

Frequently Asked Questions

2019-20 Guilford College Bryan Series Subscription Renewals

Q: Where will 2019-20 subscription events be held?

A: Fall 2019 subscription events will be held at the Greensboro Coliseum in a 3,500 seat configuration. We anticipate moving to the Steven Tanger Center for the Performing Arts for Spring 2020 events, but will be in the Coliseum until the Tanger Center is available to us.

Q: How do I renew my subscription?

A: An email was sent to 2018-19 subscribers on Monday, March 11, with instructions on renewing your subscription online and a link to the Greensboro Coliseum's Account Manager at <https://am.ticketmaster.com/greensborocoliseum/>. Log in to your account using your email address and password. If you don't remember your password, click "Forgot Password" and you will receive an email to reset it.

Q: What is the cost to renew my subscription?

A: Subscription renewals received by April 8, 2019, are \$275, plus a \$5 service charge per seat and \$6 postage and handling charge per order when ordering online. Renewals received by the deadline of April 8, 2019, will lock in the same rate for the 2020-21 season. Renewals received after April 8 will be \$295 each subscription seat.

Q: Where will my seats be located?

A: If your renewal is received online or by mail by April 8, you will keep the same seats at the Greensboro Coliseum and receive seats at the Steven Tanger Center for the Performing Arts based on the number of years you have subscribed. View a seating diagram for the Tanger Center here: <http://www.tangercenter.com/events/seating-charts>. You will have the option to choose seats in tiered pricing in 2020-21 when we have a full season at the Tanger Center.

Q: How may I decrease the number of subscription seats to renew on my account?

A: If you wish to decrease the number of seats on your subscription account, call the Greensboro Coliseum Account Manager Customer Service at 336-373-7575

Q: Will there be an option to change my seat location when I renew online?

A: Unfortunately, we cannot offer that option during this transition season, when subscriptions will be processed differently than previous and future seasons.

Q: I have mobility issues and need special accommodations. How may I request a change in seat location?

A: Patrons requesting a mobility seat change should renew their subscription before April 8. Please provide exact details of the accommodations needed at each venue and email your request to accountmanagercs@greensboro-nc.gov or mail to the Greensboro Coliseum Box Office, 1921 W. Gate

City Blvd., Greensboro, NC 27403 before April 8. Mobility seat change requests will be reviewed after the renewal process is completed and be addressed prior to new subscription sales.

Q: What are the benefits of managing an account online?

A: In addition to the ease of renewing your subscription online, you save on service charges and you are able to donate unused tickets to Guilford College.

Q: May I renew my subscription by mail?

A: We encourage subscribers to renew online. An optional printed subscription renewal form is included in the brochure all subscribers should receive by mail in mid-March. Subscriptions renewed by mail will have a \$10 service charge per subscription seat.

Q: May I renew by phone?

A: You may renew online or by mail. Unfortunately, we cannot take phone orders.

Q: When is the deadline for renewing subscriptions?

A: The deadline for renewing your subscription is Monday, April 8. Renewals received after the deadline will be \$295 each and may not be located in the same seats.

Q: Will I be able to add seats to my subscription account?

A: Yes. You may add seats to your subscription account on or after April 15. Renewing subscribers will receive an email with instructions.

Q: Whom do I contact if I need assistance renewing online?

A: If you need assistance renewing online, contact Greensboro Coliseum Account Manager Customer Service by calling 336-373-7575 or emailing accountmanagercs@greensboro-nc.gov.

When call and email volume is high, operators will respond to messages in the order they are received.

Q: What is the benefit of pre-paying for parking?

A: We encourage subscribers to pre-pay for parking. This guarantees the same parking rate for each event at the Greensboro Coliseum (\$8) and at City Garages for each event at the Tanger Center (\$10) and eliminates the need for providing payment at the gate.

Q: Will there be good parking available for events at the Steven Tanger Center for the Performing Arts?

A: Tanger Center is surrounded by convenient parking with 6 nearby parking garages, 3 public, 3 private, plus a large number of on-street metered parking spaces. The Bellmeade Street Parking deck is immediately across the street from the Tanger Center. All parking spaces will have fees associated based on the location.

Q: Is there on-site parking at the Tanger Center?

A: The 330 space parking lot on the Tanger Center site accommodates Legacy Society members, sponsors, Tanger Center donors and special guests of Guilford College. There will be a limited number of parking spaces available the night of events at \$25 each.

Q: Will there be handicap parking at the Tanger Center?

A: There will be ADA parking in the on-site lot, area garages and in specific metered street parking spaces. Each particular location will be subject to different costs. Patrons may be dropped off near the entrance to the Tanger Center.

Q: Will there be a handicap entrance at the Tanger Center?

A: The Tanger Center is ADA compliant and all three main lobby entrances support ADA and handicap entrance.

Q: What is the Legacy Society?

A: The Legacy Society is a premium subscription membership with benefits including premium seats and parking, and access to receptions with the featured speaker. 2019-20 Legacy Society memberships are \$750 per person. A portion of the fee is considered a tax-deductible gift to Guilford College.

Q: How may I join the Legacy Society?

A: If you are interested in upgrading to a Legacy Society membership, email thebryanseries@guilford.edu or call 336-316-2852.

Q: When will I receive my tickets?

A: Tickets and parking passes will be mailed in August 2019.