

10 GREAT YEARS

YOUR SEASON SEAT MEMBER QUICK TIPS SHEET:

- Due to expected high volume, phone calls will not be accepted until Thursday, February 16th at 10am. For best and fastest service please e-mail us at broadway@dpacnc.com.
- Beginning February 11th at 7:30pm visit www.SunTrustBroadway.com and click on "Season Seat Member Login" to renew online.
- Reminder you will need your account # located on your invoice and your account password. Can't remember your password? That's ok, just go to Manage My Account and click on forgot your password and create a new one.
- All seat change requests must be submitted in writing using one of the following methods:
 - Renew online at www.SunTrustBroadway.com
 - Complete and return the enclosed Relocation Form by mail
 - Complete the enclosed Relocation Form and scan and e-mail it to us at Relocations@dpacnc.com

*Please note 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. Please note, 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.
- Your season seats will be delivered in late summer.
- Enroll in our 12 month payment plan and your credit card will be charged in monthly installments starting on the 1st of July, 2017 through the 1st of June, 2018.
- 4 month payment plans available with payments beginning 1st of July, 2017
- Choose our full 8-show package or choose our flexible 7 show package by selecting 1 show of the season to opt out of. Please note if you choose the 7-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 July. Please note, we must have your opt out choice no later than June 1, 2017.
- 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.
- Just give us three days advance notice before your scheduled performance, and we'll always do our best to make it easy to exchange seats from your regularly designated performance into another performance of the same show. If exchanging into a higher priced seating location or performance, simply pay any applicable price difference, and we'll find you the best seats possible so that you never miss one of our hit shows.
- 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.
- 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.