

## 26-27 Renewal FAQs

**\*Renewal Deadline: 04/15/2026 3pm\***

- How can I change my season seat location and/or performance that I attend?
  - o You must renew your current season seats to be eligible to change your seats or performance. In the coming months, we will have an “upgrade period” and this will be your opportunity to change your seat location and/or performance.
    - This also applies if they want to “downgrade” their seats.
      - The price difference will only be refunded to them if downgrading their entire season package during the upgrade period, not when exchanging on an individual show basis once their membership has been renewed.
    - This also applies to ADA patrons. They will need to renew their current seats first. Then they need to email [customercare@tangercenter.com](mailto:customercare@tangercenter.com) with their name, account number, and the accommodations they need.
      - Supervisors: when you receive this information, please forward to [customercare@tangercenter.com](mailto:customercare@tangercenter.com).
  - o Please be on the lookout for information on this in the coming months. You will be placed into an upgrade window based on when you renewed your tickets. We will email you the date and time that your window opens. Those who have Auto Renew on their account will be placed at the top of upgrade windows followed by those who renew on 3/2.
- How do I reduce the number of seats in my season before renewing?
  - o Please email [CustomerCare@TangerCenter.com](mailto:CustomerCare@TangerCenter.com) to reduce the number of seats on your plan prior to paying your invoice.
  - o Auto renew: Any changes made to auto renewal accounts needs to be done by March 13, 2026
    - Supervisors: once done reducing move this email to the 26-27 Broadway – Dropping Seats folder in Customer Care and note in Contact Management.
    - Phone room staff: please see guide for “Reducing Seats” and follow the steps.
- How can I add seats to my subscription?
  - o Currently, you can only renew your current seats. New season seats will be available for purchase in the coming months and you are welcome to add on to your seats at that time. Please note that with the number of subscribers in our season, you likely will not find seats directly adjacent to your own.
- When and how can I add VIP parking or the Prelude Dining Experience?
  - o During your renewal process, you will also see VIP Parking and Prelude Dining Experience available for add-ons. You can do this in Account Manager as you renew your Broadway season seats
  - o If you had a parking plan last season and chose to auto-renew you automatically have a 26-27 season parking pass.
  - o Reminder – President’s Club includes VIP Parking and access to the lounge for the original show line up. This does not include Add-On shows.
- What are my parking options for the season?
  - o For each of your Broadway season shows, Season Seat Members will have a garage parking pass good for either the Marriott or Church Street decks.
  - o VIP parking is available as an upgrade during your invoice process. This is \$207.03 for the whole season. VIP parking is the on-site surface parking lot located directly adjacent to Tanger Center and is the closest parking to the venue.
  - o You can purchase VIP parking for select shows once the single shows go on sale if you don’t want to purchase for the whole season.
  - o Please note: space is available on a first-come, first serve basis; only good for the Broadway show noted on your voucher.

- What are my dining options for this season?
  - o During your checkout process in Account Manager, you will have the option to purchase Prelude Dining for the night of your show performances.
  - o Prelude Dining includes the following:
    - Enjoy interactive food stations and the inclusion of wine before your show in the Koury Grandview Room on the 3<sup>rd</sup> floor. For more information, visit [TangerCenter.com/PreludeDining](http://TangerCenter.com/PreludeDining).
    - This is \$62.98 per ticket per show
    - There is no price difference for children or people that do not consume alcoholic beverages
    - Prelude Dining opens an hour and a half prior to show time
- Can I purchase the Prelude Dining for all shows in my season?
  - o There is not a 'season' like there is for parking, but you are able to select prelude for each show, should you choose.
  - o Prelude Dining is not available for matinee subscriber shows.
- How do I split my account with my (insert relationship here)?
  - o Please email [CustomerCare@TangerCenter.com](mailto:CustomerCare@TangerCenter.com) to split your account prior to paying your invoice. We will need to know the name, address, phone number, and email address of the person that you are wanting to split your account with in the email you send us.
    - Supervisors: once complete, move this email to the 26-27 Broadway – Splitting Seats folder in Customer Care and note in Contact Management.
    - Phone room staff: please see guide for "How to Split Seats".
- Can I get a refund for my season seats after I renew my tickets?
  - o At this time, we are not offering refunds for our season tickets or individual shows.
  - o We can refund auto-renewals up until 30 days after the season announce.
- Are there any extra shows for the season that we can add on?
  - o Mamma Mia! (March 2027)
  - o Disney's The Lion King (May 2027)
- What if there is a show that I don't want to see as part of the season?
  - o We do not offer flexible season plans. As a Season Seat Member, you are renewing for all 7 shows that will be on our upcoming season.
  - o When the option becomes available, you would want to use the resell option in your Account Manager account to properly sell your tickets or you could transfer unwanted tickets to a friend.
- What if I miss my deadline for renewals?
  - o The renewal deadline is 04/15/26. If you miss your deadline, you will have to purchase as a new season seat member when those seats go on sale.
    - Renewing Season Seat Members will be sent brochures, reminder emails, reminder postcards, and phone calls. We do our very best to give each SSM the opportunity to renew their tickets.
- Should I choose a payment plan, when do my payments start?
  - o If you choose a payment plan you will be required to put a \$100 deposit down per account and then your payment plan will go into effect on May 1<sup>st</sup>, 2026. The \$100 will go towards your payment plan.
  - o We will have a 6-month and 9-month payment plan option.
  - o **Please do not make additional payments through Account Manager, as this will not prevent the automatic draft.**
  - o No changes can be made to an account after 4/25/25 at 3pm.
- Will my season tickets be mailed?
  - o Ticket booklets will be mailed in summer 2026, approximately one month prior to the season beginning, if you select to receive printed tickets. We strongly encourage you to keep track of your dates in Account Manager. We also encourage you to check out the benefits and ease of mobile ticketing by visiting [TangerCenter.com/MemberMobile](http://TangerCenter.com/MemberMobile).

- What if I need to exchange single show tickets?
  - Exchanges and add-ons for individual shows will become available later this summer for SSMs. You can make these changes until the Friday prior to the opening of each show at 3 pm.
  - Any tickets that the SSM adds on outside their package are subject to dynamic pricing and the current price at the time they add-on a seat.
- Can I renew my seats at the box office?
  - Yes, if a subscriber comes to the box office, we will help them through the process.
- Can I renew my seats with a gift card?
  - Subscribers are unable to use a gift card when paying through Account Manager.
  - They can use a gift card if renewing in person at the Tanger Box Office.