



# Stephens Auditorium

## 2017-2018 Performing Arts Series

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# Frequently Asked Questions

- Q: If I purchase the Broadway or World View series, what is my discount for other Performing Arts Series shows?**
- A: If you are a \$600+ donor, your discount is 15%; all other subscribers will receive a 10% discount.
- Q: How are seating priorities determined?**
- A: Seating priorities are determined by donor level, renewing status and date/time of order form being received by the ticket office. Online order forms are time stamped when submitted; paper order forms dropped off at the ticket office are date/time stamped and paper order forms that arrive in the mail are date stamped.
- Q: If I am with a group and order extra tickets for a show, where will those tickets be seated?**
- A: We will do our best to seat the extra tickets as close to the group seats as possible or you may request to not sit with your regular group and move to sit where the extra tickets are seated.
- Q: 1) By signing up online, will there be an option to coordinate with a friend who will be paying separately? 2) If I wanted one or two more shows than my friend, does the online purchase allow me to do that?**
- A: 1) Yes, please use the area on the online order form – marked Seating Preference – and put in the name of the friend. 2) Yes.
- Q: I only want one performance, can I order that today?**
- A: Yes, there will be no discount on purchases for three (3) shows or fewer and those orders will be filled after the subscriber tickets. The ticket office will verify order amount with you prior to tickets being processed. Please note if you are a \$600+ donor, then you receive a 15% discount on one, two or three shows.
- Q: Is the \$10 processing fee the same for paper order forms as the online order forms?**
- A: Yes, the \$10 processing fee per order form is the same regardless of how you order series tickets.

**Q: Why/When will I be invoiced?**

A: In order to process payments more efficiently for both you and the ticket office, invoices will be sent to subscribers with a confirmation of tickets ordered. This process allows account credits to be used and a review of ticket pricing. No checks will be submitted with orders. Credit card numbers can be submitted on paper order forms. For those ordering online, credit cards will not be requested. Invoices will be sent out in July.

**Q: When will my card be charged?**

A: If you are using a credit card to pay for your tickets, the charge will be made after the invoice amount has been verified and approved by you.

**Q: When will I receive my tickets?**

A: Tickets will be mailed in mid-late August. An email will be sent prior to printing the tickets and will ask how you would prefer to receive your tickets: by USPS mail or by email.

**Q: What is a ticket exchange?**

A: A ticket exchange is defined as any change to a purchased ticket whether the ticket is switched for another Performing Arts Series show or returned for account credit. Ticket exchanges must be completed at least 24 hours before the performance by visiting, calling or emailing the Ticket Office.

**Q: How many ticket exchanges do I receive?**

A: One 2017-18 PAS show (including all tickets purchased for that show) may be exchanged for another show or account credit free of charge. Additional exchanges will be allowed and incur transaction fees of \$5 per ticket. If you are a \$1,200+ donor, you receive unlimited complimentary exchanges.

**Q: Why and what are the changes in how I can use my account credits?**

A: For the 2017-18 PAS season, you will be able to use your account credits to purchase any shows in the PAS season including Broadway. Last year, we were unable to extend that courtesy because of contractual issues.

Also, season subscribers may carry a maximum of \$150 in account credits from ticket exchanges into the next season. Any amount above \$150 will be automatically transferred to the Stephens Performing Arts Fund as a 2018 calendar year donation in the subscriber's name. ISU Foundation will acknowledge this gift in year-end mailing. Donors at the \$1,200+ level may carry more than \$150 in account credits yearly.

**Q: What is Account Manager?**

A: Account Manager is a new online tool for our Series subscribers that is being introduced in which subscribers can update profiles and transfer tickets to family and friends at no charge.

**Q: I want to give my tickets to a family member or friend, do I have to use the new Ticket Transfer tool on Account Manager?**

A: No, you do not have to use Account Manager to give your tickets to family members and friends. You can pass on the paper ticket as you have always done.