

Important Dates

Renewal Period: 8-12 August

Exchange and Upgrade Period: 15-19 August

Season Tickets On Sale to the General Public: 22 August

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.