

2024-2025 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 the Shea's Box Office
- By calling the Shea's Box Office at [\(716\) 847-0850](tel:7168470850)
- Or by mailing us at Shea's Broadway Dept. 590, PO Box 8000, Buffalo, NY 14267

****Our renewal deadline is scheduled for Wednesday May 15, 2024.****

If you decide not to renew, be sure to let the Shea's Box Office know 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 Shea's Box Office will begin automatically releasing seats after May 15th.

What are my options for payment?

You may choose to pay your subscription in full at the time of your commitment, 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your selected payment plan (make sure to contact the Shea's Box Office if your card changes or the expiration date is no longer valid).

- **2-Payment Plan** (at time of purchase/renewal and June 15)
- **3-Payment Plan** (at time of purchase/renewal, June 15, Aug. 15)
- **5-Payment Plan** (at time of purchase/renewal, June 15, July 15, Aug. 15, Sept. 15)

If you have credit on your account, you may put it towards your subscription.

*****Please note the 3-Payment Plan and the 5-Payment Plan have a small service charge added on for each subsequent payment. The 2-Payment Plan does not have any added charges.*****

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

What are my show dates and times for the 24-25 shows?

Click the links below for your scheduled performances:

- [Tuesday, 7:30 PM](#)
- [Wednesday, 7:30 PM](#)
- [Thursday, 7:30 PM](#)
- [Friday, 7:30 PM](#)
- [Saturday Matinee, 2:00 PM](#)
- [Saturday Evening, 8:00 PM](#)
- [Sunday Matinee, 1:00 PM](#)
- [Sunday Evening, 6:30 PM](#)

How does the Seat Relocation process work?

All subscribers will have the opportunity to relocate seats through their [My Shea's Account](#) based on seniority starting in mid-summer. No action other than renewal is necessary at this time. ***You must renew your current season subscription to be considered for relocation.*** For more information and your convenience, we have put together [a step-by-step guide](#) to how the seat relocation process works.

Please note: Relocations are done in blocks of seats. All seats in a given block must be moved if relocating. Seats cannot be added or dropped in this process. Situations that require special help, such as the relocation of a subset of seats or handicap-accessible seating, may be done through the Shea's Box Office.

When will I have access to my season tickets?

We are anticipating that the season tickets will appear in your [My Shea's Account](#) sometime in late summer, 2 – 4 weeks before your first scheduled performance. Even though your tickets will not be available, you can view your subscription by logging into your [My Shea's Account](#) and clicking on [Invoices](#).

Once the tickets are released into your account for the individual performances, you will be able to exchange your tickets for different show-dates/times or seating, and to transfer your tickets to your friends and family if they are attending the show instead.

For more information and your convenience, we've put together a page on [Mobile Ticketing](#) with many guides on how to manage your mobile tickets for all devices (desktop, iOS, android, mobile).

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 2023-2024 Broadway season with shows like [Mamma Mia!](#), [Jesus Christ Superstar](#), [Shrek](#), and [MJ The Musical](#).

Once we have approved sale dates from each Special Engagement's production company, we'll be able to put together a new Subscriber Appreciation sheet 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.

The Special Engagements offered this season include:

- [Hamilton](#) (October 15 – 27, 2024)
- [The Lion King](#) (December 24, 2024 – January 5, 2025)

Are parking passes still being offered as an add-on?

Subscribers to the Broadway Series are recommended to purchase parking ahead of time through [ParkWhiz](#). As a reminder, street parking is free in the city on weekends and after 5:00 PM on weekdays, but availability is limited.

What if I need to make changes to my subscription?

Whether you wish to add seats to your plan or to update any account information on file, please contact the Shea's Box Office so we may best assist you.

We are open Monday – Friday, 10:00 AM – 5:00 PM and on Saturdays from 10:00 AM – 2:00 PM. In addition, the Shea's Box Office is always open two hours before all shows and stays open through intermission.

The Shea's Box Office can also be reached by email at patronservices@sheas.org, or by phone at [\(716\) 847-0850](tel:7168470850).

I no longer wish to subscribe this season.

Should you choose to no longer be a subscriber to our Broadway Season, you can [let us know by filling out this form through our website](#), or by contacting the Shea's Box Office directly:

- In-person at the Shea's Box Office
- By calling the Shea's Box Office at [\(716\) 847-0850](tel:7168470850)
- Or by mailing the Shea's Box Office at Shea's PAC PO Box 1130, Buffalo NY 14205

As a reminder, any subscriptions not renewed by May 15th will automatically be released to offer as seat relocation options to our current subscriber base.