

## FAQ for Add-Ons and Exchanges for Season Seat Members

### Inaugural Broadway Season

*\*Please note that the exchange process will work best from a desktop/laptop.*

1. Will I be able to add extra seats next to my season seats for my friends/family for certain shows?
  - a. The answer to this will entirely depend on where your season seats are! Please note that with over 17,000 season seat members, seats are limited on most performances. If you cannot find seats directly next to your season seats, we suggest looking at the entire seat map for finding seats as close as you can to yours. Please note that all added seats are subject to convenience fees.
2. Is there a limit on the number of extra seats I can buy for friends/family?
  - a. Season seat members can purchase up to 4 additional seats for any selected performance on subscription shows or the added Broadway weeks.
3. If I am exchanging into another performance in the subscription week, will I get my same seats?
  - a. It is unlikely that your same seats will be available on other subscription performances. Please remember that with over 17,000 season seat members, seating options will be limited when you are exchanging into an alternate performance.
  - b. Season Seat Members will be able to exchange performances with no fee, which is something purchasers of individual tickets must pay for. To allow Tanger Center to best serve you, we recommend exchanging as early as possible for best seating options and you must make this request at least three business days prior to your scheduled performance. Please note that seating options for exchanges can sometimes be limited and if changing into a higher priced performance or seating location, a price difference may apply. Note that if a price difference does apply, this will be noted as an “exchange cost” in the buying process.
  - c. Please note that if you exchange into a lower cost performance or seating section, there will be no price difference to return back to your method of payment.
4. Can I exchange my season seats into the second and/or third weeks of WICKED and/or Disney’s The Lion King?
  - a. If it better suits your schedule, you may move into week 2 of Disney’s The Lion King, or weeks 2 or 3 of WICKED. Please note that the prices in weeks 2 and 3 of these performances will be higher than your subscription week, and full payment for the difference in price is due at the time of seat selection. Additionally, your same subscription seats may not be available in these weeks.
5. When and how will I get my exchanged season tickets? Is there a cut-off date for exchanges?
  - a. If you exchanged your seats prior to January 10, 2020, your exchanged seats were printed in your season ticket booklet, which was mailed in April 2020. However, with the numerous date changes, we encourage all of our season seat member to manage their tickets digitally through Account Manager.
  - b. Any exchanges made after January 10, 2020 would not be included in your season ticket booklet. When you exchanged those particular tickets, the original tickets are no longer

- valid, your new exchanged seats are available to use digitally in Account Manager. We will not mail any exchanged tickets.
- c. Please note that we encourage you to make exchanges as early as possible for best seating options. The latest to make exchanges is three days prior to your scheduled performance.
6. When and how will I get my add-ons?
    - a. Your add-on tickets will be available digitally in Account Manager. We encourage you to manage all your seats including Add-on tickets in Account Manager.
    - b. Mobile ticketing is available, and this is the easiest way to manage your seats.
  7. Will you have mobile ticketing available for my season seats?
    - a. Yes, mobile tickets will be available to manage via Account Manager around the time when you receive your season ticket booklet in April 2020. Please refer to our Tanger Center Mobile page for more information.
  8. I am a President's Club member. I need to exchange my seats for a performance that does not have any President's Club seats left. Can I still exchange into other seats and use my benefits?
    - a. Yes, you will still get VIP parking and access to the President's Club lounge for your new performance. Please note that exchanging will invalidate both tickets and benefits from your original performance.
    - b. President's Club members adding on seats for subscription week shows will not receive added lounge passes or VIP parking.
    - c. President's Club members must use their physical drink tickets at the show. Drink tickets will not digital for the 2021-22 season.