

Frequently Asked Questions 2021-22 Guilford College Bryan Series

COVID-19

Q: What policies and procedures have been put in place regarding COVID-19?

A: [The Guilford College Bryan Series](#) is committed to the health and safety of our patrons and community. We are working diligently with the Steven Tanger Center for the Performing Arts to ensure your safety at Bryan Series events. The Tanger Center has implemented a number of policies and procedures in their [Patron Health Initiative \(PHI\)](#).

Q: What if I'm unable to attend one or more Bryan Series events at the Tanger Center in the new season due to concerns about COVID and being in large crowds?

A: Renewing your subscription or membership seats will allow you to live stream each Bryan Series program as it is presented at the Tanger Center.

Q: Will live-stream-only subscriptions be sold?

A: No. You must renew your subscription or membership seats to be able to live stream Bryan Series events.

Renewal of Subscriptions and Legacy Society Memberships

Q: Where and when will events be held in the new season?

A: The five Bryan Series events will be held at the Steven Tanger Center for the Performing Arts in downtown Greensboro beginning in January 2022 and continuing through May. Check our [Guilford College Bryan Series](#) website for this season's lineup.

Q: How do I renew my subscription or Legacy Society membership?

A: An email was sent to 2020-21 subscribers and Legacy Society members on August 9 with instructions on renewing through the Tanger Center's Account Manager system. Click on the "Sign In" button located in the top right corner of the screen, and sign in with your email address and password. **Do not create a new account.** If you don't remember your password, click "Forgot Password" and you will receive an email to reset it. You will then see an invoice for renewing which will secure your current assigned seats for the upcoming Bryan Series season.

Q: What is the cost to renew my subscription?

A: Orchestra level seats are \$350, Grand Tier and Front Loge seats are \$295, and Rear Loge seats are \$250. Additionally, there is a \$10 seat service charge per subscription and a \$6 handling fee per order. North Carolina entertainment tax is covered in the cost of the subscription.

Q: What is the cost to renew my Legacy Society membership?

A: Legacy Society memberships are \$900 per person and include premium seating, premium parking, and admission to the exclusive pre-event reception with the speakers (including a photo opportunity when offered.) A portion of the membership cost is a tax-deductible gift to Guilford College.

Q: What is the deadline for renewing subscriptions and memberships?

A: The deadline for renewing your subscription or membership is Friday, September 10. Renewals received after the deadline will not be guaranteed the same assigned seats.

Q: Where will my seats be located?

A: Seat locations were included in the renewal instructions email you received and can also be found by logging in to the [Tanger Center Account Manager](#) system. If you renew by September 10, you will keep the seats you are currently assigned at the Tanger Center.

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

A: If you wish to decrease the number of seats on your subscription account, call the Tanger Center box office at 336-373-7575 before September 10.

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

A: If you renewed your current seats **online** before September 10, you will be able to add seats mid-September. Renewing subscribers will receive an email stating when they will be able to add seats and instructions for doing so.

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

A: Not at the time of renewal, but later in September. If you renew your current assigned seats **online** before the September 10 deadline, you will receive an email in mid-September with instructions on how to change your seats. Upgrades to a higher level pricing tier will be subject to increased subscription charges.

Q: May I renew my subscription by mail?

A: In mid-August, a brochure was mailed to all 2020-21 subscribers which included a detachable order form that may be completed and mailed to the Tanger Center Box Office. All mailed orders must be received by September 10 to keep your assigned seats.

Q: May I renew by phone?

A: You may renew by phone by calling the Tanger Center box office at 336-373-7575.

Q: When will I receive my tickets?

A: All 2021-22 subscribers will receive tickets and parking passes by mail in November 2021.

Q: I was a subscriber or Legacy Society member during the 2019-20 season but not in 2020-21. When may I purchase subscriptions or memberships?

A: Subscribers and Legacy Society members from the 2019-20 season will have the opportunity to purchase subscriptions and memberships in late September before the general public. You will receive an email and postcard with instructions.

New Subscriptions and Legacy Society Memberships

Q: When may the general public purchase new subscriptions?

A: New subscriptions will be on sale beginning Wednesday, September 29.

Q: How do I purchase a new membership in the Legacy Society?

A: New Legacy Society memberships will be on sale beginning Wednesday, September 29 by emailing your request to TangerAMCS@greensboro-nc.gov.

Handicapped and Mobility Issue Information

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 September 10. Please provide exact details of the accommodations needed at each venue, and email your request to customer-care@tangercenter.com or by mail to the Tanger Center Box Office at 300 North Elm Street, Greensboro, NC 27401 **before September 10**. Mobility seat change requests will be reviewed after the renewal process is completed and will be addressed prior to new subscription sales.

Q: Is there a handicap entrance at the Tanger Center?

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

Parking

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

A: The Tanger Center is surrounded by convenient parking with six nearby parking garages -- three public, three private -- plus a large number of on-street metered parking spaces. The Bellemeade

Street Parking deck is immediately across 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 300-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 for purchase online only at \$125 for a season parking pass or \$25 per event.

Q: What is the benefit of prepaying for parking?

A: We encourage subscribers to prepay for parking at \$50 per season. This guarantees the same parking rate for each event at city garages (\$10 per event) and eliminates the need for providing payment at the gate. Premium parking is included in the Legacy Society membership.

Q: Will there be handicap accessible 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 location will be subject to different costs. Patrons may also be dropped off near the entrance to the Tanger Center.