



# BROADWAY IN BOISE

## 20/21 Auto-Renew FAQ

**What is Automatic Renewal?** Automatic Renewal is the easiest way to renew your season subscription. We'll take care of everything for you so you can sit back, relax, and know your seats are secured.

**Why choose Automatic Renewal?**

- You will be in line for extra season tickets for friends and family before guests who do not choose auto-renew.\*
- There's a money-back guarantee!\*\*
- It's the easiest way to keep your seats and never miss a renewal deadline and risk losing your seats.

\*Ticket limits will be in place for some productions, including Hamilton.

\*\*If you decide you don't want to renew for any reason, you can receive a full refund as long as you contact us by the Renewal Deadline.

**How does Automatic Renewal work?** Before the upcoming season is announced, you will receive an email asking for your preferred credit card and will list both the date and amount we will charge your card. If you've selected the payment plan, your subscription total will also be included. We'll charge your card a few days before the season announcement. If you change your mind once the season is revealed, contact us by the Renewal Deadline and we will give you a full refund for your subscription and cancel your seats.

You will be automatically renewed each season, and we will always notify you before charging your card.

If you would like to keep your seats but opt-out of Automatic Renewal, email us at [mccservice@boisestate.edu](mailto:mccservice@boisestate.edu) or call (208) 426.1111. We will no longer renew your seats each year and you will need to manually renew your seats either online, by phone, by mail, or in-person before the designated Renewal Deadline.

**What if I auto-renew but am not interested in the season?** If you change your mind about the upcoming season, contact us by the Renewal Deadline. We'll refund your order and cancel your seats.

**What is the deadline to sign up for Automatic Renewal?** The last day to sign up for 2020-2021 has already passed. You will have the option to sign up for the 2021-2022 season in the future.

**Why do you charge for auto-renewal before the season is announced?** This helps us ensure a seamless process on the announcement day. We will charge your card a few days before and contact you if there are any issues.

**Can I still use the payment plan if I use Automatic Renewal?** Yes, when signing up you can select the payment plan or a single payment purchase.