

HOW TO RENEW YOUR SEASON TICKETS:

Rollover Period: August 14 – September 8

Exchange Period: September 13 -19

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

During the Rollover 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. The Box Office staff processes change requests in the Exchange Period. Please renew before the end of the Rollover Period to ensure you get the same package you currently have.

- **To do before renewal:** log in to your Hale Center Theater Orem account and update your contact information
 - You already have an online account with us. Do NOT create a new account. If you have never used your online account, click on the activation link indicated on the log in page and follow the instructions.
 - After logging in, click on your email address at the top right of the screen to see and update your account information.
 - If you have trouble logging in, please call the Box Office at 801-226-8600.
 - Please note, your log in email address may be different from the email address that received this notice.
- **Step 1: Sign into your account using the renewal link sent out at the beginning of the Rollover Period.**
 - You must follow that link to be directed to your renewal page. The link will not be active until the Rollover Period begins.
 - PLEASE DO NOT create a new account because your Season Ticket information is already saved in an existing account.

- o If you have not yet activated your online account, please do so by clicking on the indicated link and following the instructions.
 - o Once you have logged in using the renewal link, you will see your dates and seats held for you for the 2024 season.
- **Step 2: Review your rollover order.**
 - o Your package is held for renewal during the entire Rollover Period: for that period you are first in line to get your package. After that, if you have not renewed, your package will be released for processing change requests from other patrons and then for sale to the public.
- **Step 3: Request any changes. Change requests will be processed during the Exchange Period**
 - o **No changes can be made to your package during the Rollover Period:** once everyone has renewed or not, there will be more seats available to fulfill change requests.
 - o There is a space available in the online renewal process to write any change requests you would like.
 - o When the Exchange Period begins, the Box Office staff processes all change requests in the order received during the Rollover Period. 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 receive an email after your request is processed.
 - o You will be billed or refunded as appropriate if the request is fulfilled and the total is not the same as your renewal package.
 - o See the Frequently Asked Questions **on our website** for detailed information about change requests.
- **Step 4: Complete your transaction online**
 - o If you want to purchase tickets for *A Christmas Carol*, you may do so at the cart page in the same transaction as the renewal. If you miss ordering *A Christmas*

Carol tickets at this point, please call the Box Office at 801-226-8600 to make reservations.

- Please contact the Box Office with any questions or concerns. No changes can be made to any packages until the Exchange Period begins.