

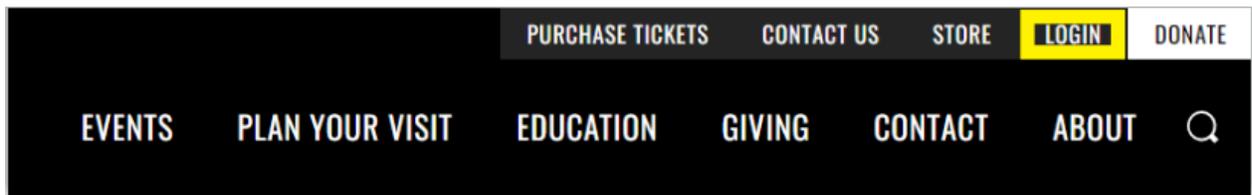
# Season Ticket Holder- Online Ticket Exchange Guide

Only Season Ticket Holders have the benefit to Exchange tickets up to 48 hours before their performance. If you choose to Exchange for a performance with a higher ticket price than what you original purchased, you'll only be charged the difference. No extra fees!

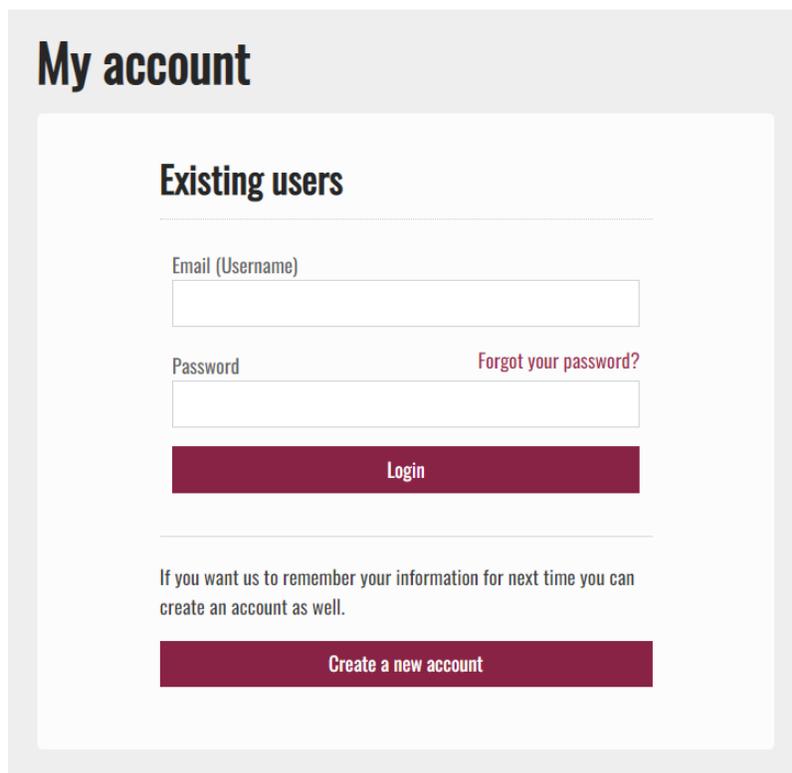
Sorry, there are no refunds for missed performances and differences in prices, seat locations, and deadlines may apply.

Please Visit our website at: [playhousesquare.org](http://playhousesquare.org)

1. Select **Login** in the upper right-hand corner

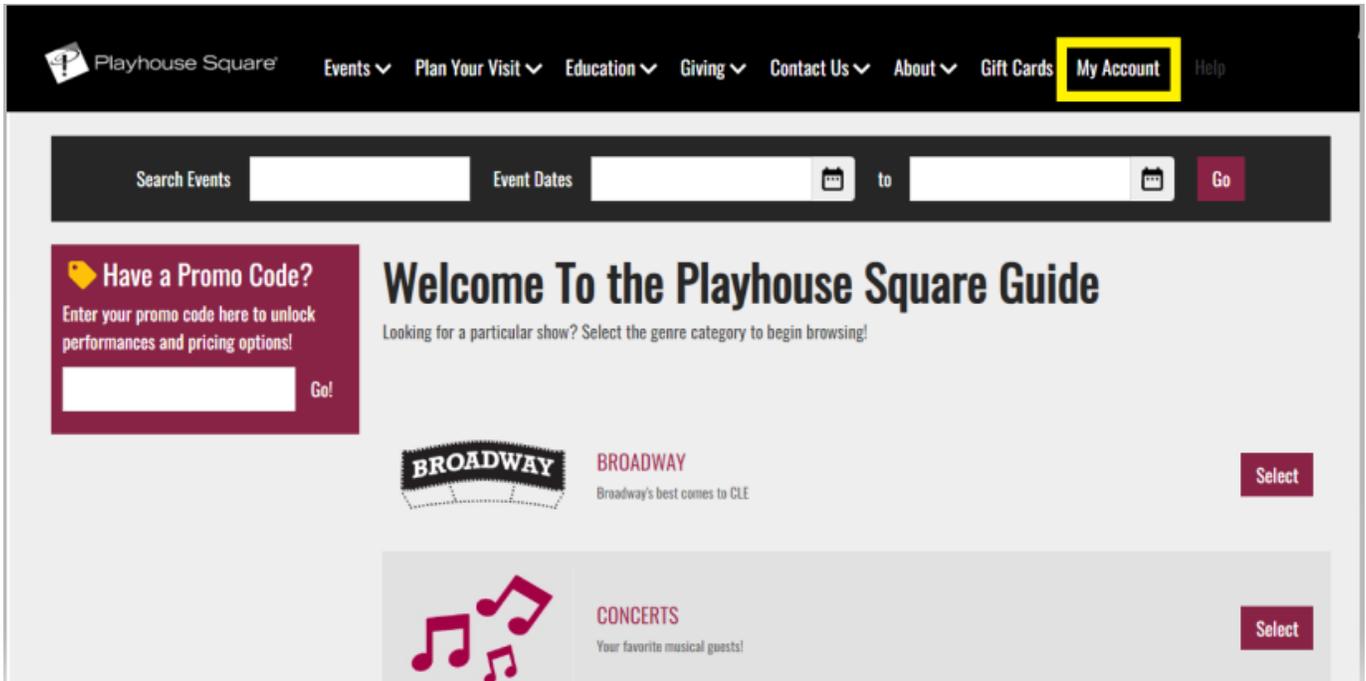


2. Login to your account: (or create one if you haven't already)

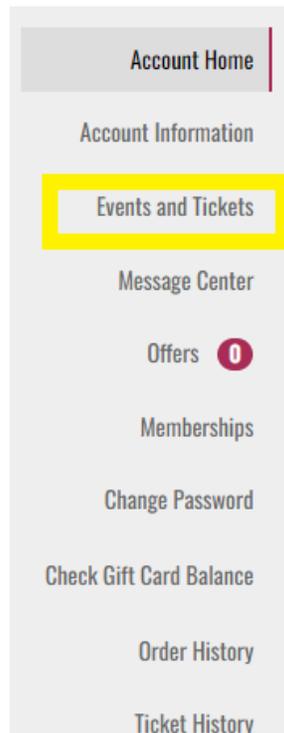
A screenshot of the 'My account' login page. The page has a light gray background. At the top, the heading 'My account' is displayed in a large, bold, dark font. Below this, the section 'Existing users' is shown. It contains two input fields: 'Email (Username)' and 'Password'. To the right of the password field is a link that says 'Forgot your password?'. Below the input fields is a dark red button labeled 'Login'. At the bottom of the section, there is a line of text: 'If you want us to remember your information for next time you can create an account as well.' Below this text is another dark red button labeled 'Create a new account'.

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3. After logging in you will be taken to your account home page – to view your tickets, select **My Account**



4. Next select **Events and Tickets** from the menu on the left



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5. Then you will see a list of months that you have tickets for. On the top there are two options **View** or **Exchange**. The webpage will automatically default to View, you will need to select **Exchange**

## Events and Tickets

This is a handy list of all your upcoming events and tickets by month.

[View](#) [Exchange](#)

Change of plans? Exchange your eligible tickets for a new date and time.

You can only exchange one event from one bundle at a time. All of the selected tickets must be in the same fully paid order.

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▼ Nov 2022 Events: 1

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▼ Dec 2022 Events: 1

6. Select the drop-down menu next to the month of the tickets you would like to Exchange:

## Events and Tickets

This is a handy list of all your upcoming events and tickets by month.

[View](#) [Exchange](#)

Change of plans? Exchange your eligible tickets for a new date and time.

You can only exchange one event from one bundle at a time. All of the selected tickets must be in the same fully paid order.

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^ Nov 2022 Events: 1

^ **SAT 05 Cats** Tickets: 3  
1:30 PM Connor Palace

Section Name	Row	Seat	Price Type
<input type="checkbox"/> Balcony Center Right	N	401	Renewing
<input type="checkbox"/> Balcony Center Right	N	402	Renewing
<input type="checkbox"/> Balcony Center Right	N	403	Renewing

[Exchange](#)



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7. Then select the boxes next to the tickets you want to Exchange (you can select some or all of your tickets) – once your selection is made, click **Exchange** in the bottom right corner

Nov 2022 Events: 1

SAT 05 Cats Tickets: 3  
1:30 PM Connor Palace

<input checked="" type="checkbox"/>	Section Name Balcony Center Right	Row N	Seat 401	Price Type Renewing
<input checked="" type="checkbox"/>	Section Name Balcony Center Right	Row N	Seat 402	Price Type Renewing
<input checked="" type="checkbox"/>	Section Name Balcony Center Right	Row N	Seat 403	Price Type Renewing

**Exchange**

8. Next, a list of performances will appear – select the date/time you would like to attend

## Start Your Exchange

### Exchanging From:

Cats Saturday, 2022-11-05 1:30 PM Connor Palace

Section Balcony Center Right	Row N	Seat 401	Price Type Renewing
Section Balcony Center Right	Row N	Seat 402	Price Type Renewing
Section Balcony Center Right	Row N	Seat 403	Price Type Renewing

### Select What You Want to Exchange to:

Search Events  Event Dates  to  **Go**

Cats Tuesday, 2022-11-01 7:30 PM Availability  
Excellent **Select**



# Season Ticket Holder- Online Ticket Exchange Guide

9. A map will appear with available seating for the date selected:

## Cats

Connor Palace – Tuesday, 2022-11-01 7:30 PM

### Floor Pricing

Dress Circle A +\$44.50	Dress Circle B +\$44.50	Dress Circle C +\$18.00	Orchestra A +\$18.00	Orchestra B +\$0.00
Orchestra C +\$0.00	Mezzanine A +\$24.50	Mezzanine B +\$18.00	Mezzanine C +\$0.00	Mezzanine D +\$0.00
Balcony A +\$0.00	Balcony B +\$0.00	Balcony C +\$0.00	Balcony D +\$0.00	Accessible Seating +\$44.50

< Full Map   Jump to...   Go   🔍 ↺ 🔍

**Your New Seats**   Clear Selection

- Select your seat (Renewing)  
*Exchanging From: Balcony Center Right N 401 Renewing*
- Select your seat (Renewing)  
*Exchanging From: Balcony Center Right N 402 Renewing*
- Select your seat (Renewing)  
*Exchanging From: Balcony Center Right N 403 Renewing*



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10. Select the seat you want - a pop up will appear showing you the view to the stage and asking you to confirm your section. If the seat you selected it will show you the difference in price you will need to pay. Once you have selected all your seats, click **continue** in the bottom right corner:

The screenshot displays a ticket exchange interface. On the left, a pop-up window titled "Orchestra Center T 306" shows a view of the theater stage and a "Confirm" button. On the right, a panel titled "Your New Seats" lists three selected seats, each with a price type amount of +\$44.50. The seats are: Orchestra Center T 305 (exchanging from Balcony Center Right N 401), Orchestra Center T 306 (exchanging from Balcony Center Right N 402), and Orchestra Center T 307 (exchanging from Balcony Center Right N 403). The panel includes a "Clear Selection" link, "Cancel" and "Continue" buttons, and a note: "Your exchange may be subject to exchange and/or delivery fees."

SEAT	PRICE TYPE AMOUNT	Exchanging From
Orchestra Center T 305	+\$44.50	Balcony Center Right N 401 Renewing
Orchestra Center T 306	+\$44.50	Balcony Center Right N 402 Renewing
Orchestra Center T 307	+\$44.50	Balcony Center Right N 403 Renewing



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11. You should now see a summary of the changes you are making, and any additional costs will be listed. If everything on the page is as expected, click **confirm**. This will take you to the payment portion, if needed, or will confirm your Exchange has been completed.

## Exchanging From:

Cats Saturday, 2022-11-05 1:30 PM Connor Palace

Section	Row	Seat	Price Type	Price Zone
Balcony Center Right	N	401	Renewing	Balcony A
Balcony Center Right	N	402	Renewing	Balcony A
Balcony Center Right	N	403	Renewing	Balcony A

## Exchanging To:

Cats Tuesday, 2022-11-01 7:30 PM Connor Palace

Section	Row	Seat	Price Type	Price Zone	Difference
Orchestra Center	T	307	Renewing	Dress Circle B	+\$44.50
Orchestra Center	T	305	Renewing	Dress Circle B	+\$44.50
Orchestra Center	T	306	Renewing	Dress Circle B	+\$44.50

**Amount Due** **\$133.50**

✓ See the view from your new seats

*Your exchange may be subject to a delivery fee.*

Select a different event

Cancel

Confirm

