

# 2019-2020 Season Announcement

## FAQ

### How do I renew my subscription?

You may renew your subscription in several ways:

- Online through your [My Shea's](#) account
- In-person at our Box Office
- By calling the Shea's Box Office at **(716) 847-0850**
- Or by mailing us your Season Ticket Renewal Invoice

If you decide not to renew, please contact the Box Office so that your seats may become available for other subscribers.

Please be aware that if you have not completed the renewal process in time, the Box Office will begin automatically releasing any unpaid season tickets starting Monday May 6th.

### How do I pay for my season tickets?

You may choose to pay your subscription in full at the time of your renewal, or through any of our offered payment plans.

If you select a payment plan option, the first installment will be processed at renewal and your debit/credit card will be automatically charged according to the schedule of your selected payment plan (make sure to contact the Box Office if your card changes / expiration date is no longer valid!).

***All subscriptions must be paid in full before the first show of the season.***

### What if I want to relocate my seats for the new season?

Relocations are not done at the time of renewal. ***You must renew your current season subscription to be considered for relocation.*** If you are renewing in-person / by mail / phone, please tell the Box Office that you wish to be considered for relocation. If you are renewing online, there is an option that you can select to request relocation.

Your seat relocation request will be recorded in the system upon receipt. Based on subscriber seniority and seat availability, we will send you a postcard via US Mail in late May inviting you to contact the box office to discuss your request. We will make every effort to accommodate your request. Please expect the process to take 4-6 weeks.

### **When can I purchase tickets to the Special Engagements?**

Not yet, but soon! We are busy processing all the season renewals and new subscription orders, as well as gearing up for the end of our current 2018-2019 Broadway season with shows like *Book of Mormon*, *Dear Evan Hansen*, and *Rock of Ages*.

Once we have approved sale dates from each Special Engagement's production company, we'll be able to put together a new Subscription Appreciation form to send out to all of our subscribers so that you may have the first chance to get tickets before the public on-sale occurs.

### **How do I find my account number / account ID label?**

Your account number (or account ID label) is a six- or seven-digit number unique for every person here at Shea's. When you are at the Box Office, the first question you may be asked is "*What is your account number?*" This helps our Ticketing Representatives find your account quicker and be able to help you more efficiently. Whether you are a subscriber or a one-time ticket-buyer, you have an account number registered in our system.

If you don't know your account number, it is printed on all your tickets on the left side, above the Shea's star logo. Or you can find it printed on the back of your season ticket booklet, along with your name and address for easy identification.

The account number is also listed on your Season Ticket Renewal Invoice, next to the season renewal due date (5/5/19).

### **When will I receive my season tickets?**

At this time, we are anticipating that the season tickets will be mailed from the printers' sometime in late August/early September. Mobile/Print-at-Home tickets will be accessible once we are closer to the show dates.

We will let our subscribers know more details sometime over the summer as to when they can better expect their tickets to arrive.