

## **2024-25 Guilford College Bryan Series FAQ**

### **Frequently Asked Questions - 2024-25 Season Renewals**

**Q: Where and when are Guilford College Bryan Series events held?**

A: All events are held in-person at the Steven Tanger Center for the Performing Arts in downtown Greensboro. The 2024-25 season runs from October 2024 to April 2025.

**Q: How do I renew my subscription or Legacy Society membership?**

A: 2024-25 subscribers and Legacy Society members received an email Wednesday, May 29, with instructions for renewing online and a link to the Tanger Center's Account Manager at <https://am.ticketmaster.com/tangercenter/>. Log in to your account using your email address to which renewal information was sent and password. If you don't remember your password, click "Forgot Password" and you will receive an email to reset it. You can also renew by calling the Tanger Center Subscription Line at 336-373-7575, Monday-Friday, 10 am-5 pm, emailing Customer Care at [customercare@tangercenter.com](mailto:customercare@tangercenter.com) or stopping by the Tanger Center Box Office, Tuesday-Friday, 12 pm-5 pm.

**Q: Whom do I contact if I need assistance renewing online?**

A: If you need assistance renewing online, contact Tanger Center Customer Care by emailing [customercare@tangercenter.com](mailto:customercare@tangercenter.com) or calling the Tanger Center Subscription Line at 336-373-7575. Customer care center hours are Monday-Friday 10 am-5 pm. They will respond as quickly as possible. There may be a delay in periods of high call volume. We appreciate your patience with this process.

**Q: What is the cost to renew my subscription or Legacy Society membership?**

A: Renewing subscribers and Legacy Society members are paying for seating at two events in the 2024-25 season (and premium benefits in the case of Legacy Society members). The cost of regular subscriptions is \$140 orchestra, \$120 grand tier and \$100 in rear grand tier. The cost of a Legacy Society membership is \$500 (per person), which includes front orchestra seating, premium parking, the pre-event reception and a tax-deductible donation to Guilford College. A \$10 service charge per seat and \$6 postage and handling charge per order are applied to all orders.

**Q: How do I access a seating chart for the Tanger Center?**

A: The Tanger Center [seating chart](#) is on the [venue's website](#).

**Q: How may I decrease the number of seats to renew on my account?**

A: If you wish to decrease the number of seats on your account, email Tanger Center Customer Care at [customercare@tangercenter.com](mailto:customercare@tangercenter.com) or call the Tanger Center Subscription Line at 336-373-7575. Please provide your name, account number and which seat(s) you would like to drop for the season.

**Q: Will there be an option to change my seat location when I renew online?**

A: Yes. The opportunity to upgrade your seating location will be provided to subscribers renewing their current seats. If seats are not renewed they will be released prior to the upgrade period, and patrons will have to purchase as new subscribers. If you have mobility issues and wish to change your seat location, email Tanger Center Customer Care at [customercare@tangercenter.com](mailto:customercare@tangercenter.com) or call 336-373-7575.

**Q: May I renew my subscription or Legacy Society membership by mail?**

A: Yes, your season seats can be renewed by mail. Call the Tanger Center Subscription Line at 336-373-7575 and they will assist you with this process.

**Q: May I renew by phone?**

A: Yes, you may renew by phone by calling the Tanger Center Subscription Line at 336-373-7575.

**Q: What is the deadline for renewing subscriptions and Legacy Society memberships?**

A: The deadline for renewing your subscription is **Tuesday, July 9**. Renewals after the deadline may not be located in the same seats.

**Q: Will I be able to add seats to my account?**

A: If you wish to add a full season seat to your account, this can be done during the renewal period by calling the Tanger Center Subscription Line at 336-373-7575.

**Q: Where do I park for events at the Steven Tanger Center for the Performing Arts?**

A: Parking is available and staffed beginning at 5 pm on the day of the events in the Bellemeade Parking Garage (enter from Greene Street) and Church Street Parking Garage (adjacent to the Library). You may present your pre-pay parking coupon or purchase parking for \$10 in either garage. Limited spaces are available for \$25 in the Tanger Center Surface Lot (enter from Lindsay Street or Summit Avenue). Payments may be made by credit cards or Apple Pay only at each location. [Click here](#) to view a map of parking options at and around the Tanger Center. Renewing subscribers can add on VIP parking as an upsell during the checkout process.

**Q: May I pre-pay for parking in the garage for the season?**

A: As part of the renewal process, you may purchase parking in a city garage near Tanger Center for the two events in 2024-25 at a cost of \$20. You will receive parking coupons to present at the garage on the nights of the events.

**Q: Is there on-site parking at the Tanger Center?**

A: The Tanger Surface Lot is limited to Legacy Society members, sponsors, Tanger Center donors and special guests of Guilford College. However, there will be a limited number of parking spaces available the night of events at \$25 each.

**Q: Will there be handicap parking at the Tanger Center?**

A: There will be ADA in the Tanger Surface Lot (first-come, first-served at \$25), in area garages and in specific metered street parking spaces. Each particular location will be subject to different costs. Patrons may be dropped off near the entrance to the Tanger Center located on Abe Brenner Place.

**Q: Will there be a handicap entrance at the Tanger Center?**

A: The Tanger Center is ADA compliant and all three main lobby entrances support ADA and handicap entrance.

**Q: What is the Legacy Society?**

A: The Legacy Society is a premium subscription membership with benefits including premium seats and parking, and access to pre-event receptions with photo lines (if offered) with the featured speaker. 2024-25 Legacy Society memberships are \$500 per person. A portion of the fee is a tax-deductible gift to Guilford College.

**Q: How may I join the Legacy Society?**

A: If you are a subscriber and are interested in upgrading to a Legacy Society membership, email Tanger Center Customer Service at [customercare@tangercenter.com](mailto:customercare@tangercenter.com) or call the Tanger Center Subscription Line at 336-373-7575.

**Q: When will I receive my tickets?**

A: Season tickets will be mailed to the address on file in August 2024. If you need to update your mailing address, please contact the Tanger Center Subscription Line at 336.373.7575 or email [customercare@tangercenter.com](mailto:customercare@tangercenter.com)

**Q: Will there be opportunities to view Bryan Series events remotely?**

A: The Bryan Series is designed for a community audience in-person at the Tanger Center. This is our forte. However, on request, we will share a recording of events with subscribers or Legacy Society members who choose not to attend due to extenuating circumstances.

**Q: Whom do I contact if I have general questions, that do not involve a purchase, about subscriptions or Legacy Society memberships?**

A: You may email [thebryanseries@guilford.edu](mailto:thebryanseries@guilford.edu) or call the Bryan Series office at 336-316-2852 during regular weekday business hours Monday-Friday 8 am-5 pm. Our intention is to assist everyone who inquires. We will respond as soon as possible.