coincide with a Durham Bulls home game, please allow yourself an additional 10-15 minutes travel time.



Photo Credit: HuthPhoto

Show Length.

Most shows usually last two to three hours and typically have an intermission. You can find the exact schedule posted in the lobby near the doors to the seating area and the restrooms. Intermissions for most shows move very quickly and commonly run just 15-20 minutes.

Snacks and Refreshments.

Our menu features soft drinks, bottled water, wine by the glass and a selection of premium domestic beer, imports and craft brews plus a variety of hand crafted cocktails. Our snack menu includes candy, chips, pretzels and fresh baked cookies. For recommended pre-show dining options, please visit the Plan Your Visit page at DPACnc.com

Pre-order Drink Service.

For Broadway shows, DPAC also offers a pre-order drink service. You simply pre-pay for your favorite beverage before the show begins, and it will be ready and waiting for you at the start of intermission.

House Wines and Beer Menu.

Wine Selections:

DPAC's House Wines include highly rated selections of Cabernet, Chardonnay and Pinot Grigio. These are available at all lobby bars and snack and beverage windows. For guests looking for a wider selection, please visit the Skyline Wine and Martini Bar in the Orchestra Lobby.

Beer Selection:

Our snack and beverage windows offer a nice selection of popular premium domestic beers. For a wider selection of specialty and craft beers, please visit any of the lobby bars and in the Skyline Lounge.



Photo Credit: HuthPhoto

Restrooms.

DPAC regularly receives many compliments about our restroom attendants who assist in moving lines quickly so please do not be dissuaded by the lines you might see at the start of intermission.

Content Advisory/Parental Discretion.

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 GuestServices@DPACnc.com

Temperature.

Our temperature settings are designed to achieve a room temperature of 70 to 72 degrees. Our recommendation is to dress comfortably for being in a large crowd, and if you are susceptible to cold, just bring a sweatshirt, light jacket or sweater just in case.

Weather and Events at DPAC.

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. For additional questions please contact GuestServices@DPACnc.com



Photo Credit: HuthPhoto

Important Guest Etiquette

At DPAC we're committed to Guest Courtesy. Please remember to be a good neighbor to those seated around you.



Camera/Recording.

Photography and video recording is prohibited. All electronic devices (cell phones, smart phones, tablets, digital cameras) must be turned off before entering the seating area. Cameras with a detachable lens are not allowed into the building, and for some shows, no cameras of any kind are allowed including small point-and-shoot cameras.



Kids at DPAC.

Please note that all guests require a ticket, regardless of age. Children under the age of 6 are not allowed at most DPAC performances including our Broadway shows. To check specific age restrictions on an individual show, please visit the More Info page for that show on our website. For some shows, DPAC will make recommendations on the appropriate minimum age based on the content and the length of the event. Parental discretion is always advised and judgment of the appropriateness of the content for each show should be made on an individual basis prior to purchase. Children must be able to sit quietly in their own seat without disturbing other guests. As a further courtesy to our guests, DPAC recommends one parent or chaperone for every one child in attendance.



Entering and Exiting the Seating Area.

During concerts, please time your exits and re-entry to the seating area to occur only at intermission or breaks between songs.



It Can Wait.

Please save texting until AFTER the show. The light from phones is distracting to others throughout the theater. Please keep them turned off.

Frequently Asked Questions

Online Ticket Management is available 24 hours a day through your DPAC Account Manager. Simply visit am.ticketmaster.com/DPAC and log in with the email address associated with your Season Seat Member account.

Through Your DPAC Account Manager You Can:

- View your upcoming events
- Make a payment on your monthly payment plan
- Exchange your tickets to another performance of the same show
- Post your tickets for resale
- Buy additional tickets to SunTrust Broadway or WRAL Greatest Hits of Broadway shows

What Can I Do If I Can't Attend My Scheduled Performance?

- Your best option is to exchange your tickets.
- Seats available to exchange into may be limited. You should request this exchange as early as possible for best seating options.
- Exchange requests must be at least three days prior to your scheduled performance.
- If exchanging into a higher priced seating location or performance, a price difference may apply.

Exchanges Can Be Made In Four Easy Ways:

- Visit am.ticketmaster.com/DPAC to exchange online through your DPAC Account Manager
- Email us at Broadway@DPACnc.com
- Call our Season Seat Member hotline at 919.281.0595 (please have your tickets in hand so you can read the barcode number to us)
- Visit the Blue Cross Blue Shield of North Carolina - Ticket Center at DPAC located at 123 Vivian Street, Durham, NC 27701

If I Can't Attend Any Performance of a Specific Show, Can I Get a Refund?

Unfortunately, the shows that DPAC hosts do not allow us to offer refunds. When you buy a ticket to a show performing at DPAC, revenues from your ticket purchase go directly into a fund that is paid to the producers of that show. Ticket revenues are contractually tied to each specific show, so we cannot make a refund, offer an account credit, or transfer those tickets to another event. If you are unable to attend any performance of a specific show, we recommend reselling your tickets. As a Season Seat Member, you can resell your tickets directly through your DPAC account manager. Once logged in, simply click the event you would like to post for re-sale and click "Sell" in the upper right corner.

What If I'm Not Happy With My Seat Assignment?

Inventory for Season Seats is very limited at this time, but we would be happy to explore options for exchanging your seats on a show-by-show basis for this season. Next year when you receive your renewal packet, you'll also receive instructions on how to request a seat change for future seasons.

Where Can I Park?

DPAC is located next to the famous Durham Bulls Athletic Park in the award-winning American Tobacco Historic District just three blocks off NC 147/Durham Freeway, via exits 12B or 13. Freeway access is easy from all parts of the region via I-40 and I-85. For GPS and internet mapping systems, our address is 123 Vivian Street, Durham, NC 27701. Your Season Seat Membership includes complimentary parking for each of the SunTrust Broadway shows purchased as part of your season package (WRAL Greatest Hits of Broadway special engagements are not included).

Complimentary parking is offered in one of three downtown garages. Parking is available on a first-come, first-served basis. Available spaces permitting at the following garages:

American Tobacco – North Parking Deck

305 W. Pettigrew Street; Durham, NC 27701

Corcoran Street Parking Garage

101 Corcoran Street; Durham, NC 27701

Church Street Parking Garage

109 S. Mangum St; Durham, NC 27701

For detailed location and parking maps including turn-by-turn instructions please visit DPACnc.com.

Courtesy Shuttle

For guests with mobility impairments or guests uncomfortable walking from our nearby parking areas, DPAC offers a Courtesy Shuttle from the American Tobacco North Deck. This service brings the Shuttle right into the lower level of the North Deck, minimizing walking for those that are uncomfortable with the distance from this parking area to DPAC. You can find more information on this shuttle and view a map of the courtesy shuttle parking area at DPACnc.com. For more information on accessible parking, please email us at Broadway@DPACnc.com.

The American Tobacco Historic District

