

2011/2012 SEATTLE SEASON

2011/2012

SEASON INFORMATION HANDBOOK

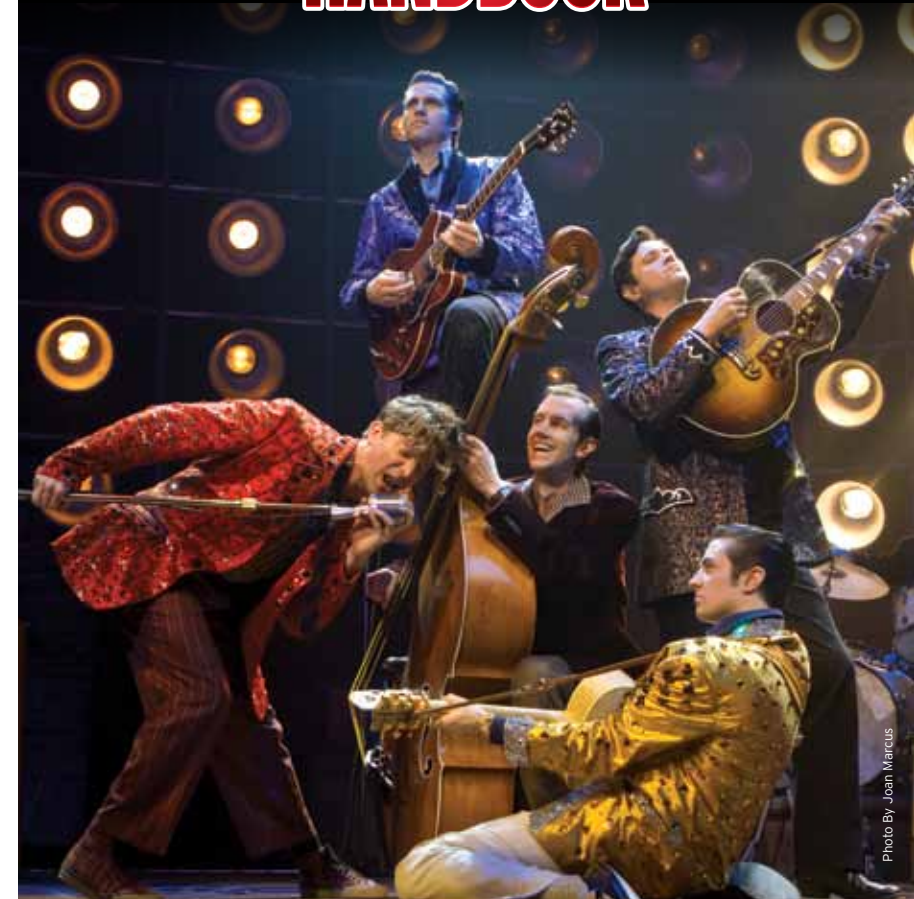


Photo By Joan Marcus

BLUE MAN GROUP

WEST SIDE STORY

Disney's BEAUTY AND THE BEAST

MILLION DOLLAR QUARTET

MAMMA MIA!

AMERICAN IDIOT

CATS

KeyBank Broadway At THE PARAMOUNT

HOW TO REACH US

Manage your account and get up to date information at any time!
www.BroadwayAcrossAmerica.com/Seattle
 Be sure to visit as we have a brand new look!

HAVE A QUESTION?

Check out the *Frequently Asked Questions* tab on your City Page at
www.BroadwayAcrossAmerica.com/Seattle.
 If you don't see your answer email us at
SeattleService@BroadwayAcrossAmerica.com

MAILING ADDRESS:

Broadway Across America-Seattle
 P.O. Box 203766
 Houston, TX 77216-3766

PARAMOUNT THEATRE BOX OFFICE

911 Pine Street
 Seattle, WA 98101-1810
 Monday – Friday, 10:00am to 6:00pm
206.682.1414

The Paramount Theatre box office is open Monday through Friday from 10:00am to 6:00pm, and 90 minutes prior to performances.

SEASON TICKET HOLDER HOTLINE

1.888.451.4042 (M- F, 10am - 5pm)
 Fax: **1.800.329.8587**

ORDER ONLINE AND GO GREEN!

www.BroadwayAcrossAmerica.com/Seattle

MAKE IT A GROUP!

1.888.214.6856 (M- F, 9AM – 5PM) or
SEATTLEGROUPS@BROADWAYACROSSAMERICA.COM

Tickets now available for groups of 10 or more.
 Call today for the best seats and prices!

CONTACT US DURING AN EVENT

If you need us to contact a guest, be sure to have their seat location available.
 THE PARAMOUNT THEATRE: **206.467.5510**

★ THANK YOU ★

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



BLUE MAN GROUP
 October 7-16, 2011



WEST SIDE STORY
 January 10-15, 2012



DISNEY'S BEAUTY AND THE BEAST
 February 21-26, 2012



MILLION DOLLAR QUARTET
 May 15–20, 2012



MAMMA MIA!
 March 20–25, 2012



American Idiot
 June 5–10, 2012



CATS
 April 17–22, 2012
*Not part of your 5 or 6 show package, but Season Ticket Holders will be first in line for the best seats before the general public. Add to your package NOW!

Season Opt-Ins

Season Opt-Ins

Season Special

KeyBank **BROADWAY**
 At THE PARAMOUNT



SEASON INFORMATION HANDBOOK

YOUR
2011-2012
SEASON



Original Broadway cast of Million Dollar Quartet. © Joan Marcus, 2010.



Emily Behny as Belle and the Cast of Disney's Beauty and the Beast. Photo by Joan Marcus.



The cast of AMER (AMERICAN TEEN). Photo by Alessandra Nello.



★ **Dear Seattle Season Ticket Holder, Welcome to the 11/12 Season! Enclosed, please find your season tickets. Be sure to check them carefully and make note of the dates and times of your performances. Please call us at 1.888.451.4042 (M-F, 10am-5pm) if there are discrepancies or if you have any 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 no later than 48 hours in advance of the date of your scheduled performance and by Thursday at 3:00 pm 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 hour prior to curtain.

★ EXCHANGES BY PHONE

★ For Premier Season Ticket Holders Only! Our Premier Season Ticket Holders have the exclusive privilege of exchanging tickets by phone. Exchanges may be made by calling **1.888.451.4042** (M-F 10am-5pm). For security purposes, only the person whose name is on the season ticket account may make a phone exchange. Please have your tickets in hand when calling, in order to verify account and ticket information.

★ PREFERRED RESTAURANT BENEFITS

★ Check the back of your subscriber ID card for a list

of restaurants with special discounts and offers for KeyBank Broadway at The Paramount subscribers. Bring your ID card to a participating restaurant and get your subscriber benefit anytime! The full list of restaurant partner benefits can be found at www.BroadwayAcrossAmerica.com/Seattle/Restaurants.

★ EXCHANGES BY MAIL

★ Mail your tickets with your exchange request to:
**Broadway Across America: PO Box 203766
Houston, TX 77216-3766.**

★ Please do not mail your tickets within two weeks of the originally dated performance. An exchange form can be found at www.BroadwayAcrossAmerica.com/Seattle or you can contact us at **1.888.451.4042** (M-F 10am-5pm) to have one sent.

★ EXCHANGES BY FAX

★ A ticket exchange form can be found online at www.BroadwayAcrossAmerica.com/Seattle. Print and complete the form and tear your tickets in half so that they cannot be used. Photocopy the torn tickets and fax a photocopy of your tickets along with the exchange form to **1.800.329.8587**.

★ 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. **1.888.451.4042** (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

★ Accessible seating, assistive listening amplification system, open captioning and American Sign Language interpretation are available. Please call for more information: **1.888.451.4042**

★ LOST/STOLEN TICKETS

★ Lost or stolen tickets can be replaced. Be sure to purchase your tickets through Broadway Across America - Seattle to guarantee insurance. Should you lose your tickets, call **1.888.451.4042** (M-F, 10am-5pm) and we will have your tickets at Will Call for you. The Will Call window opens one hour prior to curtain. Lost or stolen tickets will not be mailed to ensure 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/Seattle under the Season Ticket Holders tab and update your account. You can also send your updated information via fax to: **1.800.329.8587**, or email SeattleService@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 October 7, 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 October 7.

★ 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.



Photo by Joan Marcus.



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