

## **Frequently Asked Questions**

### **2019-20 Guilford College Bryan Series Subscriptions**

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.

#### SUBSCRIPTION RENEWAL QUESTIONS

Q: May I renew my subscription at this time?

A: The renewal deadline to sustain your same seats was April 8, 2019. However, we welcome orders from last year's subscribers. Your seats may not be in the same location as last season. You may place your order online following the instructions for new subscribers.

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

A: If you have renewed your subscription, you may add seats to your account after April 22. Seats are added at the new subscription rate of \$295 and may not be located near your current seats.

#### NEW SUBSCRIPTION QUESTIONS

Q: When will new subscriptions be on sale?

A: New subscriptions for the 2018-19 season are on sale now.

Q: What is the cost of a new subscription?

A: New subscriptions for the 2019-20 season are \$295.

Q: How may I place an order for a new subscription?

A: You may order a new subscription online at the following link:

<https://am.ticketmaster.com/greensborocoliseum/>

#### **Online ordering instructions:**


- Click "Buy Tickets" at the bottom right corner of your screen (mobile devices may have different views)
- Click the "Continue" button at the right of "19-20 Bryan Series Plan"
- Select the quantity of subscription tickets (1 = a ticket to all 5 events)
- Select a location (floor seating is unavailable at this time)
- Select ticket type (Adult New Season only option)
- Click the > symbol in front of Bryan Series Coliseum Events and click the "Select" button.
- Click the > symbol in front of Bryan Series Tanger Center Events and click the "Select" button
- Click the "Find Tickets" button at bottom of the screen
- A box will pop-up prompting you to log in with your email address and password. Create a new account if you don't already have one.

- The next screen will show the location of your new seats at the Coliseum and Tanger Center. Sign in to a current account (based on your email address) or create a new account if you don't already have one at the top right of the screen
- The subtotal under the "Add to Cart" button is the total price for all seats
- Click the "Add to Cart" button
- Select Delivery Method on the next screen. (Mailed Aug. is the only delivery method available)
- Click the "Checkout" button
- Select payment option. (Credit/debit card only option)
- Select button next to card on file or click on "Add a New Card"
- Click the "Next Step" button
- Review your order and click the box at the bottom of the screen to agree to terms of use.
- Click the "submit order" button
- You will receive an email confirmation of your order

Q: Will there be an option to choose my seat location when ordering online?

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

Q: I have mobility issues. How may I request special accommodations?

A: Patrons needing special accommodations should click on the wheelchair symbol  and fill out the pop up form with exact details of the accommodation needed. Mobility seat requests will be reviewed and addressed by the Greensboro Coliseum and Tanger Center box offices.

Q: May I subscribe by mail?

A: We encourage subscribers to order online. If you prefer, you may download a printable form from the Bryan Series website at [bryanseries.guilford.edu](http://bryanseries.guilford.edu) that may be completed and mailed to the Greensboro Coliseum box office.

Q: May I order a subscription by phone?

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

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

A: If you need assistance subscribing online, contact Greensboro Coliseum Account Manager Customer Service by calling 336-373-7575 or emailing [accountmanagercs@greensboro-nc.gov](mailto: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 becoming a member of the Legacy Society, email [thebryanseries@guilford.edu](mailto: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.

### SINGLE EVENT TICKET QUESTIONS

Q: When will single event tickets be available?

A: Single tickets for the five subscription events will go on sale August 2, 2019. You may purchase single tickets at the Greensboro Coliseum Advance Box Office or at Ticketmaster.com.