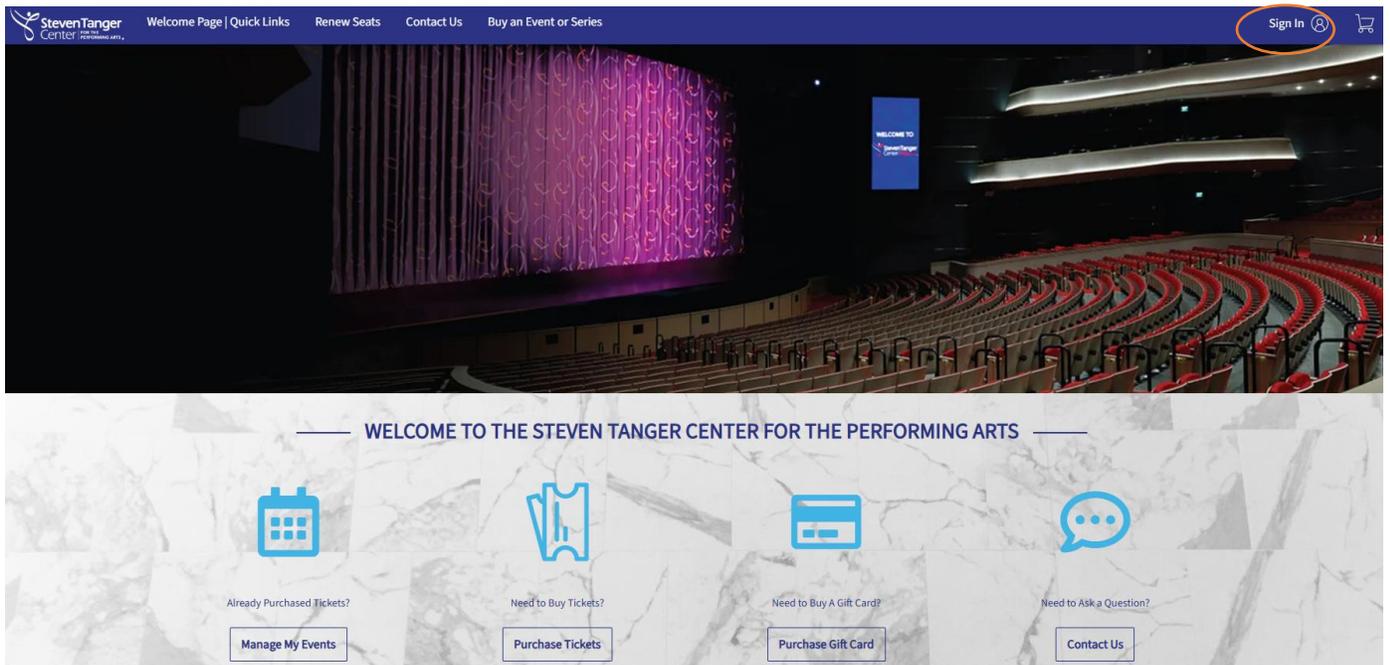


Instructions for Exchanging Broadway Season Seats through Account Manager

- 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.
 - b. If you have never accessed your Account Manager before, select “Sign Up” at the bottom of the sign in page – you must use the email address that you used to set up your Tanger Center account.
 - 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.



SIGN IN TO TANGER CENTER

If you don't have an account you will be prompted to create one.

Important Account Update

You can now use the same email and password for both your Tanger Center ticket account and your Ticketmaster account.

Tanger Center ticket holder? Use your existing email to sign in and update your password if prompted.

New here? Use your Ticketmaster email and password.

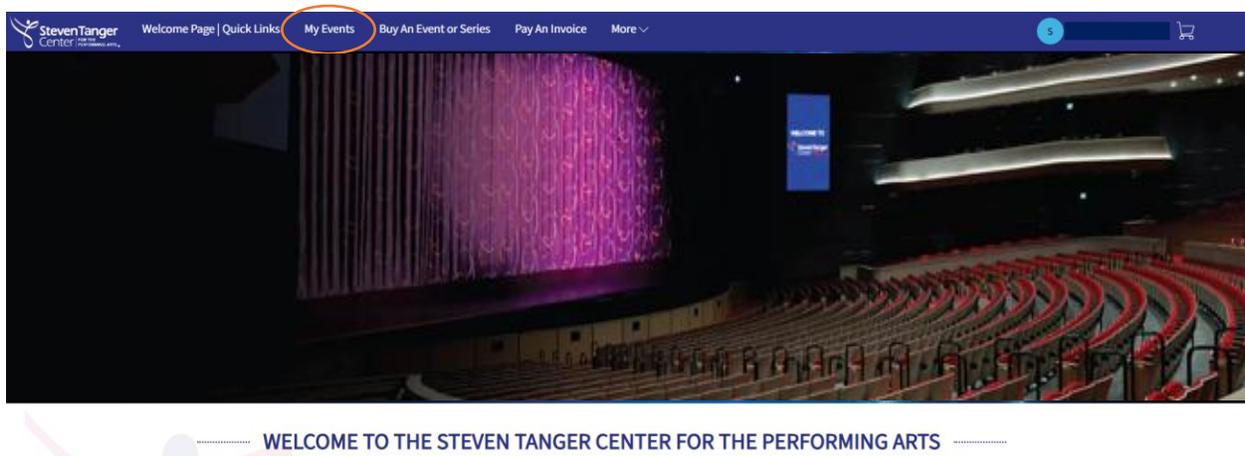
[Learn more](#)

Email Address

Continue

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in both the Ticketmaster [Privacy Policy](#) and [Tanger Center Privacy Policy](#).

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.

My Events

Transfer Tickets

My Listings



Event
Date
Time

View Event Details



Event
Date
Time

View Event Details



Event
Date
Time

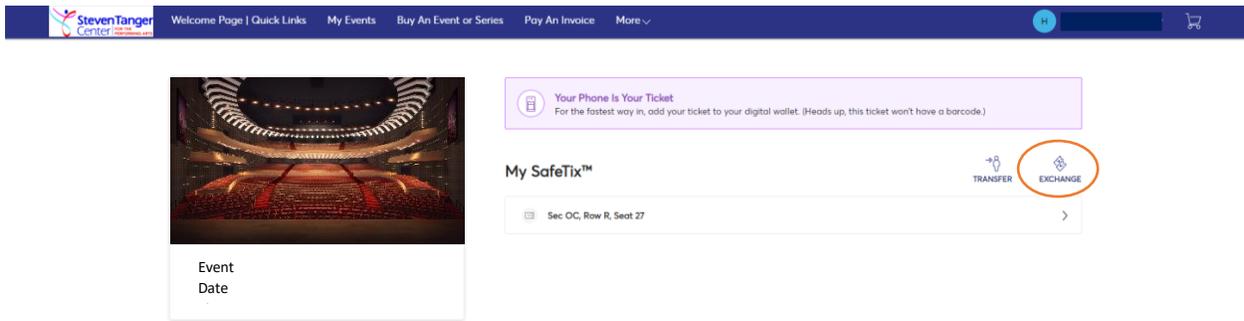
View Event Details



Event
Date
Time

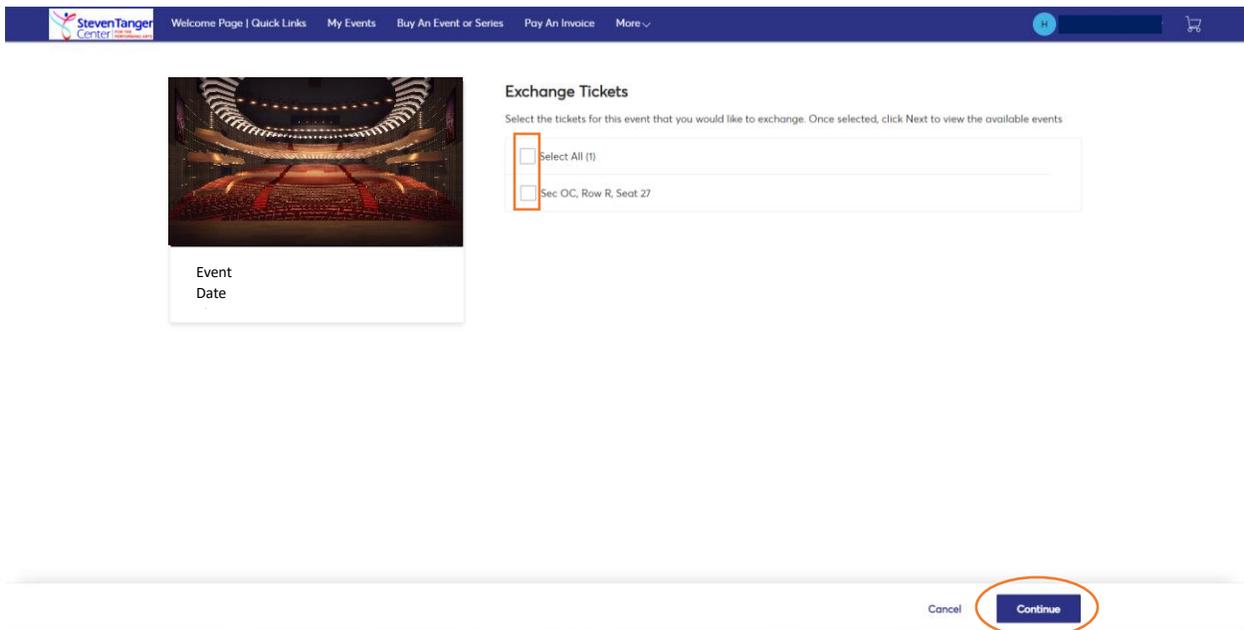
View Event Details

4.) Select "Exchange" from the management options given.



The screenshot shows the Steven Tanger Center website header with navigation links: Welcome Page | Quick Links | My Events | Buy An Event or Series | Pay An Invoice | More. A user profile icon is visible in the top right. Below the header, there is a large image of a theater interior. To the right of the image, a purple box contains the text: "Your Phone Is Your Ticket. For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)" Below this, the "My SafeTix™" section shows a ticket for "Sec OC, Row R, Seat 27". Two icons are present: "TRANSFER" and "EXCHANGE", with the "EXCHANGE" icon circled in orange.

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.



The screenshot shows the Steven Tanger Center website header with navigation links: Welcome Page | Quick Links | My Events | Buy An Event or Series | Pay An Invoice | More. A user profile icon is visible in the top right. Below the header, there is a large image of a theater interior. To the right of the image, the "Exchange Tickets" section is displayed. It contains the text: "Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events". Below this text, there are two checkboxes: "Select All (1)" and "Sec OC, Row R, Seat 27". Both checkboxes are circled in orange. At the bottom of the page, there are two buttons: "Cancel" and "Continue", with the "Continue" button circled in orange.

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

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

Exchange Tickets

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

Available Events Sort By: Event Date

Event Image	Event Date	Time	Action
	Event Date	Time	Select Event
	Event Date	Time	Select Event
	Event Date	Time	Select Event

Event Date
Time
EDIT

- 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.”

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

04:28 left to select seats

Qty: 1 Price (in \$): 67.79 95.01

Shopping Cart

Event Date	Time	Amount
Adult Season Renewal: 1		\$67.79
Cost of Seats		\$67.79
Paid Amount		-\$67.79
Total Amount		\$0.00

Continue

Available Seats
Unavailable Seats

GRAND TIER CENTER
LOGE CENTER

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

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

Event
Date
Time

New Tickets

Section LOGE-C, Row A, Seat 5

Event selected for Exchange Edit

Event
Date
Time

Tickets Selected for Exchange

Sec OC, Row R, Seat 27

Summary

Cost of New Seats: \$67.79
Section LOGE-C, Row A, Seat 5 -\$67.79

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.
 - a. Your tickets will only be available via mobile delivery in your Account Manager. Your existing printed tickets will be voided.
 - b. Read and accept the Terms and Conditions of purchasing tickets through the Account Manager.
 - c. Click "Place Order" to complete your exchange.

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.
- a. Select a card on file and verify the three digit CIN number OR click “Add/Edit Payment Method.”
 - i. Account Manager is compatible with Visa, Mastercard, American Express, and Discover cards.
 - b. Read and accept the Terms and Conditions of exchanging tickets through the Account Manager.
 - c. Click “Pay Today” to complete your exchange.

Steven Tanger Center

Time Remaining 09:25

Delivery & Shipping ✓

Chicago: Not available

Order Summary \$27.22

I accept the Terms and Conditions

Pay Today - \$27.22

Payments

Payment Options

Pay In Full

Broadway 7 Month Payment Plan

Payment Method

Card

Security Code *

CVV 3-digits on back of card

Payment Amount ** \$27.22

Split this payment

Add / Edit Payment Method

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.

Exchange Deadlines

Please note that all exchanges need to be completed **prior to 3pm ET the Friday before the run of each show** in the Broadway Series. Deadlines are listed below. We are unable to accommodate exchange requests after the show has opened.

26-27 Broadway Season

Maybe Happy Ending: September 18, 2026

The Great Gatsby: October 2, 2026

Wicked: November 13, 2026

Death Becomes Her: January 1, 2027

The Bodyguard: April 23, 2027

Just in Time: June 11, 2027

Buena Vista Social Club: August 13, 2027

Add on shows in 25-26 Broadway Season

Mamma Mia: February 26, 2027

The Lion King: May 14, 2027