

# 2011/2012 AUSTIN SEASON

## HOW TO REACH US

Manage your account and get up to date information at any time!

**BroadwayAcrossAmerica/Austin.com**

Be sure to visit as we've got a brand new look!

## SEASON TICKET HOLDER HOTLINE

**1.800.731.7469** (Hours: M- F, 10am - 5pm)

Fax: **1.800.329.8587**

## HAVE A QUESTION?

Check out the *Frequently Asked Questions* tab on your City Page at

**BroadwayAcrossAmerica/Austin.com**.

If you don't see your answer email us at **AustinService@BroadwayAcrossAmerica.com**

## MAILING ADDRESS:

Broadway Across America-Austin

P.O. Box 203766

Houston, TX 77216-3766

## TEXAS PERFORMING ARTS TICKET OFFICE

2300 Robert Dedman Dr.

M - F, 11am - 6pm

**512.471.1444**

The Bass Concert Hall Ticket Office is open M - F, 11am - 2pm inside the lobby, 2pm - 6pm at outside windows, and one and a half hours prior to Bass performances.

## LONG CENTER FOR THE PERFORMING ARTS

701 West Riverside Drive

M - F, 10am - 6pm and Saturday 10am - 4pm

**512.474.5664**

## ORDER ONLINE AND GO GREEN!

**BroadwayAcrossAmerica.com/Austin**

## GROUP SALES

**1.877.275.3804** (M- F, 10am - 5pm)

Plases note: Depending on the production, groups start at either a 15 or 20 ticket minimum purchase. For specific information please contact us directly.

## CONTACT US DURING AN EVENT

If you need us to contact a guest, be sure to have their seat location available.

BASS CONCERT HALL **512.471.0627**

LONG CENTER **512.474.5664**

★ **THANK YOU** ★

We know you have a choice of entertainment options and we appreciate your loyalty to Broadway Across America. We look forward to sharing another memorable season of Broadway with you!



Photo by: Cvlla von Tiedemann.

### RAIN - A TRIBUTE TO THE BEATLES

September 20-25, 2011  
Long Center for the Performing Arts



©Disney/CML

### MARY POPPINS

April 10-15, 2012 • Bass Concert Hall



Rodgers & Hammerstein's SOUTH PACIFIC 2011-2012 Tour.  
Photo by Joan Marcus.

### SOUTH PACIFIC

November 8 - 13, 2011 • Bass Concert Hall



The Company of the New 25th Anniversary of LES MISÉRABLES.  
Photo: Deen van Meer.

### LES MISÉRABLES

May 29-June 3, 2012 • Bass Concert Hall



Emily Behny as Belle and Danie Agostinis as Beast and Emily Behny as Belle. Photo by Joan Marcus.

### DISNEY'S BEAUTY AND THE BEAST

December 14-18, 2011 • Bass Concert Hall

Add to your Season Package

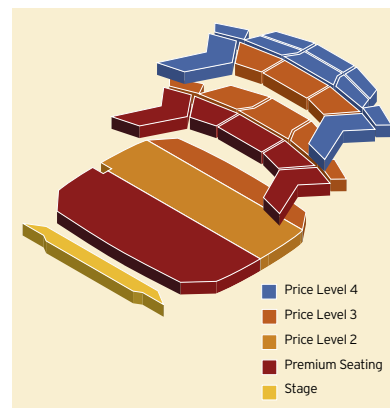


Anne Brummel and Natalie Daradiich. Photo by Joan Marcus.

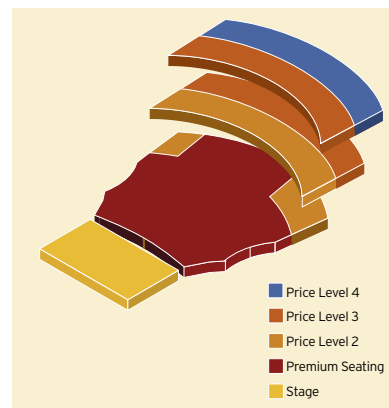
### WICKED

January 25-February 12, 2012 • Bass Concert Hall  
\*Not part of your 5-show package, but Season Ticket Holders will be first in line for the best seats before the general public. Add to your package NOW!

### Bass Concert Hall Seating Chart



### Long Center Seating Chart

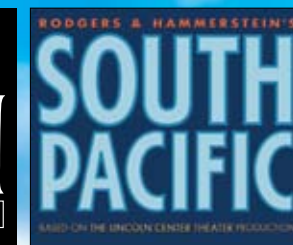


# 2011/2012 SEASON INFORMATION HANDBOOK

Disney and CAMERON MACKINTOSH present

# MARY POPPINS

THE HIT BROADWAY MUSICAL



Add to your Season Package

THE UNIVERSITY OF TEXAS AT AUSTIN  
TEXAS PERFORMING ARTS

BROADWAY ACROSS AMERICA AUSTIN

Long Center

# SEASON INFORMATION HANDBOOK

YOUR  
2011-2012  
SEASON



★ Welcome to the 2011/2012 Season! Enclosed, please find your tickets. Be sure to check them carefully and make note of the dates and times of your performances. Please call us at 1.800.731.7469 (M-F, 10am-5pm) if there are any discrepancies or if you have questions.

## ★ TICKET EXCHANGE INFORMATION

★ Have a conflict with your performance date? No problem! Only Season Ticket Holders have the exclusive benefit of exchanging tickets to another performance of the same show. Please note we recommend you make exchanges in advance. If a show is sold out we may not be able to accommodate your exchange needs. Exchanges will be made from the best available seating and comparable seating cannot be guaranteed. **Tickets must be exchanged 48 hours before your regular performance and by Thursday at 3:00pm for Saturday and Sunday performances. - NO EXCEPTIONS.** The difference in price must be paid if exchanging into a higher priced performance or seat location. Downgrades will not be refunded. Exchanged tickets will be mailed if processed 2 weeks prior to the new performance. Exchanges processed with less than 14 days will be held at Will Call at the theater's box office and can be picked up one and a half hours prior to curtain.

## ★ EXCHANGES BY PHONE

★ For your convenience we now offer exchanges by phone. You will need to have your tickets in hand for us to process the request as there is security information required to complete the exchange. **1.800.731.7469** (M-F, 10am-5pm)

## ★ EXCHANGES BY MAIL

★ Broadway Across America Austin  
★ PO Box 203766  
★ Houston, TX 77216-3766  
★ Form can be found on  
★ BroadwayAcrossAmerica.com/Austin  
★ or contact us at **1.800.731.7469**  
★ (M-F, 10am-5pm) to have one sent.

## ★ EXCHANGES BY FAX

★ A ticket exchange form can be found online at  
★ BroadwayAcrossAmerica.com/Austin.  
★ Please fax form back to **1.800.329.8587** with a copy  
★ of your tickets.

## ★ ADDITIONAL TICKET SALES

★ Another benefit of being a Season Ticket Holder is the  
★ opportunity to purchase additional tickets to shows or  
★ added specials in your season before they go on sale  
★ to the public. Visit us online or call the Season Hotline  
★ at **1.800.731.7469** (M-F, 10am-5pm). There is an 8  
★ ticket limit per show, per household.

## ★ NETWORK BENEFITS

★ Going out of town? Traveling to or have family and friends  
★ in a different city or state where Broadway Across America  
★ presents shows? Take advantage of your Network Benefits  
★ and exchange your tickets to another show or purchase  
★ tickets in one of our 40 cities in the Broadway Across America  
★ network. Contact Broadway Across America National  
★ Service line at **1.877.783.4847** (M-F, 10am-5pm).

## ★ THEATER POLICIES

### ★ LATE ARRIVALS

★ The admission or re-admission of latecomers  
★ is subject to the producer's rules for each  
★ individual show. Often times late arrivals will  
★ be held in the lobby until there is a scene break  
★ when entry will not disrupt the actors and audience.

### ★ TICKETS FOR CHILDREN

★ A ticket must be purchased for every person  
★ attending the show, regardless of age.

### ★ ACCESSIBLE SERVICES

★ Broadway Across America along with Bass Concert Hall  
★ and the Long Center, will assist patrons with visual,  
★ hearing and mobility impairments. Please call the  
★ Broadway Across America—Austin administrative office at  
★ **1.800.731.7469** for more information.

### ★ LOST/STOLEN TICKETS

★ Lost or stolen tickets can be replaced. Be sure to purchase  
★ through Broadway Across America—Austin. Should you  
★ lose your tickets call **1.800.731.7469** (M-F, 10am-  
★ 5pm) and we will have your tickets at Will Call for you. The  
★ Will Call window opens one and one-half hours prior to  
★ curtain. Lost or stolen tickets will not be mailed to insure  
★ they are received.

### ★ CHANGE OF PHONE/ADDRESS/EMAIL

★ We want to make sure you continue to receive  
★ important information on a timely basis. If you have  
★ any changes to your phone, address or email, please  
★ log on to My Account at  
★ BroadwayAcrossAmerica.com/Austin under the

★ Season Ticket Holders tab and update your account.  
★ You can also send your updated information via fax  
★ to: **1.800.329.8587** (M-F, 10am-5pm), or email  
★ AustinService@BroadwayAcrossAmerica.com. For the  
★ security of your account, changes must be submitted  
★ in writing.

### ★ REFUND POLICY

★ Should you miss your performance, a refund will not be  
★ issued but we will attempt to accommodate you with a  
★ seat to another performance of the same show. Availability  
★ cannot be guaranteed. You can cancel your entire Season  
★ Package up until the season begins on Sept. 20, 2011.  
★ Requests must be received in writing along with your entire  
★ season ticket package prior to that date. You will receive  
★ a refund, minus 10% of the entire amount to the original  
★ method of payment. Full refunds, less season handling fees  
★ are given only if cancellation is requested in writing before  
★ tickets are printed. There will be no cancellation or refunds  
★ after the season begins on Sept. 20, 2011.

### ★ TERMS

★ These tickets are purchased under Broadway Across  
★ America Season Ticket privileges and are subject to terms  
★ and conditions of that relationship. We do not support the  
★ reselling of these tickets beyond face value through any  
★ means other than through authorized reselling programs of  
★ Broadway Across America. Doing so will constitute a breach  
★ of this season ticket privilege and the account holder will be  
★ subject to revocation of their purchasing status and seats.  
★ When reviewing prices listed on your tickets, they will not  
★ add up to the total amount paid. Tickets prices listed do not  
★ include season handling and patron/premium fees.

★ Due to the nature of live entertainment dates, times, artists, venues, price  
★ and on sales are subject to change without notice.

Add to  
your Season  
Package