

2022-2023 Broadway Add-ons & Exchanges FAQs

- 1.) When do add-ons/exchanges open up for subscribers?
 - a. Add-ons and exchanges will be available in Account Manager and over the phone beginning July 25 at 10am.
 - b. Add-ons paid by gift card must be processed in person at the Tanger Center Box Office.
 - c. Add-ons and exchanges for Les Miserables will be available on August 15.
- 2.) How many seats can you add-on to an account per show?
 - a. Each subscriber account can add-on up to 8 tickets for each of the 7 shows in the 2022-2023 season.
 - b. Add-on seats do not roll over to another show if unused. For example, you can't add on 9 seats to Frozen because you only added-on 7 to Pretty Woman.
- 3.) Can tickets be exchanged for other shows within the series?
 - a. No, exchanges can only be completed for the purpose of moving subscribers to a different night during the run of the same show. For example, tickets for Beetlejuice cannot be exchanged for Frozen.
- 4.) Are there additional costs for adding-on/exchanging seats?
 - a. If exchanging seats to some of equal or lesser value, this is considered an even exchange and there are no additional fees.
 - b. If exchanging seats to some of greater value, the difference in price must be paid, though there are no additional fees.
 - c. Differences in price cannot be applied to an existing payment plan. All upcharges must be paid in full at the time of checkout.
- 5.) Will add-ons, like VIP parking and prelude experience, be valid for a new show date if corresponding show tickets are exchanged?
 - a. Parking passes will still be valid for use once during the run of the show and do not need to be adjusted if show tickets are exchanged to a different night.
 - b. Patrons with Prelude Experience tickets need to contact the call center to have their tickets adjusted if changing performance nights.
 - i. Call 336.373.7575 or email customer@tangercenter.com, which are the best ways to reach our customer service representatives.
- 6.) If someone exchanges into/out of President's Club, what amenities do they receive?
 - a. If a President's Club Season Member exchanges out of President's Club for a single event, they maintain their President's Club amenities.
 - b. If a regular subscriber exchanges into the President's Club for a single event, they do not receive President's Club amenities, like VIP parking.
- 7.) When will transfer and resale options be available in Account Manager?
 - a. Transfer and resale will be available in the subscriber's account when each event opens for public sale.