



Important Information for 2017 DSM Mini Packs

THANK YOU FOR YOUR PATRONAGE

Thank you for purchasing a 2017 DSM Mini Pack subscription. Please login to print your tickets in advance or before attending each show. Examine your tickets immediately for performance dates and times, and mark your calendar. Please contact The Box Office at 214-691-7200 if you have any questions or concerns.

TICKET EXCHANGES

Beginning **JANUARY 17, 2017** as a DSM Mini Pack Subscriber, you have the privilege of exchanging your season tickets for another performance of the same show, only. You may exchange your tickets by mail or in person at The Box Office, 5959 Royal Lane, Suite 542, Dallas, TX 75230-3877 or by completing our online exchange form, located under MINI PACK TICKETS on our website. Tickets must be received at The Box Office at least 24 hours **prior to** the date/time of the tickets you currently hold.

Season tickets are exchanged one time per show free of charge. Subsequent exchanges will be subject to a \$3.00 per ticket exchange fee.

Exchanges are based on availability and The Box Office will make every effort to find comparable seats, however, your same seats for an alternate performance cannot be guaranteed. Tickets are exchanged one-for-one, only. Should you wish to exchange for seats at a higher price, you will be responsible for the difference. Should you choose to accept seats of a lower price, the difference is non-refundable. All ticket exchanges will be based on the discounted season price you paid.

LOST TICKETS

Should you lose your season tickets, please notify The Box Office as soon as possible so that replacement tickets can be prepared in advance. Replacement tickets can be picked up only at the theatre ticket office, up to ninety minutes prior to the performance; not in advance. Lost tickets cannot be exchanged or upgraded.

CHANGE OF E-MAIL or HOME ADDRESS

Please update your account online or be sure to notify us if you get a new address, phone number, or e-mail, so that you will continue to receive important information, tickets, and renewal notices on time.

TURN OVER FOR MORE INFO!

Published December 19, 2016

MY DSM

Access your DSM account online by going to our web site: www.dallassummermusicals.org and clicking “**Login**” at the top right corner of the home page. Your Username could be a DSM account number (9 digits) located on you tickets or your e-mail address. Contact The Box Office if you are unsure of your Username. Please use the “Forgot password” link if you do not know or need to reset your password; a temporary password will be e-mailed to you.

BOX OFFICE HOURS OF OPERATION

At this time, the Box Office is located at 5959 Royal Lane, Suite 542, Dallas, TX 75230-3877, in the northwest corner of Preston and Royal. Our current hours are from 10:00 a.m. to 6:00 p.m. Monday through Friday and Saturdays from 10 to 4. **The Box Office is moving in 2017.** Check our website www.dallassummermusicals.org, or call (214) 691-7200 for updates on our location and hours.

The Music Hall ticket office is staffed ninety minutes prior to each performance. You may reach the Music Hall at 214-565-1116.

PARKING & TRAFFIC

GENERAL PARKING

Parking on the Fair Grounds is provided without additional charges on a first-come, first-served basis for all 2017 performances. Some of the spaces closest to the Music Hall are reserved. For general parking, please enter the fair grounds at Grand Avenue

ADA ACCESSIBLE PARKING

There are a number of designated ADA accessible parking spaces adjacent to the Music Hall available to ADA patrons on a first-come, first-served basis. Please enter at Grand Avenue, and park in the designated spaces closest to the Music Hall. You may also take advantage of the circle drive in front of the breezeway for dropping off and picking up passengers so they don't have to walk from the lot.

PAID VALET PARKING

Valet parking stands are located both in the circular drive on the First Ave. side of the Music Hall and by the stage door on the Grand Ave. side. For your convenience, you may pre-purchase valet parking for \$17.50 per show. (A \$2.50 service charge per pass is included in this price.)

DIRECTIONS

For directions to the theatre, please visit our web site at www.dallassummermusicals.org and click on the Plan Your Trip menu, or you may call the numbers listed above.

TURN OVER FOR MORE INFO!

Published December 19, 2016