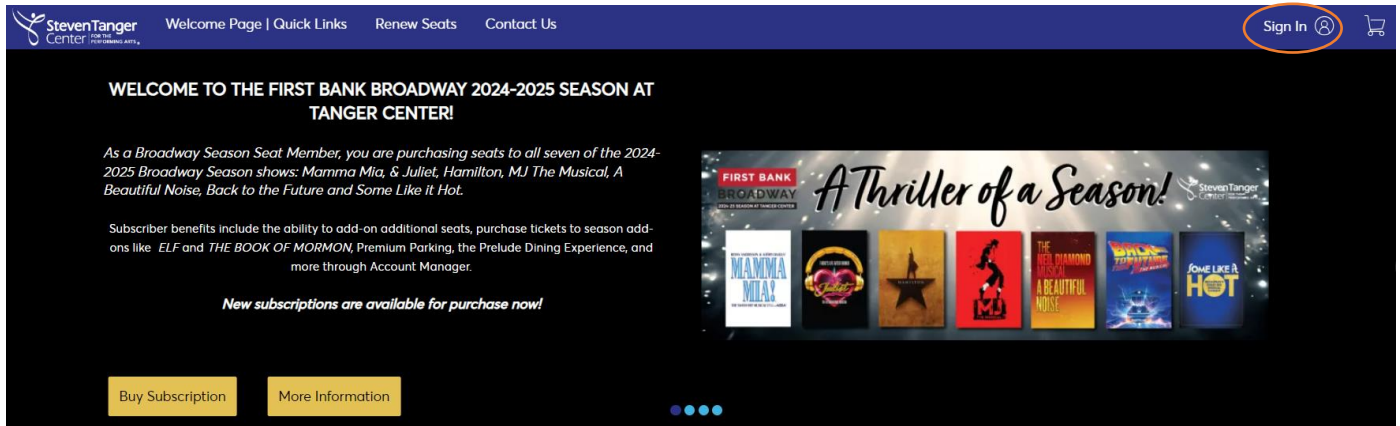


Instructions for Exchanging Broadway Season Seats through Account Manager

- 1.) Navigate to <https://am.ticketmaster.com/tangercenter/> and sign into your Account Manager in the upper right hand corner of the screen.
 - a. Your email address used to log in should match the one on file for your Tanger Center account.
 - b. If you have never accessed your Account Manager before, select “Sign Up” at the bottom of the sign in page – you must use the email address that you used to set up your Tanger Center account.
 - c. If you have forgotten your password, click “Forgot Password” and follow the steps to reset your password through an email or text message link.



continue to next page



Sign In to Tanger Center

Powered by *ticketmaster*

New to Ticketmaster? [Sign Up](#)



Important Account Update

You can now use the same email and password for both your Tanger Center ticket account and your Ticketmaster account.

Tanger Center ticket holder? Use your existing email to sign in and update your password if prompted.

New here? Use your Ticketmaster email and password.

[Learn more](#)

Email Address

Password

 [SHOW](#)

Remember Me

[Forgot Password?](#)

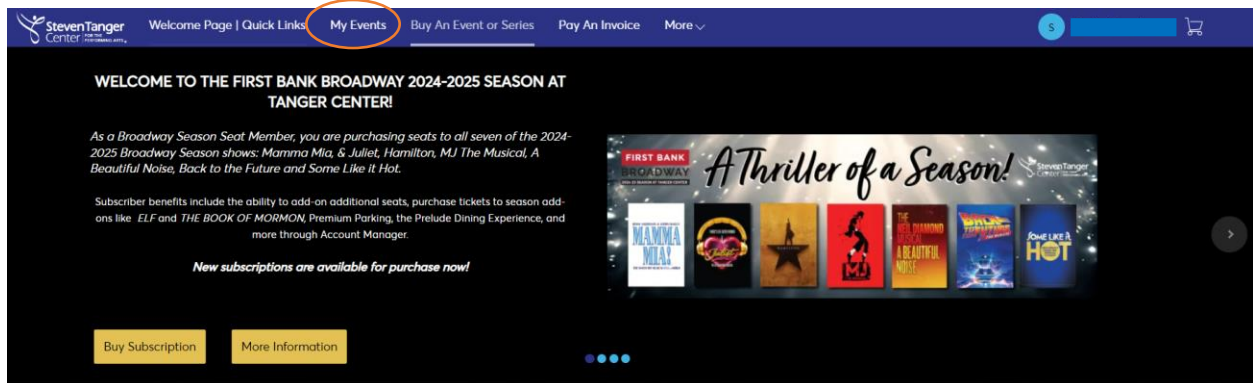
By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in our [Privacy Policy](#).

[Sign in](#)

continue to next page

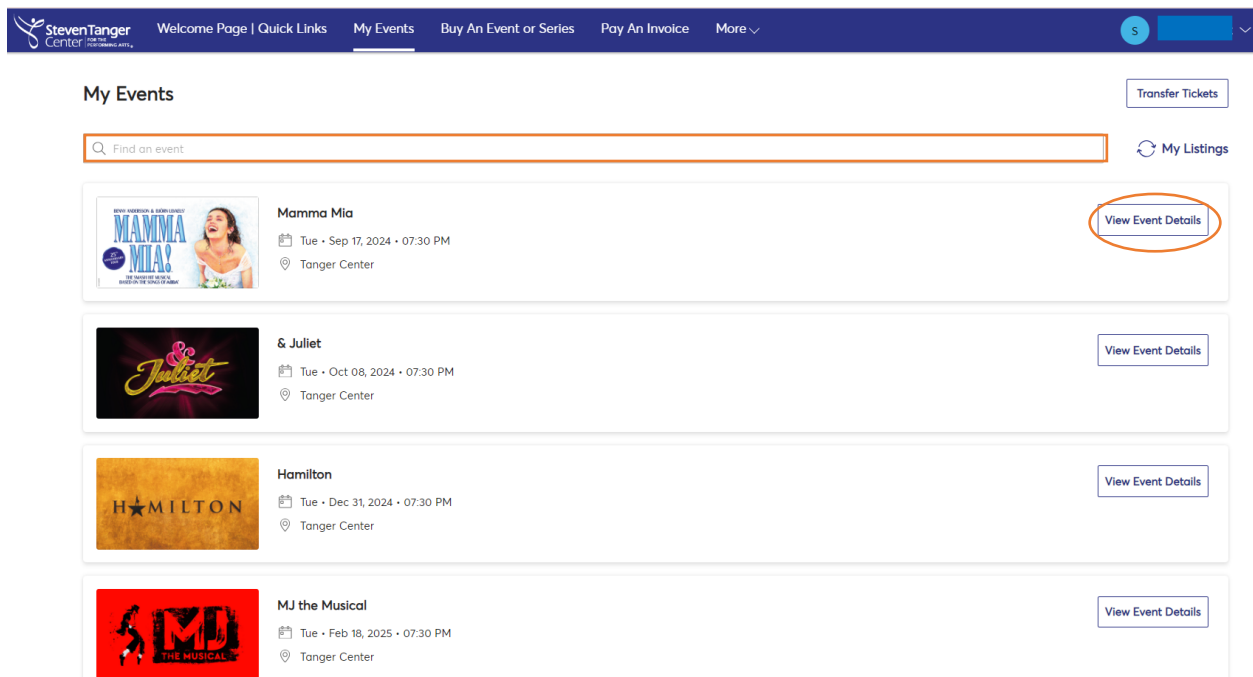


2.) Click "My Events" in the top navigation bar of the website.



3.) Search or scroll down to the name of the event you would like to exchange.

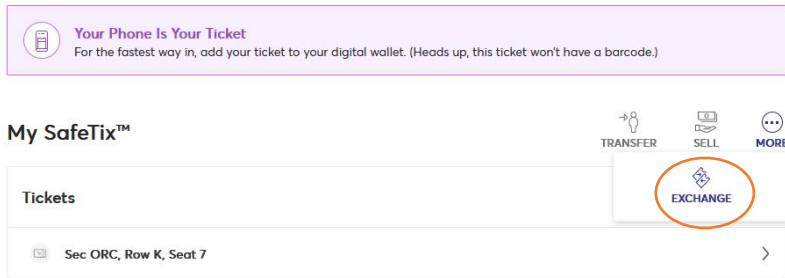
a. Click "Select Event" beside the name of your preferred event.



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4.) Select "Exchange" from the management options given.



5.) Check the box next to each seat you would like to exchange OR click "Select All."
a. Click "Continue" when all desired seats have been selected.



Exchange Tickets

Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events



Cancel

Continue

continue to next page



- 6.) Determine the night of the week into which you would like to exchange your seats and click “Select Event” on the item line.

The screenshot shows the Steven Tanger Center website's 'Exchange Tickets' page. On the left, there is a promotional image for 'Mamma Mia!' with the text '25th Anniversary Show' and 'THE SMASH HIT MUSICAL BASED ON THE SONGS OF ABBA'. Below the image, it says 'Mamma Mia! Tue • Sep 17, 2024 • 07:30 PM Tanger Center' and 'TICKETS SELECTED FOR EXCHANGE Sec ORC, Row K, Seat 7'. On the right, under the heading 'Exchange Tickets', there is a list of 'Available Events' sorted by 'Event Date'. Three identical event listings are shown, each with a 'Select Event' button. The first 'Select Event' button is circled in orange.

- 7.) Select any section of the map to begin viewing the available seating inventory.
- Drag the map to view available seats in different sections of the auditorium.
 - Blue circles on the map indicate open seats. When a seat is added to your cart, a green check mark will take the place of the blue circle.
 - Ticketmaster will not allow you to leave a single seat in a row. Please select seating in a different row or reduce the number of seats being purchased if you are given an error in this case.
 - Once all desired seats have been added to your cart, select “Continue.”

The screenshot shows the Steven Tanger Center website's seating map for 'Mamma Mia!'. The map displays the 'GRAND TIER CENTER' and 'LOGE CENTER' sections. A green checkmark is visible on the map, indicating a seat has been added to the cart. On the right, a 'Shopping Cart' pop-up is visible, showing the event details and a 'Continue' button circled in orange. The cart also shows a 'Total Amount' of \$0.00.

continue to next page

- 8.) Review the seats you intend to exchange and ensure that you have selected the correct performance date and time.
 - a. Use the "Edit" tools to change the seats you have selected if there is an error.
 - b. Click "Submit" to continue to checkout.

Review the details of your exchange

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Submit.

New Event Edit

Mamma Mia
Tue • Sep 17, 2024 • 07:30 PM
Tanger Center

New Tickets

Section LOGE-C, Row A, Seat 5

Event selected for Exchange Edit

Mamma Mia
Tue • Sep 17, 2024 • 07:30 PM
Tanger Center

Tickets Selected for Exchange

Sec OC, Row R, Seat 27

Summary

Cost of New Seats:	\$67.79
Section LOGE-C, Row A, Seat 5	-\$67.79
Applied Credits:	\$67.79
Total cost of new seats:	\$67.79
Applied Credits:	-\$67.79
Total Amount Due:	\$0.00

Note: Review your selections, your current seats won't be exchanged until you click submit.

Submit

- 9.) If the seats you have selected are an even exchange, you will not need to pay a balance.
 - a. Your tickets will only be available via mobile delivery in your Account Manager. Your existing printed tickets will be voided.
 - b. Read and accept the Terms and Conditions of purchasing tickets through the Account Manager.
 - c. Click "Place Order" to complete your exchange.

Complete the checkout steps and submit your payment

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click 'Submit'.

Delivery & Shipping ✓

Chicago: Not available

Payments ✓

Payment Not Required
Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.

Order Summary \$0.00

I accept the [Terms and Conditions](#)

Place Order

Cart items

1 Items Summary \$0.00

Chicago
Section LOGE-C, Row A, Seat 5
\$0.00

Total Value \$0.00

continue to next page



- 10.) If the seats you have selected are more expensive than your original seats, you will need to pay the difference in price to complete your exchange.
- a. Select a card on file and verify the three digit CIN number OR click “Add/Edit Payment Method.”
 - i. Account Manager is compatible with Visa, Mastercard, American Express, and Discover cards.
 - b. Read and accept the Terms and Conditions of exchanging tickets through the Account Manager.
 - c. Click “Pay Today” to complete your exchange.

Steven Tanger Center

Time Remaining 09:25

Delivery & Shipping

Chicago: Not available

Order Summary \$27.22

I accept the Terms and Conditions

Pay Today - \$27.22

Payments

Payment Options

Pay In Full

Broadway 7 Month Payment Plan

Payment Method

Card

Security Code *

CVV 3-digits on back of card

Payment Amount ** \$27.22

Split this payment

Visa - 2835 Heather Ferguson | Exp. 05/25

Add / Edit Payment Method

Cart Items

1 Items Summary \$27.22

Chicago Section ORC, Row K, Seat 7 \$27.22

Total Value \$27.22

- 11.) An automatically generated order confirmation will be emailed to you.

more info on following page



Exchange Deadlines

Please note that all exchanges need to be completed **prior to the Friday before the run of each show** in the Broadway Series. Deadlines are listed below. We are unable to accommodate exchange requests after the show has opened.

24-25 Broadway Season

Mamma Mia: September 13th, 2024

& Juliet: October 4th, 2024

Hamilton: Exchange date TBD

MJ The Musical: February 14th, 2025

A Beautiful Noise: February 28th, 2025

Back to the Future: May 2nd, 2025

Some Like It Hot: June 20th, 2025

Add on shows in 24-25 Broadway Season

Elf: December 6th, 2024

Book of Mormon: April 11th, 2025