

## 2024-2025 Broadway Add-ons & Exchanges FAQs

- 1.) When do add-ons/exchanges open up for subscribers?
  - a. Add-ons and exchanges will be available in Account Manager and over the phone beginning June 27, 2024 @ 10am.
  - b. Add-ons paid by gift card must be processed in person at the Tanger Center Box Office.
- 2.) How many seats can you add-on to an account per show?
  - a. Each subscriber account can add-on up to 4 tickets for each of the 7 shows in the 2024-2025 season.
  - b. Add-on seats do not roll over to another show if unused. For example, you cannot add on 5 seats to & Juliet because you only added-on 3 to Mamma Mia.
- 3.) Can tickets be exchanged for other shows within the series?
  - a. No, exchanges can only be completed for the purpose of moving subscribers to a different night during the run of the same show. For example, tickets for Mamma Mia cannot be exchanged for & Juliet.
- 4.) Are there additional costs for adding-on/exchanging seats?
  - a. If exchanging seats for equal or lesser value, this is considered an even exchange and there are no additional service charges.
  - b. If exchanging for seats of a greater value, the difference in price must be paid, though there are no additional service charges.
  - c. Differences in price cannot be applied to an existing payment plan. All upcharges must be paid in full at the time of checkout.
- 5.) Will add-ons, like VIP parking and prelude experience, be valid for a new show date if corresponding show tickets are exchanged?
  - a. Parking passes will still be valid for use once during the run of the show and do not need to be adjusted if show tickets are exchanged to a different night.
  - b. Subscribers with Prelude Experience tickets need to contact the call center or visit the Tanger Center Box Office to have their tickets adjusted if changing performance nights.
    - i. Calling 336.373.7575 or emailing [customer@tangercenter.com](mailto:customer@tangercenter.com) are the best ways to reach our customer service representatives.
- 6.) If someone exchanges into/out of President's Club, what amenities do they receive?
  - a. If a President's Club season member exchanges out of President's Club for a single Broadway event, they maintain their President's Club amenities.
  - b. If a regular season member exchanges into the President's Club for a single Broadway event, they do not receive President's Club amenities, like VIP parking.
- 7.) When will transfer and resale options be available in Account Manager?
  - a. Transfer and resale will be available in the subscriber's account when each event opens for public sale.