

## **FAQ Broadway Philadelphia Subscription for the 2020/21 season.**

### **I am a current subscriber; how do I renew my subscription for the 2020/21 season?**

- The easiest way to renew is online. You should have received a renewal email on Thursday, March 19, 2020. You can follow that link or visit [kimmelcenter.org/broadway2021](http://kimmelcenter.org/broadway2021) and click the “RENEW SUBSCRIPTION” button.
- If you prefer to renew by phone, Subscriber Services is available at 215-893-1955, Monday through Friday from 10am-5pm.
- The final option is to renew by mail. If you have not renewed by the second week of April 2020, you will receive a renewal invoice and brochure in the mail, along with a return envelope in which you can send your renewal invoice back with your payment information.

### **I am a current subscriber and selected to auto-renew my package. When will I be charged?**

- You should have received a renewal email on Thursday, March 19, 2020. This email contained the season lineup as well as notification your card on file would be charged within the next 3-5 business dates.
- If you need to update your card on file, or do not believe you received any communication about your auto-renewal, Subscriber Services is available to help at 215-893-1955, Monday through Friday from 10am-5pm.

### **I am currently a “multi-show”/” choose your own” package holder. I would like to upgrade to a full package subscription. Do I renew a subscription or start a new subscription?**

- Visit [kimmelcenter.org/broadway2021](http://kimmelcenter.org/broadway2021) and click the “START NEW SUBSCRIPTION” button. Although you are currently a subscriber for one of our smaller packages, you are technically starting a new full subscription package.
- If you prefer to renew by phone, Subscriber Services is available at 215-893-1955, Monday through Friday from 10am-5pm.

### **I am not a current subscriber, but I was in the past. I’d like to return for the 2020/21 season. Do I renew a subscription or start a new subscription?**

- Visit [kimmelcenter.org/broadway2021](http://kimmelcenter.org/broadway2021) and click the “START NEW SUBSCRIPTION” button. Although you were previously a subscriber, since you hadn’t previously renewed for the last season, you are technically starting a new full subscription package.
- If you prefer to renew by phone, Subscriber Services is available at 215-893-1955, Monday through Friday from 10am-5pm.

### **Why would you announce your next season in the middle of COVID-19?**

“In the midst of the uncertainty now surrounding us due to COVID-19, we want to give our community something to look forward to. Our announcement offers hope for a future of togetherness and connection with great art, both on our Broadway stages and beyond,” said Anne Ewers, President & CEO of the Kimmel Center for the Performing Arts. “We will once again enjoy those live events that inspire and elate us, those performances that make us laugh and unite us with others for a common experience. We hope to foster optimism within the City of Philadelphia and beyond, as well as with the artists and theater communities that make each season happen. Once these challenging times are behind us, may we truly appreciate the opportunities we share together through the power and healing of the performing arts.”

**Will social distancing be practiced during the 20/21 season, for example special seating arrangements and/or wearing of masks?**

- We will do everything in our power to bring our audiences back together while adhering to health and safety mandates for gatherings.
- We will always remain compliant with the regulations and guidelines available at the time of each performance including stipulations for gathering.
- Please be assured that the cleaning and disinfecting of all spaces will be handled with great care and consideration.
- We will share the details of the process as soon as those details are available.

**Will the season lineup change? What if shows cancel during the 20/21 season?**

- If there is a change to the subscription lineup for any reason, we make every attempt to reschedule impacted performances.
- If you are not able to attend the rescheduled performances, you will have the following options:
  - Exchange tickets for another date of the same production.
  - Apply cost of ticket to purchase ticket to another show.
  - Donate the cost of the ticket to support our free community and education programs.
  - Or request a full refund.
- In the event a show must be canceled, you will have the following options:
  - Apply cost of ticket to purchase ticket to another show.
  - Donate the cost of the ticket to support our free community and education programs.
  - Or request a full refund.

**What about ongoing schedule changes to the current (19/20) season lineup?**

- You will have all the options listed in the answer above, plus the opportunity to apply ticket price toward your renewal for the 20/21 season.

**I am not sure I can afford my 2020/21 season subscription. What are my options?**

- We made the cost of subscribing more accessible this season by extending the payment plans through August 10, 2020. If you require further consideration, please email [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org).
- Our Subscriber Services team is also available to help you find the best subscription option for you. Prices vary by section and performance date.
- Also see below for information on subscription deferment.

**What if I commit to renewing my subscription and my circumstances change?**

- New this season, we are offering a subscription deferment option. Renew your subscription now and if your circumstances change and you are no longer able to commit to the 20/21 season, let us know by August 10, 2020 for a 90% reimbursement of your subscription price.
- With subscription deferment, we will hold onto your seats for renewal in the 21/22 season.

**Why wouldn't I be able to get full refund on my subscription with the deferment?**

- 10% of the purchase price would cover the administrative and services fees.

- Please note: if you have selected a payment plan option, the \$5 processing fee per monthly payment will also be non-refundable.

**What if I defer my subscription, but have also purchased add-on performances, parking passes, and/or Academy Gold Membership?**

- You have the option to keep your add-on performance tickets and parking passes, however if you would like to request a refund on these purchases as well, these can be refunded in full if requested by August 10, 2020.
- If you require further consideration, please email [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org).
- Academy Gold Membership is a donation and therefore not eligible for a refund.

**What if I don't know until after August 10, 2020, that I need to defer my subscription.**

- Please call us at 215-893-1955 (Monday – Friday, 10am-5pm) or email us at [patronservices@ticketphiladelphia.org](mailto:patronservices@ticketphiladelphia.org). We are always here to help you through any situation.

**What if I do not want to see all the shows in the subscription package?**

- New this season, subscribers can replace one show from their package with their choice of season extra. The selection should be made at the time of renewal or initial purchase. Subscribers are responsible for the ticket price difference, if greater than the original show in their package.

**Can I add more shows to my subscription package?**

- Yes, we have six additional shows available for you to add to the package.
- If you want to add more tickets to a particular performance in your subscription package, add-on tickets to subscription shows will be announced and available at a later date via email.

**What if I can't make it to one of the shows in the subscription package?**

- Again, you could take advantage of the new “swap a show” option mentioned above.
- Additionally, subscribers can exchange their tickets for another performance within the same production. We will waive the \$10 exchange fee, but please note subscribers are responsible for the difference in price at time of exchange.

**Is *Hamilton* coming back?**

- Yes, *Hamilton* will be returning in the 2021/22 season. As always, subscribers will have first access.
- Dates and venue will be announced later.

**What are other benefits of being a subscriber?**

- A full list of subscriber benefits is available at <https://www.kimmelcenter.org/subscriberbenefits>.