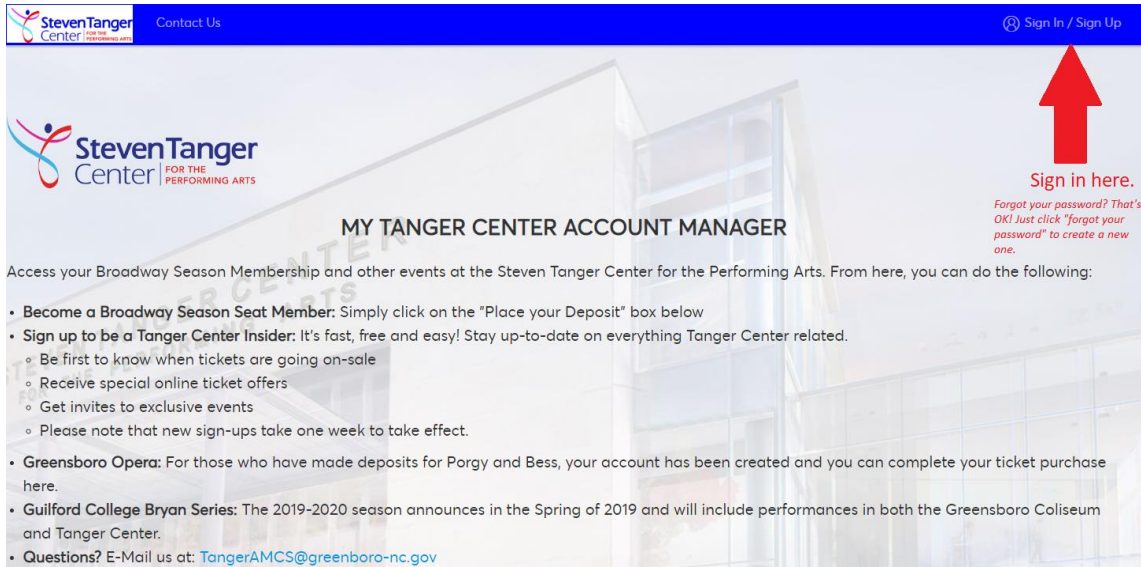


How to Exchange for Your Season Seats

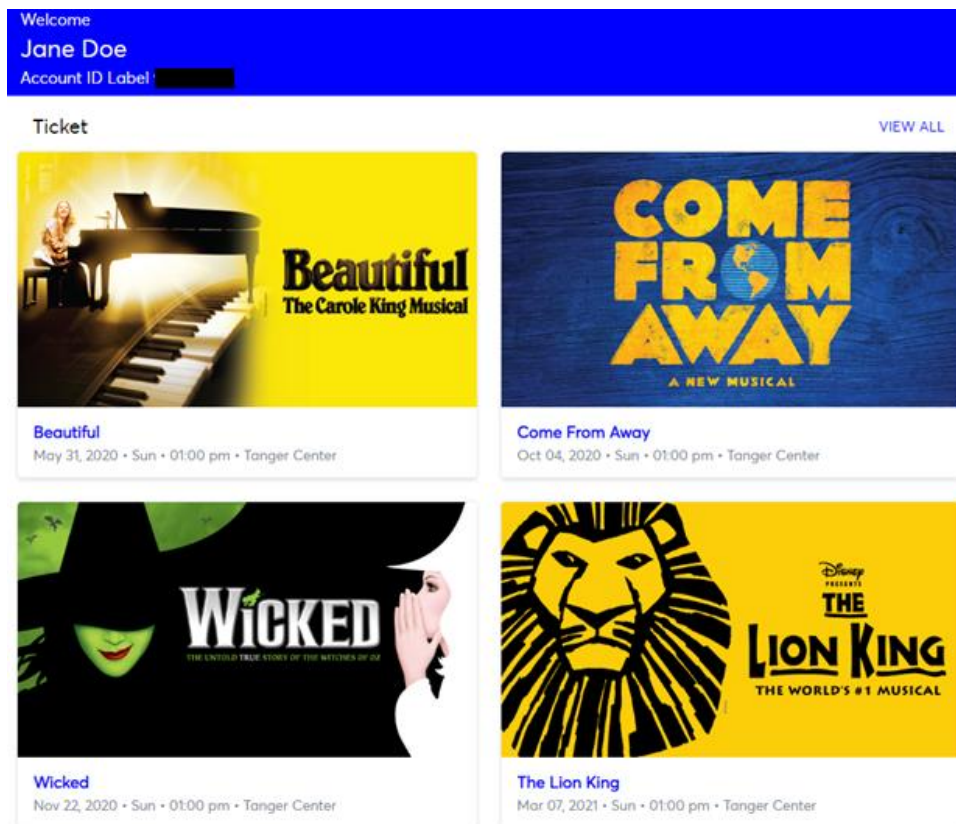
**Please note that this process will work best using a desktop/laptop.*

1. Log into your Tanger Center Account Manager with the email you used to purchase your season seats. *Forgot your password? That's OK! Just click "forgot password" to create a new one.*




The screenshot shows the Steven Tanger Center website. At the top, there is a blue navigation bar with the Steven Tanger Center logo on the left, a "Contact Us" link, and a "Sign In / Sign Up" link on the right. Below the navigation bar, the Steven Tanger Center logo is repeated on the left. In the center, the text "MY TANGER CENTER ACCOUNT MANAGER" is displayed. To the right of this text, a red arrow points upwards towards the "Sign In / Sign Up" link, with the text "Sign in here." and "Forgot your password? That's OK! Just click 'forgot your password' to create a new one." below it. Below the account manager heading, there is a paragraph of text: "Access your Broadway Season Membership and other events at the Steven Tanger Center for the Performing Arts. From here, you can do the following:". This is followed by a list of bullet points: "Become a Broadway Season Seat Member: Simply click on the 'Place your Deposit' box below", "Sign up to be a Tanger Center Insider: It's fast, free and easy! Stay up-to-date on everything Tanger Center related." (with sub-bullets: "Be first to know when tickets are going on-sale", "Receive special online ticket offers", "Get invites to exclusive events", "Please note that new sign-ups take one week to take effect."), "Greensboro Opera: For those who have made deposits for Porgy and Bess, your account has been created and you can complete your ticket purchase here.", "Guilford College Bryan Series: The 2019-2020 season announces in the Spring of 2019 and will include performances in both the Greensboro Coliseum and Tanger Center.", and "Questions? E-Mail us at: TangerAMCS@greensboro-nc.gov".

2. Your Dashboard shows your current upcoming events. Click "View All" to see a listing of your events.




The screenshot shows a user dashboard for Jane Doe. At the top, there is a blue header with the text "Welcome Jane Doe" and "Account ID Label: [REDACTED]". Below the header, the word "Ticket" is displayed on the left, and a "VIEW ALL" link is on the right. The dashboard features four event cards arranged in a 2x2 grid. Each card has a large image, the event title, and the date, time, and location. The events are: "Beautiful: The Carole King Musical" (May 31, 2020, Sun, 01:00 pm, Tanger Center), "Come From Away: A NEW MUSICAL" (Oct 04, 2020, Sun, 01:00 pm, Tanger Center), "Wicked: THE UNTOLD TRUE STORY OF THE WITCHES OF OZ" (Nov 22, 2020, Sun, 01:00 pm, Tanger Center), and "The Lion King: THE WORLD'S #1 MUSICAL" (Mar 07, 2021, Sun, 01:00 pm, Tanger Center).

3. Select the event you wish to exchange.




Beautiful
The Carole King Musical

Sun • May 31, 2020 • 01:00 pm
Tanger Center




Come From Away
A NEW MUSICAL

Sun • Oct 04, 2020 • 01:00 pm
Tanger Center



Wicked

Sun • Nov 22, 2020 • 01:00 pm
Tanger Center



The Lion King
THE WORLD'S #1 MUSICAL

Sun • Mar 07, 2021 • 01:00 pm
Tanger Center

4. Click on the box in the upper right hand corner with the three dots and select Exchange from the menu.

Nov 22, 2020 @ 01:00 pm
Wicked
Tanger Center


Transfer Sell ...

Exchange

2 Tickets

Broadway New Subscriber


SECTION	ROW	SEAT
GTR	L	16



Wicked
Nov 22, 2020 @ 01:00 pm - Tanger Center
Ticket Details
ticketmaster verified

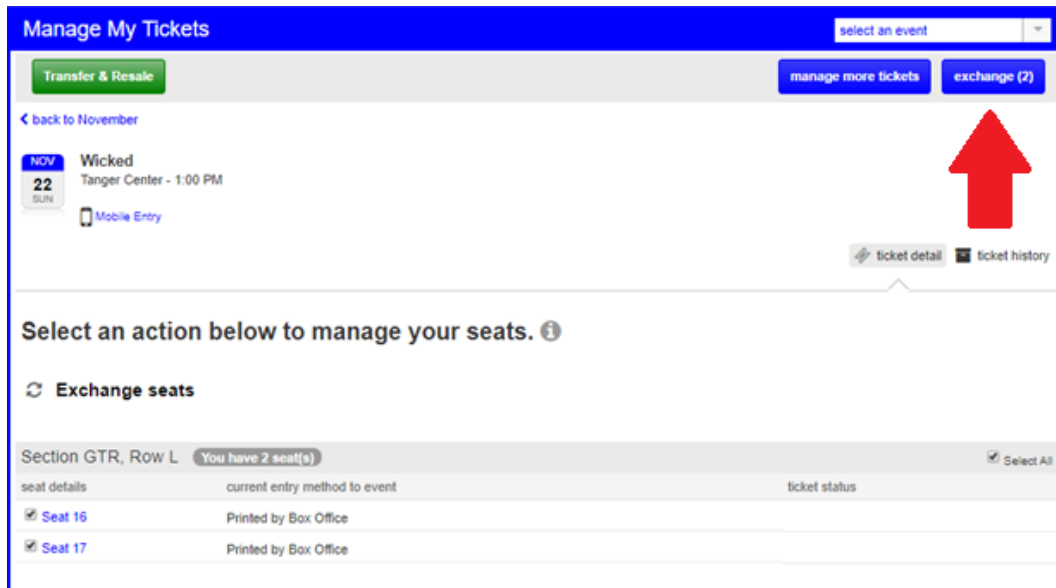
Broadway New Subscriber

SECTION	ROW	SEAT
GTR	L	17



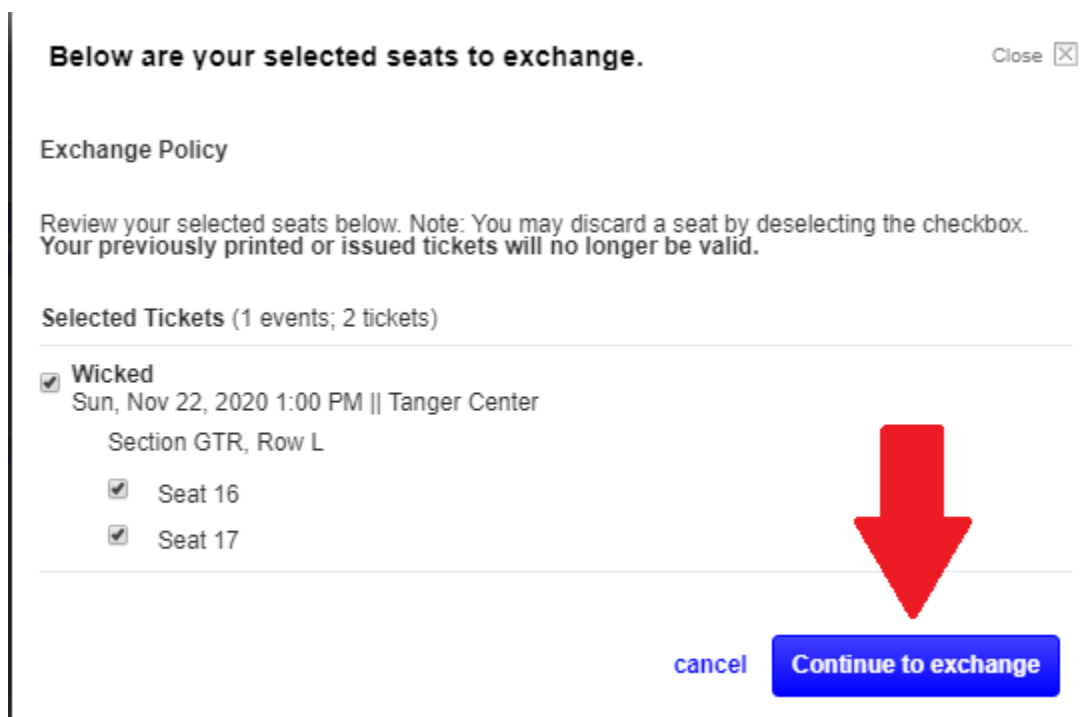
Wicked
Nov 22, 2020 @ 01:00 pm - Tanger Center
Ticket Details
ticketmaster verified

5. Select the quantity of seats you would like to exchange from the seats listed under Exchange Seats and click “Exchange” in the upper right hand corner.



The screenshot shows the 'Manage My Tickets' page for the event 'Wicked' at the 'Tanger Center' on 'Nov 22 SUN' at '1:00 PM'. The page has a blue header with a 'select an event' dropdown. Below the header, there are buttons for 'Transfer & Resale', 'manage more tickets', and 'exchange (2)'. A red arrow points to the 'exchange (2)' button. The main content area shows 'Select an action below to manage your seats.' with a sub-section 'Exchange seats'. Below this, there is a table with columns 'seat details', 'current entry method to event', and 'ticket status'. The table lists two seats: 'Seat 16' and 'Seat 17', both 'Printed by Box Office'. A 'Select All' checkbox is visible on the right side of the table.

6. You will confirm the seats you wish to exchange in the dialogue box that appears then click “Continue to exchange”.



The dialog box titled 'Below are your selected seats to exchange.' contains an 'Exchange Policy' section with the text: 'Review your selected seats below. Note: You may discard a seat by deselecting the checkbox. Your previously printed or issued tickets will no longer be valid.' Below this is a 'Selected Tickets (1 events; 2 tickets)' section. It lists 'Wicked' for 'Sun, Nov 22, 2020 1:00 PM || Tanger Center' at 'Section GTR, Row L'. Underneath, 'Seat 16' and 'Seat 17' are listed, each with a checked checkbox. At the bottom of the dialog, there are two buttons: 'cancel' and 'Continue to exchange'. A red arrow points to the 'Continue to exchange' button.

7. Select your new performance and click "Continue".

<input type="radio"/>	Wicked on 12/1/20 at 7:30PM (Tuesday)	Tue, December 1, 2020 at 7:30 PM	Tanger Center
<input type="radio"/>	Wicked on 12/2/20 at 7:30PM (Wednesday)	Wed, December 2, 2020 at 7:30 PM	Tanger Center
<input type="radio"/>	Wicked on 12/3/20 at 7:30PM (Thursday)	Thu, December 3, 2020 at 7:30 PM	Tanger Center
<input type="radio"/>	Wicked on 12/4/20 at 8:00PM (Friday)	Fri, December 4, 2020 at 8:00 PM	Tanger Center
<input type="radio"/>	Wicked on 12/5/20 at 2:00PM (Saturday)	Sat, December 5, 2020 at 2:00 PM	Tanger Center
<input type="radio"/>	Wicked on 12/5/20 at 8:00PM (Saturday)	Sat, December 5, 2020 at 8:00 PM	Tanger Center
<input type="radio"/>	Wicked on 12/5/20 at 1:00PM (Sunday)	Sun, December 6, 2020 at 1:00 PM	Tanger Center
<input type="radio"/>	Wicked on 12/5/20 at 6:30PM (Sunday)	Sun, December 6, 2020 at 6:30 PM	Tanger Center

[cancel](#)[continue](#)

8. Enable Flash to view the Interactive Seat Map. Please note, this function is currently not supported by the iOS platform (i.e. iPhone, iPad, etc.). Try logging on from a computer or phone that supports this functionality.

Select New Seats

Pricing Options:
Cost per Seat (US \$) to

Prices displayed are the additional cost to exchange from your existing seat. If the exchange cost is displayed as \$0.00, there is no additional cost to you. Please note: Seats represented on the map reflect the face value price. Eligible discounted prices and applicable surcharges may apply and will be adjusted as you proceed to the next page.

Cost of New Seats
Status
Section GTR, Row L
Seat 16
Section GTR, Row L
Seat 17

NOTE: Single unoccupied seat is allowed.

Instructions | Map Disclaimer

Chrome requires you to enable Flash to use this map. Just click the "Enable Flash" button below, then click "Allow" when Chrome's prompt appears.

[Enable Flash](#)

Exchanged Seats* (0) | [Show Details](#) **COST:**
[Exchange Different Event](#) [Cancel](#) [Checkout](#)

By clicking on the "Checkout" button, or otherwise using this website, you agree to the [Terms of Use](#).
*Please Note: Seats are not reserved until you proceed to checkout.

9. Click on a seat section to view available seats.

Select New Seats

Pricing Options:
Cost per Seat (US \$) to
Prices displayed are the additional cost to exchange from your existing seat. If the exchange cost is displayed as \$0.00, there is no additional cost to you. Please note: Seats represented on the map reflect the face value price. Eligible discounted prices and applicable surcharges may apply and will be adjusted as you proceed to the next page.

Cost of New Seats

	Status
Section GTR, Row L <input type="text" value="2"/> Seat 16	✓
Section GTR, Row L <input type="text" value="2"/> Seat 17	✓

NOTE: Single unoccupied seat is allowed.

Instructions | Map Disclaimer

Available **Also Available** **Not Available**

Exchanged Seats* (2) | Show Details **COST: + US \$19.22**

[Exchange Different Event](#) [Cancel](#) [Checkout](#)

By clicking on the "Checkout" button, or otherwise using this website, you agree to the [Terms of Use](#).
*Please Note: Seats are not reserved until you proceed to checkout.

10. Click the new seats you wish to purchase. Please not that **you can only exchange the number of seats originally purchased in your season subscription.**

Select New Seats

Pricing Options:
Cost per Seat (US \$) to
Prices displayed are the additional cost to exchange from your existing seat. If the exchange cost is displayed as \$0.00, there is no additional cost to you. Please note: Seats represented on the map reflect the face value price. Eligible discounted prices and applicable surcharges may apply and will be adjusted as you proceed to the next page.

Cost of New Seats

	Status
Section GTR, Row L <input type="text" value="2"/> Seat 16	✓
Section GTR, Row L <input type="text" value="2"/> Seat 17	✓

NOTE: Single unoccupied seat is allowed.

Instructions | Map Disclaimer

Selected Seat **Also Available** **Not Available** **Owned Seats**

Exchanged Seats* (2) | Show Details **COST: + US \$19.22**

[Exchange Different Event](#) [Cancel](#) [Checkout](#)

By clicking on the "Checkout" button, or otherwise using this website, you agree to the [Terms of Use](#).
*Please Note: Seats are not reserved until you proceed to checkout.

11. Click “Show Details” to view the details of your new seat exchange. Please note, the difference in ticket price from your original subscription seats to a higher priced performance is detailed under “Exchange Cost.” Then hit “Checkout” in the lower right hand corner to complete your exchange.

-OR-

Changed your mind about your current selection? Click “Exchange Different Event” in lower left hand corner to go back to Step #7.

Select New Seats

Pricing Options:

Cost per Seat (US \$) to

Prices displayed are the additional cost to exchange from your existing seat. If the exchange cost is displayed as \$0.00, there is no additional cost to you. Please note: Seats represented on the map reflect the face value price. Eligible discounted prices and applicable surcharges may apply and will be adjusted as you proceed to the next page.

Cost of New Seats

	Status
Section GTR, Row L, Seat 16	<input checked="" type="checkbox"/>
Section GTR, Row L, Seat 17	<input checked="" type="checkbox"/>

NOTE: Single unoccupied seat is allowed.

[Instructions](#) | [Map Disclaimer](#)

Exchanged Seats* (2) [Hide Details](#)

Section	Row	Seats	Type	Exchange cost	Remove All
GTC	A	32	Broadway Subscriber Exchange	+ US \$9.61	<input type="button" value="Remove"/>
GTC	A	33	Broadway Subscriber Exchange	+ US \$9.61	<input type="button" value="Remove"/>

COST: + US \$19.22

[Exchange Different Event](#) [Cancel](#) [Checkout](#)

By clicking on the "Checkout" button, or otherwise using this website, you agree to the [Terms of Use](#)
*Please Note: Seats are not reserved until you proceed to checkout.

12. On the Shopping Cart page, please select the “Mail April” as the Select Delivery option. Once complete, click “Checkout” in the lower right hand corner.

Shopping Cart

Cart Items


[Click Here to Buy VIP Parking Pass](#)

Current Seats

item	details	type	price	total
Wicked Sun, Nov 22, 2020 1:00 PM Tanger Center	Section GTR Row L Seat 16 - 17	Broadway New Subscriber	2 x \$89.67	\$179.34


New Seats


item	details	type	price	total
Wicked on 12/2/20 at 7:30PM (Wednesday) Wicked on 12/2/20 at 7:30PM (Wednesday)	Section GTC Row A Seat 32 - 33	Adult	2 x \$99.28	\$198.56

Select Delivery Mail April (USD 0.00 Per Ticket, Per Event) ▼ 

[remove](#)

Cost Summary

Cost of New Seats	\$198.56
Delivery Total	\$0.00
Fee Total	\$0.00
Paid to Date 	- \$160.12
Total Amount	USD 38.44

[checkout](#)

13. After entering your payment information, you should be brought to the summary screen. Once this is all completed, click “Submit Order” to complete the transaction.

*Don't forget to click the “agree to terms of use” box below your payments.

14. Your order summary will show your total for today's payment. You will receive an automatic email receipt for your purchase.

YOU ARE ON YOUR WAY TO BROADWAY'S NEWEST HOME!