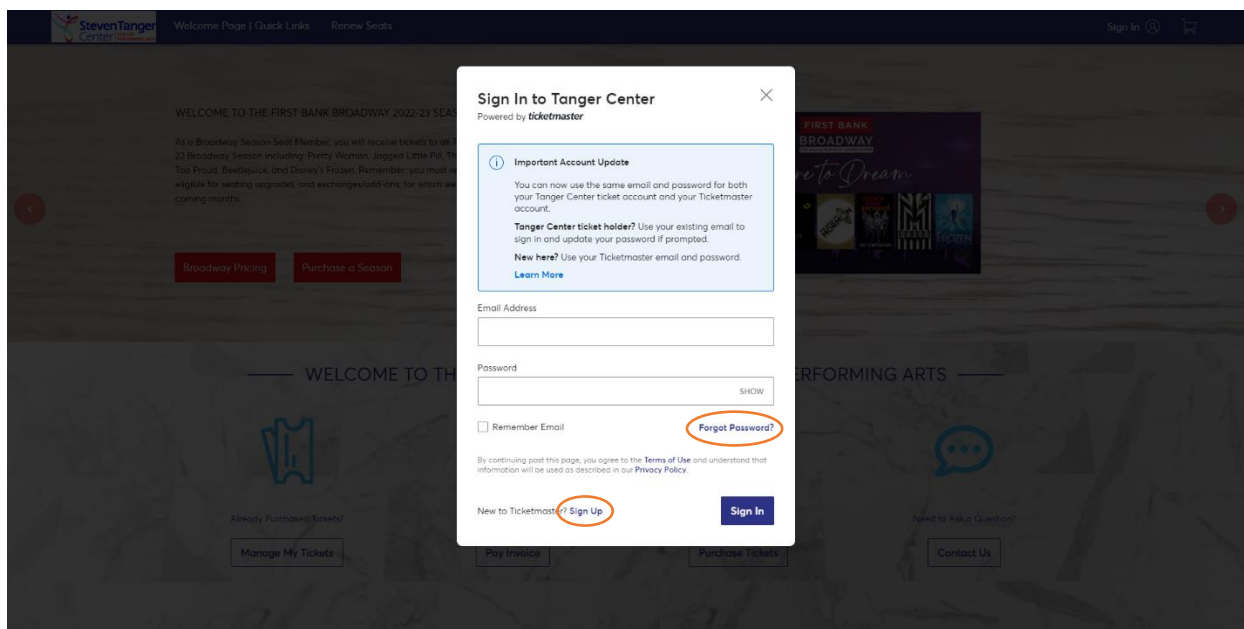
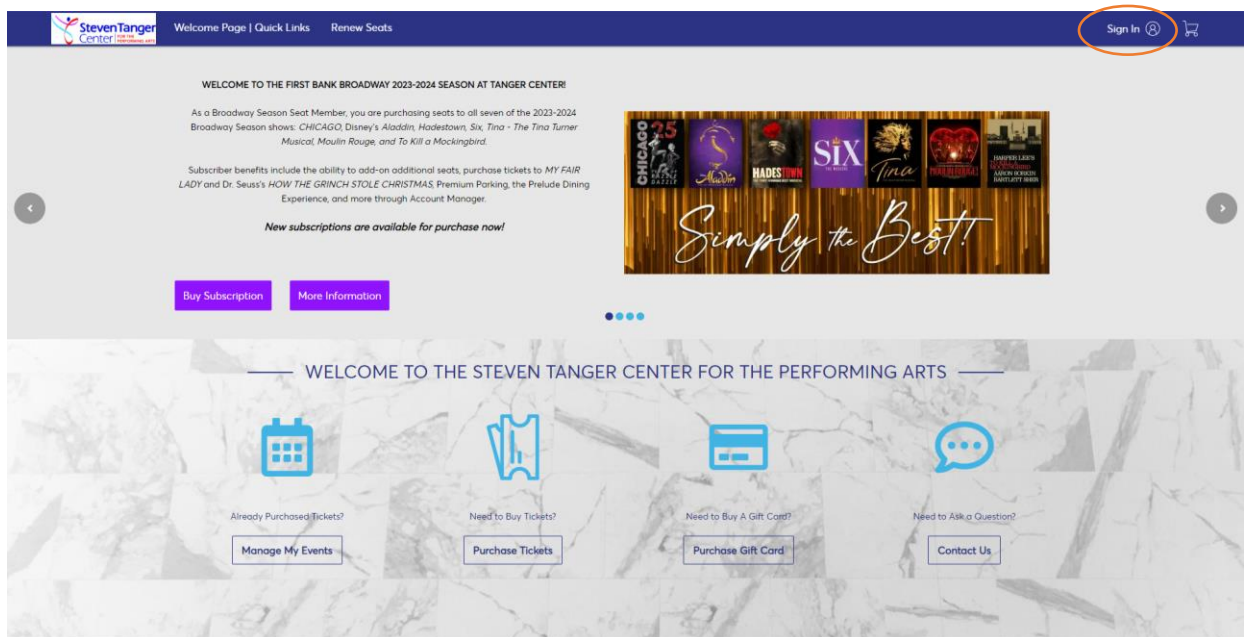
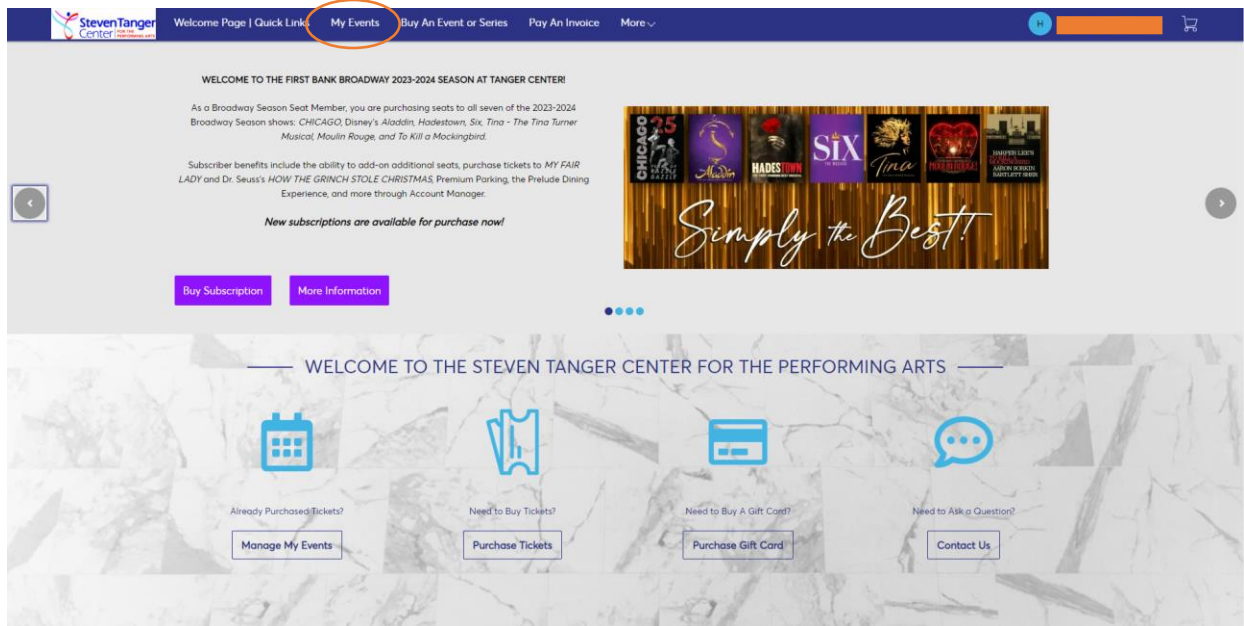


Instructions for Exchanging Broadway Season Seats through Account Manager

- 1.) Navigate to <https://am.ticketmaster.com/tangercenter/> and sign into your Account Manager in the upper right hand corner of the screen.
 - a. Your email address used to log in should match the one on file for your Tanger Center account. This is also the email at which you should be receiving communications from the Tanger Center regarding upcoming events.
 - b. If you have never accessed your Account Manager before, select “Sign Up” at the bottom of the sign in page.
 - c. If you have forgotten your password, click “Forgot Password” and follow the steps to reset your password through an email or text message link.

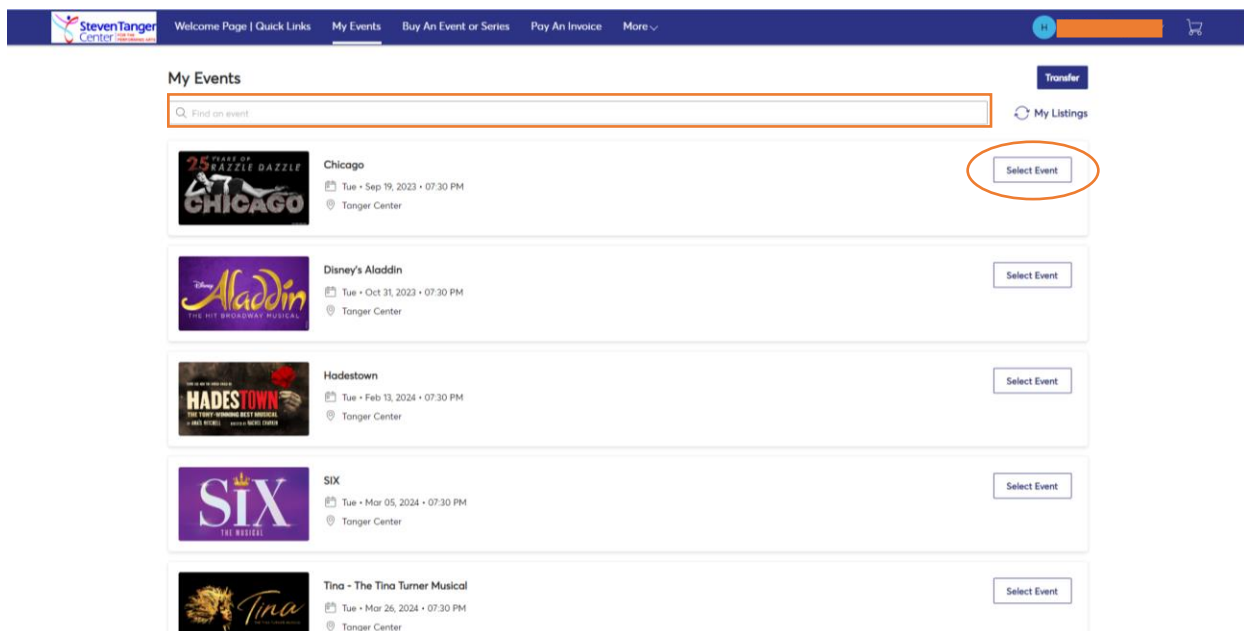


2.) Click “My Events” in the top navigation bar of the website.

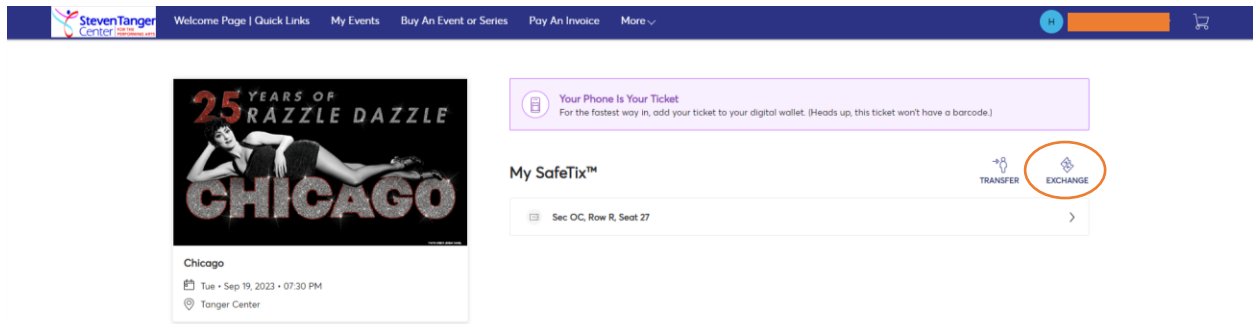


3.) Search or scroll down to the name of the event you would like to exchange.

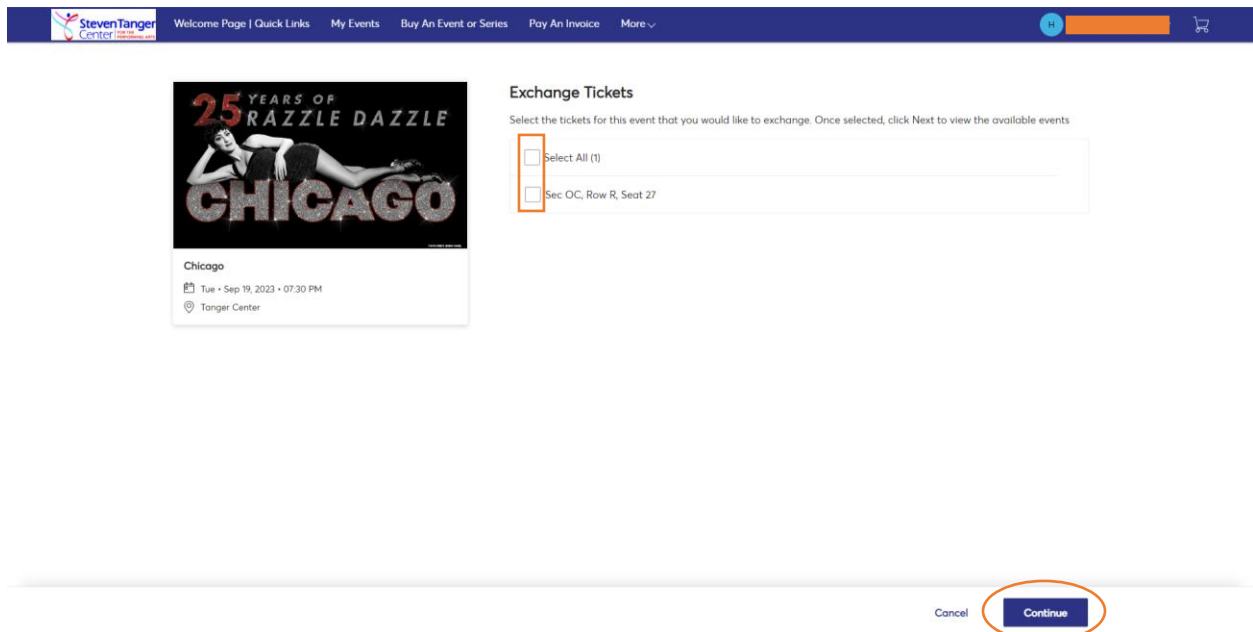
a. Click “Select Event” beside the name of your preferred event.



4.) Select “Exchange” from the management options given.



5.) Check the box next to each seat you would like to exchange OR click “Select All.”
a. Click “Continue” when all desired seats have been selected.



- 6.) Determine the night of the week into which you would like to exchange your seats and click “Select Event” on the item line.

The screenshot shows the Steven Tanger Center website's 'Exchange Tickets' page. On the left, there's a card for the 'Chicago' event, featuring a poster for '25 YEARS OF RAZZLE DAZZLE CHICAGO'. Below the poster, it lists the event details: 'Chicago', 'Tue • Sep 19, 2023 • 07:30 PM', and 'Tanger Center'. It also shows 'TICKETS SELECTED FOR EXCHANGE' as 'Sec OC, Row R, Seat 27' with an 'EDIT' link. On the right, under the 'Exchange Tickets' heading, there's a list of 'Available Events'. The first event is 'Chicago' on 'Tue • Sep 19, 2023 • 07:30 PM' at 'Tanger Center', with a 'Select Event' button circled in orange. Below it are two more events for 'Chicago' on 'Fri • Sep 22, 2023 • 08:00 PM' and 'Sun • Sep 24, 2023 • 06:30 PM', both with 'Select Event' buttons.

- 7.) Select any section of the map to begin viewing the available seating inventory.
- Drag the map to view available seats in different sections of the auditorium.
 - Blue circles on the map indicate open seats. When a seat is added to your cart, a green check mark will take the place of the blue circle.
 - Ticketmaster will not allow you to leave a single seat in a row. Please select seating in a different row or reduce the number of seats being purchased if you are given an error in this case.
 - Once all desired seats have been added to your cart, select “Continue.”

The screenshot shows the Steven Tanger Center website's seating map and shopping cart. The seating map displays the 'GRAND TIER CENTER' and 'LOGE CENTER' with a grid of seats. A green checkmark is visible in the 'LOGE CENTER' section, indicating a selected seat. Above the map, there's a price slider set to \$67.79 and a quantity selector set to 1. On the right, the 'Shopping Cart' is open, showing the details for the 'Chicago' event on 'Tue • Sep 19, 2023 • 07:30 PM' at 'Tanger Center'. It lists 'Section LOGE-C, Row A, Seat 5' and 'Adult Season Renewal 1' for a price of \$67.79. The 'Total Amount' is shown as \$0.00. The 'Continue' button at the bottom of the cart is circled in orange.

- 8.) Review the seats you intend to exchange and ensure that you have selected the correct performance date and time.
- Use the “Edit” tools to change the seats you have selected if there is an error.
 - Click “Submit” to continue to checkout.

Steven Tanger Center Welcome Page | Quick Links My Events Buy An Event or Series Pay An Invoice More

Review the details of your exchange

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Submit.

New Event Edit

Chicago
QTY: 1 TICKET
Tue • Sep 19, 2023 • 07:30 PM
Tanger Center [Show Map](#)

New Tickets

Section LOGE-C, Row A, Seat 5

Event selected for Exchange Edit

Chicago
QTY: 1 TICKET
Tue • Sep 19, 2023 • 07:30 PM
Tanger Center [Show Map](#)

Tickets Selected for Exchange

Sec OC, Row R, Seat 27

Summary

Cost of New Seats:	\$67.79
Section LOGE-C, Row A, Seat 5	
Applied Credits:	\$67.79
Total cost of new seats: \$67.79	
Applied Credits: -\$67.79	
Total Amount Due:	\$0.00

Note: Review your selections, your current seats won't be exchanged until you click submit.

Submit

- 9.) If the seats you have selected are an even exchange, you will not need to pay a balance.
- Your tickets will only be available via mobile delivery in your Account Manager. Your existing printed tickets will be voided.
 - Read and accept the Terms and Conditions of purchasing tickets through the Account Manager.
 - Click “Place Order” to complete your exchange.

Steven Tanger Center Time Remaining 09:50

Complete the checkout steps and submit your payment

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click “Submit”.

Delivery & Shipping ✓

Chicago: Not available

Payments ✓

Payment Not Required
Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.

Order Summary \$0.00

☐ I accept the [Terms and Conditions](#)

Place Order

Cart items

1 Items Summary \$0.00

Chicago
Section LOGE-C, Row A, Seat 5
\$0.00

Total Value \$0.00

- 10.) If the seats you have selected are more expensive than your original seats, you will need to pay the difference in price to complete your exchange.
- Select a card on file and verify the three digit CIN number OR click “Add/Edit Payment Method.”
 - Account Manager is compatible with Visa, Mastercard, American Express, and Discover cards.
 - Read and accept the Terms and Conditions of exchanging tickets through the Account Manager.
 - Click “Pay Today” to complete your exchange.

Steven Tanger Center for the Performing Arts

Time Remaining 09:25

Delivery & Shipping

Chicago: Not available

Payments

Payment Options

☒ Pay In Full

☐ Broadway 7 Month Payment Plan

Payment Method

☒ Card

Security Code *

CVV

Payment Amount *

\$27.22

Split this payment

Add / Edit Payment Method

Order Summary \$27.22

☐ I accept the Terms and Conditions

Pay Today - \$27.22

Cart Items

1 Items Summary \$27.22

Chicago
Section ORC, Row K, Seat 7
\$27.22

Total Value \$27.22

- 11.) An automatically generated order confirmation will be emailed to you.

Please note that all exchanges need to be completed **prior to the Friday before the run of each show** in the 2023-2024 Broadway Series. Deadlines are listed below. We are unable to accommodate exchange requests after the show has opened.

Chicago: September 15th, 2023

Aladdin: October 27th, 2023

How the Grinch Stole Christmas: November 17th, 2023

Stomp: January 19th, 2024

My Fair Lady: January 19th, 2024

Hadestown: February 9th, 2024

SIX: March 1st, 2024

Tina – The Tina Turner Musical: March 22nd, 2024

Moulin Rouge: April 12th, 2024

To Kill a Mockingbird: May 10th, 2024