

FAQs for PSL Holders
August 15, 2020



1. How will I receive upcoming show notices/ticket purchase information for The Buddy Holly Hall?

The majority of show notices will be sent to you via **email**. Contact the LEPAA office 806.747.3200 to make any changes to your contact information. You can also visit our website (coming soon!) for ticket information and show schedules, www.BuddyHollyHall.com.

2. When is the Grand Opening for Buddy Holly Hall?

While we are being as flexible as possible in the current environment by adapting to changes and regulations set forth due to COVID 19 guidelines, we are still planning for grand opening in late November 2020. We're taking all precautions to make our performers and patrons feel as safe as possible while at The Buddy Holly Hall.

We have an amazing grand opening season planned, spanning over six months! The season includes a variety of exciting grand opening events, concerts, family shows, comedians, musical acts, Broadway, ballet, symphony and entertainment for everyone of all ages and interests.

3. Because of my busy schedule, I don't want to purchase the whole Broadway/Symphony season. Can I still purchase tickets to individual shows and sit in my PSL seat?

Yes. As a PSL holder you will be able to purchase season tickets or individual tickets to shows at The Hall. However, if you decide not to purchase tickets for a show, your seats will be opened up and sold to the general public. Be sure to check your emails for detailed information and deadlines to purchase season or individual tickets.

The deadline for PSL holders to purchase individual tickets to Broadway shows is 30 days after the single ticket on-sale. You will receive email communication before each individual ticket deadline for PSL holders.

4. I have purchased tickets for the opening night performance of the Broadway series. Something has come up, and I want to switch my seat to a different night of that same performance. Will I be able to switch my tickets? And will I get my PSL seat?

Life happens. We get it! We will work with you to switch seats whenever possible. Depending on availability and if tickets have opened up to general public sales, it may or may not be possible for you to have your PSL seat for the new date. We promise we'll find you another great seat if your PSL seat is not available in that instance.

5. I purchased the series subscription for the Broadway series. What happens now that LES MISÉRABLES is no longer a part of the series?

Due to the unprecedented global COVID-19 health crisis, the producers of LES MISÉRABLES have had to re-examine the production's touring schedule. The production will postpone all current tour engagements until further notice. The production looks forward to resuming its hugely successful tour next year and is actively working with markets to determine new engagement dates.

American Theatre Guild will substitute Jersey Boys for Les Miserables for any season subscribers at The Buddy Holly Hall. You should receive an email with more information on this substitution. Anyone who already purchase the series and added on Jersey Boys has several options. A representative from AT Guild will contact you within the next few weeks, or you can contact them at 800.776.7469 to find out more information.

6. What if I decide after a few shows that I don't like my PSL seat? Can I move my PSLs to different seats?

We hope you love your PSL seats at Buddy Holly Hall, but we know it's hard to select your perfect seat in a facility before you even step foot inside! We plan offer the opportunity to change PSL seats after the first year only. We will communicate dates and information about moving seats with you after grand opening season.

7. I am a Tier One PSL holder. Where do I park? How do I access the Founder's Lounge?

Tier 1 PSL holders have several parking options: 1) valet parking or 2) reserved parking at The Hall. We are still working on logistics and details on Tier 1 PSL parking and Founder's Lounge access. We'll communicate with you as soon as everything is fully lined up so you have the best experience possible!

8. I am a Tier Two or Tier Three PSL holder. Where do I park? How do I access the VIP Lounge?

Tier 2 PSL holders will receive 4 free valet parking passes per year. Tier 2 and Tier 3 PSL holders may park in the west or north parking lot at the hall, across the street in the Civic Center parking lot, or any available parking around the hall. Paid valet parking is also an option for most shows. We are still working on logistics and details on VIP Lounge access. We'll communicate with you as soon as everything is fully lined up so you have the best experience possible!

9. How much time will I get to decide if I want to purchase tickets in my PSL seat for each show?

The window to purchase your PSL tickets will vary based on the show/performance. For some shows, it may be a 24-hour turn around. For other shows, you may have a two-week window. We will give PSL holders as much advance notice as possible for all ticket sales. Be sure to carefully read each email for deadlines and information on purchasing your PSL tickets for each show.

10. Can my friend sit in my PSL seat for a show that I do not want to attend?

You are welcome to purchase tickets in your PSL seat and allow a friend to use them. A friend may not purchase tickets using your PSL information.

11. Can my friends buy tickets for the seats next to me?

If a seat is open next to yours, your friend is welcome to purchase tickets in that seat when the tickets go on sale to the public. We cannot guarantee that a seat next to you is open at any given date, as it may belong to another PSL holder.

12. Do PSL holders have first right to purchase extra tickets to a show when they purchase their PSL tickets?

The availability to purchase extra tickets at the time you purchase your PSL tickets will vary based on the show/performance. When possible, we will give PSL holders the opportunity to purchase extra tickets for shows at The Hall. Be sure to carefully read each email for deadlines and information on purchasing your PSL tickets and any extra tickets at The Hall for each show.

13. Are tickets refundable?

Unfortunately, most tickets are not refundable. However, we are working on a secure resale option with our ticketing vendor. This will be made available on our website (coming soon!), www.BuddyHollyHall.com. If a show cancels or reschedules, we will work with you for either a refund or transferring your ticket to the new show date.

14. When will the restaurant be open?

Rave On, the onsite restaurant at The Buddy Holly Hall, will be open Tuesday through Saturday for lunch and dinner. We'll have hours, menu and reservation information available on our website (still a work in progress), www.BuddyHollyHall.com.

15. Where is valet parking and who can use it?

Valet parking will be located on the west side of the building. Tier 1 PSL holders have the option to valet park at no charge for all shows. Tier 2 PSL holders will receive 4 free valet parking passes to use throughout the year. Anyone has the option to valet park for a fee for any show.

16. Do you still have picks on the guitar wall available?

Yes! We have extended the deadline to October 1, 2020 to purchase a guitar pick on the iconic art installation at The Buddy Holly Hall! Several sizes are already sold out, so visit www.LEPAA.org/pick for more information.