



2019-2020 Season Ticket Holder FAQ

What are the benefits of being a Season Ticket Holder? Keep your seats season after season at a special season ticket holder price for most *Fred Meyer Broadway In Boise* performances. Plus, get access to priority parking, have the opportunity to purchase extra tickets for friends and family before the general public, be first in line for special engagement performances (your email address is required for this benefit), and manage your tickets online.

Can I manage and renew my season online? Yes! Visit MorrisonCenter.com and select *My Account* under the *Tickets* tab. If you already have your account set up, follow the prompts to renew. If this is your first time accessing your account, under the *Log in or Create an Account* box select the *Forgot Your Password?* link to retrieve your password. You will be sent an email with your login information. You will then be able to manage and renew your season online.

When will I get my tickets? Season tickets will be mailed to the address listed on your account approximately four to six weeks prior to your first scheduled performance. If you have moved recently, the account holder must make address changes in writing or online via *My Account*. The Morrison Center cannot be responsible for items not forwarded by the post office. If you have selected electronic delivery, you can simply pull them up on your mobile device.

Can I get extra tickets? Yes! We are happy to provide additional tickets to any *Fred Meyer Broadway In Boise* show. The request must come from the account holder. However, there is no guarantee that the extra seats will be available next to your season seats. The account holder can purchase extra tickets up to the show date. All additional tickets must be mailed to the address on the account or delivered electronically to the email address in the account.

May I exchange my tickets for another performance? Yes! All exchanges are based on availability and must be for the same show and made at least one week prior to show date. There is a \$5.00 per ticket charge for each exchanged ticket. We try to accommodate all patrons with the best available seats. Season tickets are non-refundable. If you are unable to use your tickets, you are certainly welcome to sell them yourself. Verified resale is now available using www.TicketsNow.com.

What should I do if I have lost my tickets? Please call the Morrison Center as soon as possible. We will confirm your seating from our database, and you will be issued a "Duplicate Ticket." There is a \$5.00 per ticket charge for each lost ticket. If you have selected electronic tickets, go to *My Account* and you will be able to reprint your tickets at home.

How do I order group tickets? Group ticket rates vary by show typically; however, group tickets are available for parties of 10 or more and include a 10% discount off the base ticket price for most shows! Group minimums and savings may vary by show. Some restrictions apply. Group ticket orders will be available after season ticket orders have been processed on a first-come, first-served basis. If you have questions regarding group tickets please email brianthacker@boisestate.edu or call (208) 426-4111. For information on all group sales opportunities at the Morrison Center visit <http://www.morrisoncenter.com/events/group-sales>.

Can I purchase tickets for part of a season if I don't want to see all the performances? Unfortunately, we are unable to furnish partial season ticketing. *Fred Meyer Broadway In Boise* makes every effort to present the best that Broadway has to offer. Season Ticket Holders are encouraged to familiarize themselves with the shows offered in order to make an informed decision prior to purchase.

May I upgrade my seats? If you would like to be considered for an upgrade, please check the appropriate box on the order form or during your renewal online in *My Account*.

If I change packages, will I get the same seats I currently have? If you change packages, a Season Ticket Holder will most likely already have those seats. We will place you in the best available seats. We have added a fourth season ticket package for 2019-2020, Package D.

I am unable to attend this year; how can I retain my seats for the following year? If accounts are not paid in full by the deadline, seats are released without notice. Any returning Season Ticket Holders would then be considered new accounts and seated with the best available seating at that time.

I would like to bring my child to the show. Do I need to buy another ticket? Yes! Shows are recommended for a general audience, unless otherwise noted. As an advisory to adults who might bring children, the Morrison Center recommends its

productions for ages 6 and up. Children under the age of 4 are strongly discouraged from attending unless specifically noted. All guests entering the theatre, regardless of age, require a ticket.

How do I know that you have received my online order? For questions or concerns about your order, please contact the Box Office at 208-426-1111. Box Office Hours: Monday – Wednesday, Friday 10:00 am – 5:00 pm; Thursday 10:00 am – 6:00 pm

Is there an option to auto-renew? Yes, beginning with the 2019-2020 season you will have the opportunity to set up your package to auto-renew. This is a convenient option to have your season tickets renewed seamlessly on your behalf.

Do you have a payment plan available? Yes, a no fee payment plan is available! Break up the cost of your subscription package into three installments. You can easily enroll in our payment plan upon renewal of your package.

Why do you need my email? We will keep you informed of important pre-show information, as well as special presale or special ticket offers and new events by email. Email allows us to communicate in a cost-effective way, providing you with the most affordable ticket pricing. It is also used to access *My Account* to manage your tickets online.

When will my card be charged? Your credit card will be charged as soon as your order is received. If you have requested an upgrade, your seat assignment may not be confirmed until after the renewal deadline. Remember, your tickets will not be mailed or emailed until approximately four to six weeks prior to the first performance.

I share my season account with friends. Can we separate our season tickets into individual accounts to receive our own mailings? Yes! The current account holder must make this request in writing to our office before the renewal deadline. Complete address information for the parties involved must be included with the full ticket payment. The renewal form must be sent to the Morrison Center Box Office.

May I transfer my account to a friend? The most important benefit of being a Season Ticket Holder is the option to renew your seats year after year. In fairness to other renewing Season Ticket Holders, we do not accept account transfers. We are happy to set up a new account for your friend(s) with the best available seating. Please keep in mind that seats from cancelled accounts are used in the upgrade process.

What is included in my season ticket package? The *Fred Meyer Broadway In Boise* series offers five diverse performances this season – **WAITRESS, A CHRISTMAS STORY, FIDDLER ON THE ROOF, THE PLAY THAT GOES WRONG, and BANDSTAND**; plus, special add-on productions **STOMP** and **THE BOOK OF MORMON**. By purchasing your Broadway In Boise season, you will also be first in-line for **HAMILTON** coming as part of the 2020-2021 season!

Parking: Season Ticket Holders receive a 3” x 3” Priority Parking Decal with their season tickets. Instructions for displaying this decal will be included in the packet. Priority parking is located in the West Reserve Towers Lot. Overflow will be directed to the Brady Parking Garage. Decals are only valid for *Fred Meyer Broadway In Boise* subscription performances and cannot be used for special add-on shows. Parking location for special add-ons will be based on availability. For additional information visit: <http://www.morrisoncenter.com/visit/directions-parking>. Parking is limited, please arrive early.

Additional Order Forms: Call our office at (208) 426-1111, and we will mail or email an order form to you or you may also download an order form from the *Fred Meyer Broadway In Boise* web page: <http://www.morrisoncenter.com/broadway/broadway-events>.

Demand Pricing: Demand pricing may be implemented if/when ticket inventory becomes limited. All special offers may be discontinued at that time. Renewing your subscription and buying special add-ons early ensures that you are set and will avoid potential price increases closer to the show.

Finding Information: For event information please visit the *Tickets* page on our website at MorrisonCenter.com. For directions, special accommodations, and Box Office hours, please visit our website or call (208) 426-1111.