



Broadway Philadelphia Subscription FAQ (Updated March 30, 2021)

What if I need help with my subscription order or have additional questions?

If you do not find the answers to your questions below, you can reach Subscriber Services by emailing patronservices@ticketphiladelphia.org or by calling 215-893-1955, Tuesday – Friday from 10am – 5pm. **The best option is to make an appointment** by visiting kimmelcenter.org/broadway and clicking the “Schedule Appointment” button.

Will I need to wear a mask, take my temperature, or provide a negative COVID test before attending a show?

The health and safety of our community is our highest priority, we commit to meeting or exceeding the requirements from national, state, and local officials at the given time of each performance. With our reopening scheduled for fall 2021, we currently do not know what will be required in terms of health and safety protocols in the future. Rest assured, our protocols will be based on the most current information and guidelines available at that time. We will communicate this information as it becomes available.

Is there any information that is currently available about health and safety precautions when your campus reopens?

See our [Safe and Clean Commitment](#) for details and the most up to date information.

Why was I automatically subscribed/renewed for the 2021/22 season?

For your convenience, if you previously made any payment towards 2020/21 season, we applied your balance to the upcoming 2021/22 season. Your renewal materials (direct mail and email) should clarify if your subscription is paid in full or if you have a remaining balance due. You may have a balance due if you asked for a refund or partial refund at any point during last season.

I didn't renew last season, do I have still access to my seats?

We still consider you a renewing subscriber going into this next season. We held your seat(s) and it is ready for you to renew for the 2021/22 season if you chose to do so.

I received a notice that my subscription is partially paid from balance on my account, what do I do next?

You can refer to your renewal email and renewal mailing or go directly to kimmelcenter.org/myaccount to complete your renewal by paying the remaining balance.

I have a Kimmel Cultural Campus Gift Certificate and/or credit on my account, can I apply this to a subscription?

Yes! We will automatically apply your On Account Credit when you confirm your subscription order. If you have an additional balance due, there will be an option to apply the gift certificate during your online purchase or by phone by calling 215-893-1955, Tuesday – Friday from 10am – 5pm.

Are payment plans available?

Yes, payment plans are available.

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I understand there are flexible options this season, what are my options?

Swap a Show

You can take advantage of the “Swap a Show” option by removing up to two performances from your package and replacing them with your choice of “season extra” performances at the time of renewal or original purchase. If the price of the new performance is greater than what is covered in the package price, subscribers will be responsible for the difference in price.

Covid-19 Subscriber Guarantee

We understand the many “what ifs” you may be weighing in buying tickets for future events. A lot can change between now and next season, and we know comfort level around returning to the theater will be different for everyone. While we can’t control the uncertainties created by the pandemic; we can assure you, we will always put the safety of our patrons, artists, and staff first. **We will not hold performances until safely welcoming audiences is in compliance with City and Commonwealth guidelines. We are committing to a healthy and clean environment with increased disinfection, enhanced ventilation, and will enforce all health authority guidelines. Because we want you to return when you are ready, we will stand behind any tickets you purchase now for our future events with our “COVID-19 Subscriber Guarantee”.**

If you feel COVID-19 conditions make it unsafe to attend a show between now and August 30, 2022*, you have multiple options:

1. Exchange for another show - later in the season. (Restrictions may apply.)
2. Exchange for a Kimmel Cultural Campus Gift Certificate, which never expires and can be used for a later event.
3. Donate the value to the Kimmel Cultural Campus as a tax-deductible way to support our free arts education and community engagement initiatives.
4. Receive a full credit to your future season ticket payment plan, including service fees.

Our COVID-19 Subscriber Guarantee applies to events presented by Kimmel Cultural Campus. It is available to the original subscriber who purchased directly from Ticket Philadelphia. Tickets purchased from resellers are not covered.

*For subscription tickets purchased now through October 31, 2021; Exchanges and credits available beginning 30 days before each ticketed performance.

My renewal mail piece and/or email reference that my seats are within the Platinum Circle, what does this mean?

This season we are introducing the **Platinum Circle!** This special subscriber seating circle grants access to the best subscription seats in the house (Parquet Rows AA-K and select boxes) with a required annual minimum charitable contribution of \$1,000. **As a courtesy to all our long-time subscribers, we will not be requiring this donation for those renewing subscriptions located in the *Platinum Circle* for the 2021/22 season.** Beginning in the 2022/23 season, the *Platinum Circle* will be reserved for Broadway subscribers who make a minimum annual contribution of \$1,000 per subscription* above and beyond the subscription cost. We look forward to sharing more details about this exciting program and its benefits throughout this upcoming season! **Valid for up to four subscription seats.*

Why am I being asked to make a donation on top of my subscription purchase price?

As a nonprofit performing arts organization that relies heavily on ticket sales for support, this pandemic has significantly affected the livelihood of our Cultural Campus. Please consider supporting us on our [Road to Reopening](#).