

# Season Ticket Renewal FAQs

Rollover Period: August 14 – September 8

Exchange Period: September 13 -19

All Individual and Season Tickets On Sale to Public: September 20th

- *What are the Rollover Period and the Exchange Period?*
  - The Rollover Period is when we hold for you a Season Ticket package identical to your current package. During this period you may renew that package and request any changes you would like.
  - During the Exchange Period the Box Office staff processes the change requests made during the Rollover Period.
  - When the Exchange Period ends, all Season and Individual Tickets go on sale to the public.
  - Exact dates for the Rollover and Exchange Periods are sent out via email at least a month in advance of the Rollover Period beginning.
- *How do I **change my seating**?*
  - Renew during the Rollover Period and request any changes you would like when you renew.
  - We cannot make changes until the Exchange Period begins.
  - When the Exchange Period begins, the Box Office staff processes all change requests in the order received during the Rollover Period.
  - You will receive an email after your request is processed.
  - It is not necessary to call the Box Office during the Exchange Period: all change requests should be made during the Rollover Period.
  - If your request cannot be fulfilled, you will receive the same seating as in the previous package.
- *How do I **change the kind of package or the package night**?*

- o Renew during the Rollover Period and request any changes you would like when you renew.
- o Changing a package or a night also means your seating will probably change, so please write detailed notes about seating preferences.
- o We cannot make changes until the Exchange Period begins.
- o When the Exchange Period begins, the Box Office staff processes all change requests in the order received during the Rollover Period.
- o You will receive an email after your request is processed.
- o It is not necessary to call the Box Office during the Exchange Period: all change requests should be made during the Rollover Period.
- o If your request cannot be fulfilled, you will receive the same package as you had previously.
- o You will be billed or refunded as appropriate if fulfilling the request means the total is not the same as your renewal package
- *When can I make reservations with my Flex Package?*
  - o Please reserve at least six weeks in advance of when you would like to see the show, especially if particular seating is important to you.
  - o You can reserve for the entire year or one show at a time.
  - o For the earliest possible processing of reservation requests, please request dates and seats when you renew. When the Exchange Period begins, the Box Office staff processes all change requests in the order received during the Rollover Period.
  - o You will receive an email after your request is processed.
  - o It is not necessary to call the Box Office during the Exchange Period: all change requests should be made during the Rollover Period.
- *How do I reserve a few additional individual tickets for one or two of the shows?*
  - o Renew during the Rollover Period and request any additional individual tickets when you renew.

- o Please make detailed notes about seating requests for these individual tickets. It is likely seats will be available, but they may not be available next to your Season Ticket seats. During the Exchange Period, we can change your seating for individual performances so you can sit with your friends.
- o When the Exchange Period begins, the Box Office staff processes all change requests in the order received during the Rollover Period.
- o You will receive an email after your request is processed.
- o It is not necessary to call the Box Office during the Exchange Period: all change requests should be made during the Rollover Period.
- o You will be billed if your request can be fulfilled.
- *Most of the dates in the package I want work, but there is just one or two I'll need to reschedule. What do I do?*
  - o You get one free date change per show. Additional exchanges incur a fee.
  - o Renew during the Rollover Period and request any changes you would like when you renew. Requesting a date change during the Rollover Period uses your free date change for that show.
  - o Date changes usually mean the seating will change, so please make detailed notes about requested seating.
  - o When the Exchange Period begins, the Box Office staff processes all change requests in the order received during the Rollover Period.
  - o You will receive an email after your request is processed.
  - o It is not necessary to call the Box Office during the Exchange Period: all change requests should be made during the Rollover Period.
  - o You will be billed if your fulfilled request incurs an upgrade fee.
  - o Alternatively, you can wait to change the date until it is closer to the reservation date so you do not waste your free exchange if your plans change between now and then.
- *How do I renew **fewer Season Tickets** than I currently have?*
  - o Call or come into the Box Office during the Rollover Period to renew.

- o If you renew online, your only option is to renew the exact same number of packages.
- *How can I renew Season Tickets for someone for whom I buy them as a gift?*
  - o Call the Box Office. We can help you renew season tickets over the phone for people you intend to give the tickets to as gifts.
  - o We cannot make changes to dates or seats until the Exchange Period begins.
- *How do I renew in person or over the phone?*
  - o When the Rollover Period begins, the Box Office staff will be available to help you in person or over the phone during our normal hours, Mondays through Saturdays 10:00 am to 6:30 pm. We cannot make any changes to your renewal, but we can help record change requests to be processed during the Exchange Period.
- *How will renewals into the 2025 season in the new building work?*
  - o Purchasing 2024 Season Tickets gives you priority for 2025 Season Tickets at The Ruth, our new facility in Pleasant Grove.
  - o There will also be an option to donate and, as a thank you, receive higher priority.
- *When can I purchase "A Christmas Carol" tickets?*
  - o During the Rollover Period, if you are renewing your Season Tickets. When you renew online, a link on the cart page allows you to purchase *A Christmas Carol* tickets. If you miss that link during your renewal, please call the Box Office at 801-226-8600 and we will be glad to help you purchase *A Christmas Carol* tickets.
  - o *A Christmas Carol* tickets will be on sale for all Season Ticket holders at the end of the Exchange Period. They will go on sale to the public about a month after that.