

From everyone at New York City Ballet, thank you for joining us as a 24-25 subscriber. We're thrilled to have you in our audiences for this season of expansive artistry, and we hope you enjoy all of the conveniences that your subscriber status provides.

Please familiarize yourself with the exclusive benefits in this booklet to take full advantage of your subscription. You can access additional materials at **[nycballet.com/subscriberbenefits](http://nycballet.com/subscriberbenefits)** to enhance your time at the Ballet, including downloadable calendars, a list of Lincoln Center-area discounts, and more.

At the back of this booklet, you'll find your official subscriber card and tickets (unless they are being held at the Box Office). Please note your performance dates and times before traveling to the Theater, and present your subscriber card at participating locations to redeem exclusive discounts.

Remember, if you ever have any questions, please call 212-496-0600 to speak with one of our subscription associates who are standing by to personally assist.

We can't wait to see you at the Theater.

## SUBSCRIBER BENEFITS

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### NO SERVICE FEES

Purchase additional 2024-25 repertory tickets all season long without the \$8 service fee by phone or in person at the Box Office.

You can also waive service fees online by logging in to your account before adding tickets to your cart. If you have yet to register on nycballet.com, call 212-496-0600 to verify or update the email address on your account. A subscription associate will gladly walk you through the quick and easy process.

### PREFERRED RATE SINGLE TICKET PURCHASES

Flex subscribers with six or more performances and all standard package subscribers retain the preferred subscriber rate on additional tickets throughout the season.\* Identify yourself as a subscriber when purchasing in person at the Box Office or by phone, or log in to your nycballet.com account before adding tickets to your cart.

Please note: the preferred subscriber rate does not apply to *George Balanchine's The Nutcracker*® or specially priced performances on OCT 9, JAN 24, JAN 31, FEB 8 eve, MAY 8, MAY 18 at 11 AM, or MAY 25.

All subscribers pay the \$4 per ticket facility fee on single ticket add-ons. Per ticket service and facility fees are not waived for any Nutcracker purchases regardless of subscriber status or type.

\*House seats for qualifying donors are excluded.

## SUBSCRIBER BENEFITS

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### TICKET EXCHANGES\*\*

Exchanges can be made across 2024-25 Season repertory performances (Fall 2024, Winter 2025, and Spring 2025), and there is no limit on the number of times you may exchange your tickets. Flex subscribers with five or fewer performances exchange tickets with an \$8 fee per ticket; all other subscribers exchange at no cost.

Exchanges can only be made by phone or in person at the Box Office. Once an exchange has been processed, your original tickets will be voided and cannot be used to gain access into the Theater.

**Your exchange must be made no later than one day in advance of your originally scheduled performance,** and your new date must be indicated at time of exchange to be processed. Please have your tickets available when you make your exchange, as well as at least two alternate dates, and provide your Patron ID (labeled CST on your ticket) and/or Order Number (labeled ORD) to the sales associate assisting you with the exchange.

☎ 212-496-0600

📍 David H. Koch Theater Box Office,  
63rd & Columbus

### EXCLUSIVE SUBSCRIBER OFFERS

Subscribers enjoy special savings at select Lincoln Center-area restaurants, cafes, and shops.

Visit [nycballet.com/subscriberbenefits](https://nycballet.com/subscriberbenefits) to learn more, and present your official subscriber card when taking advantage of each offer.

**\*\*All exchanges are subject to availability and are valid only for paid tickets within the 2024-25 Season. Subscription tickets cannot be exchanged into JAN 24, 31, FEB 8 eve, MAY 18 at 11 AM, 25, or Nutcracker performances. The difference of ticket cost will be incurred by subscribers exchanging into higher-priced seating locations or out of specially priced performances.**

Benefits apply only to current New York City Ballet subscribers for the 2024-25 Season (SEPT 17, 2024, through JUN 1, 2025). We regret that we cannot replace or refund tickets for performances you miss.

### VIEW & MODIFY YOUR ACCOUNT DETAILS

Enter your login credentials at [nycballet.com/login](https://nycballet.com/login) to access your My Account page where you can review your subscription details and giving history. You can also update your contact details, change your password, and more. Access all of these details by clicking on the person icon in the menu bar whenever you're logged in to your [nycballet.com](https://nycballet.com) account.

### MANAGE YOUR TICKETS

Under Upcoming Performances in the My Account area, click on Manage Tickets to add tickets to your Apple Wallet, send a ticket by email or text, or display ticket barcodes for contactless entry into the Theater.

### LOST TICKETS & TRANSFERS

If your tickets have been misplaced or you are unable to attend and would like to transfer your seats for another guest to use, please call us at least one day in advance of your scheduled performance to make arrangements for replacement tickets. House managers are available for support at performances; however, if you do not have your tickets when you arrive at the Theater, you will be directed to the Box Office to obtain a ticket reprint.

### TICKET DONATIONS

If you are unable to use your tickets, consider offering them back to the Company for resale and you'll receive a tax-deductible notice for your support.

Please have your tickets available when doing one of the following:

- 📞 **Call 212-496-0600** up to 30 minutes prior to curtain on the day of the scheduled performance.
- @ **Visit [nycballet.com/ticketdonations](https://nycballet.com/ticketdonations)** up to two hours prior to curtain on the day of the scheduled performance.
- 📍 **Bring your tickets to the David H. Koch Theater Box Office** a minimum of 30 minutes prior to curtain on the day of the scheduled performance.

## GENERAL INFORMATION & TICKETING

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### INQUIRIES & TICKET SALES

For general inquiries and to order additional tickets without service fees:

☎ 212-496-0600

MON-SAT 10 AM – 7:30 PM

SUN 10 AM – 5 PM

📍 David H. Koch Theater Box Office,  
63rd & Columbus

MON 10 AM – 7:30 PM

TUE-SAT 10 AM – 8:30 PM

SUN 11:30 AM – 7:30 PM

@ Log in to your [nycballet.com](https://nycballet.com) account before adding tickets to your cart.

### NO LATE SEATING POLICY

Performances begin at the announced start time. There is no late seating, or reseating for those who leave the auditorium, once the performance begins.