

Important Dates

Renewal Period: 8-12 August

Exchange and Upgrade Period: 15-19 August

Season Tickets On Sale to the General Public: 22 August

During the renewal period you are first in line to get your package. If you would like to request changes to your package, please do so when you renew. We will process those requests in the Exchange and Upgrade period. After everyone has either renewed or not, there will be more seats available to fulfil requests. After August 12th, if you have not renewed it, your package will be released for use in processing upgrade requests from other patrons and then for sale to the general public. Please renew before August 13th to ensure you get the same package you currently have.

Detailed instructions for online renewal are below the FAQs.

Frequently Asked Questions

- *I'd like to **change my seating**, but keep the same night. What do I do?*
 - Renew between August 8-12.
 - Request any changes you would like when you renew.
 - No changes can be made until after August 15, when the Exchange and Upgrade period begins. Change requests will be processed starting August 15 in the order in which they are received.
- *I would like to **change the night of my package**. What do I do?*
 - Renew between August 8-12.
 - Request any changes you would like when you renew.
 - Changing a night also means your seating will probably change, so please write detailed notes about seating preferences.
 - No changes can be made until after August 15, when the Exchange and Upgrade period begins. Change requests will be processed starting August 15 in the order in which they are received. If your request cannot be fulfilled, you will receive the same package as you had in 2022.
 - If the change in nights also means a change in package price (for instance moving from a matinee to a Saturday night, or the other way around), and the request can be fulfilled, you will be refunded or billed, as appropriate.
- *I want to **switch the kind of package I have**. What do I do?*
 - Renew between August 8-12.
 - Request any changes you would like when you renew.
 - Changing packages also means your seating will probably change, so please write detailed notes about seating preferences.

- No changes can be made until after August 15, when the Exchange and Upgrade period begins. Change requests will be processed starting August 15 in the order in which they are received. If your request cannot be fulfilled, you will receive the same package as you had in 2022.
- Changing packages may also mean a change in price. If your request can be fulfilled, you will be refunded or billed, as appropriate.
- *I want the Deluxe Flex package. When can I start making reservations?*
 - Request dates and seats when you renew.
 - Your reservation requests will be processed starting August 17 during the Exchange and Upgrade period in the order in which they are received.
- *I would like to reserve a few additional individual tickets for one of the shows. What do I do?*
 - Renew between August 8-12.
 - Request any additional individual tickets when you renew.
 - Please make detailed notes about seating requests for these individual tickets. It is likely that seats will be available, but they may not be available next to your season ticket seats. Your seating can be changed for individual shows so that you can sit next to your friends.
 - Individual ticket requests will be processed starting August 17 during the Exchange and Upgrade period in the order in which they are received.
 - If your request can be fulfilled, you will be billed.
- *Most of the dates in the package I want work, but there is just one or two that I'll need to reschedule. What do I do?*
 - You get one free date change per show.
 - Renew between August 8-12
 - Request any changes you would like when you renew.
 - Date changes usually mean the seating will change, so please make detailed notes about requested seating.
 - Date change requests will be processed starting August 17 in the order in which they are received.
 - Alternatively, you can wait to change the date until it's closer to the reservation date so that you don't waste your free date change if your plans change between now and then.
- *We want to renew fewer packages. What do I do?*
 - Call or come into the box office between August 8-12.
 - If you renew online, your only option is renewing the exact same number of packages, so please call or come in to the box office.

- *We've got a **large group** that has our season tickets all together in one order. How can we better manage our season ticket reservations?*
 - Before August 8, gather everyone's name and contact information, most importantly email addresses.
 - Between August 8-12, call or come in to the box office, so we can best help with the needs of your specific group.
 - No changes can be made to any dates or seats until after August 15, when the Exchange and Upgrade period begins.

HOW TO RENEW YOUR SEASON TICKET PACKAGE:

- **Use the renewal link** that will be sent out the first week of August and log into your account.
 - You must follow that link to be directed to your renewal page. The link will not be active until 8 August.
 - **PLEASE DO NOT create a new account** because your season ticket information is already saved in an existing account.
 - If you have not yet activated your online account, please do so. You will be given instructions on activating your account on the web page.
 - Try logging into your existing account before the renewal period. Your account's log in email address may be different from the email address that received this message. If you have trouble logging into your account, call the box office so that we can help you.
 - Once you have logged in using the renewal link that will be sent out, you will see your dates and seats held for you for the 2023 season.
- **Review your rollover order.**
 - Your package is held for renewal between 8-12 August: for those five days you are first in line to get your package. After that, if you have not renewed, your package will be released for use in processing upgrade requests from other patrons and then for sale to the general public.
- **Request any changes**

- **No changes can be made to your package during the renewal period:** once everyone has either renewed or not, there will be more seats available to fulfill change requests.
- There will be a space available in the online renewal process to write any change requests you would like.
- Change requests will be read and processed in the Exchange and Upgrade Period by the box office staff on a first come first served basis.
- See the Frequently Asked Questions above for detailed information about change requests.
- **Complete your transaction online**
 - No need to call or come into the box office.
 - If you would like to purchase tickets for the 2022 production of A Christmas Carol, you must do so at the cart page in the same transaction as the renewal.