

## Frequently Answered Questions for PSL Holders August 14, 2023

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

All show notices are sent to PSL holders via email from [info@buddyhollyhall.com](mailto:info@buddyhollyhall.com). Broadway at Buddy Holly Hall emails are sent to you by American Theater Guild, our Broadway presenter, from [info@email.americantheatreguild.com](mailto:info@email.americantheatreguild.com). Lubbock Symphony Orchestra's upcoming events are emailed to you by [marketing@lubbocksymphony.org](mailto:marketing@lubbocksymphony.org).

In Fall 2023, PSL holders will also have the option to receive text notifications for upcoming shows. To avoid missing upcoming show notifications contact LEPA at 806.747.3200 with any changes to your contact information.

**2. How do I access my tickets?**

Tickets for all performances at Buddy Holly Hall, excluding the Broadway Series, may be accessed directly through your Etix account. For assistance with Etix ticket access, contact Buddy Holly Hall at 806.79BUDDY.

Tickets for the Broadway Series performances are available in your American Theatre Guild/Ticket Master account. For assistance with Broadway ticket access, contact ATG at 800.776.7469.

PSL holders have immediate access to digital or physical tickets for most performances. A Print-at-Home/Mobile ticket link will be included in your confirmation email after purchase. Physical tickets can be picked up at the box office with a photo ID. The box office is open Monday through Friday, 12 p.m. to 4 p.m., and two hours before every performance. Please note that ticket delivery methods and ticket access may vary depending on the show.

**3. I am a Tier One PSL holder. Where do I park?**

Tier One PSL holders are issued a Buddy Holly Hall parking hang tag. This tag provides you free access to the VIP/Paid parking lot on the west side of Buddy Holly Hall. Contact LEPA at 806.747.3200 if you have parking hang tag issues or questions.

**4. I am a Tier Two/Three PSL holder. Where do I park?**

Complimentary parking is available on the south side of Buddy Holly Hall across from the main entrance off Mac Davis Lane. When space allows, all patrons may utilize the paid parking in the west parking lot. For convenience, paid parking may be added on at the time of ticket purchase through Etix.

**5. Where is valet parking and who can use it?**

Valet parking is located on the west side of Buddy Holly Hall off of Mac Davis Lane. Tier One PSL holders may valet park free of charge for all shows. Tier Two PSL holders receive 4 complimentary valet



parking passes to use throughout the year. All patrons may utilize the paid valet parking service for any performance.

**6. How do I access the VIP Lounge?**

Formerly the Founder's Lounge benefit for Tier One PSL holders, the new and reimagined VIP Lounge is open to all levels of PSL holders for each performance. It is located on the beautiful open balcony on the second floor of BHH. Use your digital member pass to access the lounge. All PSL holders are welcome to invite a friend to join them in the VIP Lounge.

**7. How do I access my digital member pass?**

A link to download your digital member pass will be texted and emailed to you. Instructions to download the digital card to your Apple Wallet or Browser Bookmark are included at the end of the FAQs or The Buddy Holly Hall Box Office team can assist you with the setup of your digital member pass, 806.79BUDDY, or 806.792.8339.

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

Yes. As a PSL holder you will be able to purchase season tickets or individual tickets to shows at the Hall. If you decide not to purchase tickets for a show, your seats will be opened and sold to the general public.

All PSL holders will receive Broadway ticket information directly from American Theater Guild, [BroadwayatBuddyHollyHall.com](http://BroadwayatBuddyHollyHall.com), or call 800.776.7469 for additional information.

Individual ticket purchase information for Lubbock Symphony Orchestra is found at [LubbockSymphony.org](http://LubbockSymphony.org), or 806.762.1688.

The Buddy Holly Hall Box Office team can assist you at any time, 806.79BUDDY, 806.792.8339.

**9. I purchased tickets with my PSL but would like to switch seats/purchase more tickets. Who do I contact?**

We are always happy to help you with your ticket purchases or to move to a different seat for a performance when possible. The availability to purchase extra tickets at the time you purchase your PSL tickets will vary based on the show/performance. Contact the Buddy Holly Hall Box Office at 806.79BUDDY, 806.792.8229 for ticketing assistance.



**10. Can I move my PSL seats to a different location?**

If you'd like to move your PSL to a different location, contact LEPAA at 806.747.3200 and we will work with you to relocate to a seat that is perfect for you. It is important to know that because of season subscribers, Broadway or Symphony tickets may not be available in your new seats if you do choose to relocate.

**11. 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 as short as a 24-hour turnaround. For other shows, you may have up to two weeks. We work with all shows to give our 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.

**12. Can my friend sit in my PSL seat for a show that I am not able 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.

If you would like to transfer tickets you purchased to a friend, we recommend you contact the box office and put your friend's name as an "Alternate Pick-Up Name" on the order. This way, BHH staff will be able to assist your guests. Contact the Box Office at 806.79BUDDY for ticket assistance.

For American Theater Guild Broadway Series tickets can be transferred to another person electronically. WHO DO THEY CONTACT FOR THIS?

**13. Are tickets refundable?**

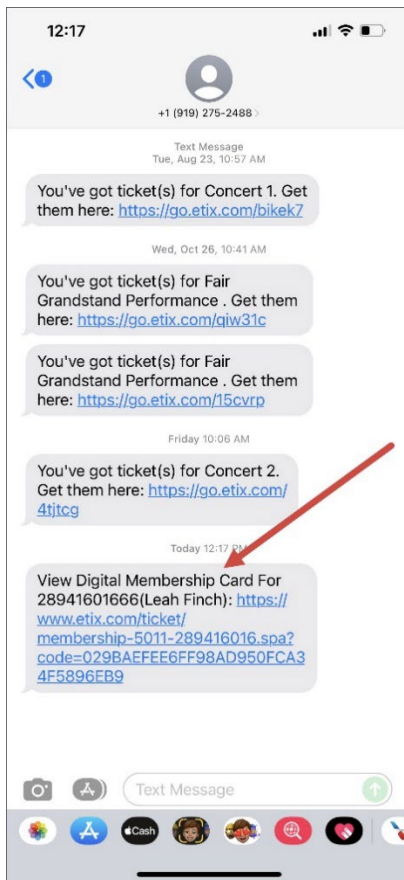
Unfortunately, tickets are not refundable. If a show cancels or reschedules, we will work with you for either a refund or to transfer your tickets to the new performance date.



## ACCESS DIGITAL PSL/SUITE HOLDER MEMBERSHIP CARD

PSL and Suite Holders may receive the link to their Digital Membership Card via Email or Text. Click the link to view the membership card. For additional help or information, contact the Box Office at 806.79BUDDY, 806.792.8339.

### TEXT EXAMPLE



### EMAIL EXAMPLE

#### Thank You For Your Membership Purchase

thankyou@etix.com  
To: box office

External Email: Be Wary Of Links

Dear Psl Tier 1 Test,

Thank you for purchasing Membership "PSL Memberships" from Etix.

This email serves as your receipt.

Your Membership info is as following:

Organization: The Buddy Holly Hall

View Digital Membership Card: [https://www.etix.com/ticket/membership-5641-248801785.spa?code=F6B0A40CE3307F84BE1FF8068C677EF5&utm\\_campaign=website&utm\\_source=sendgrid.com&utm\\_medium=email](https://www.etix.com/ticket/membership-5641-248801785.spa?code=F6B0A40CE3307F84BE1FF8068C677EF5&utm_campaign=website&utm_source=sendgrid.com&utm_medium=email)

#### The Digital Membership Card displays with:

1. Membership Name
2. Member Name
3. Member Photo: If enabled and taken
4. Membership Level
5. Membership Expiration Date
6. Membership ID
7. Membership Barcode: This serial number is for scanning or validating the Membership.
8. Click to Add to Apple Wallet (instructions on next page)
9. Click to save this page to the Browser Bookmark (instructions on next page)



## To add your digital card to Apple Wallet or Brower Bookmark

Apple users can add the membership cards to their Apple Wallet. Android users can save the card by taking a screenshot or adding it as a bookmark in their web browser.

