

Please Read the Following Carefully TERMS of USE: By visiting or using this site you are accepting our terms of use.

### **Season Ticket Holder Information-**

**Terms & Conditions:** 26/27 Broadway in New Mexico Season Subscriptions, and all Tickets and Additional Tickets purchased under any Subscription, are subject to the [Broadway Across America® Standard Season Subscription Terms and Conditions](#) and the offer details posted on this page. By purchasing a Season Subscription, you agree to all such Terms and Conditions.

**Renewal Deadline:** If we are unable to automatically renew your season subscription for the 26/27 season, you must log in to your Broadway account and pay your renewal invoice no later than March 15, 2026 to keep your seats. Any requests for adjustments to the standard subscription benefits or show offerings (Courtesy Change) must be completed by October 1, 2026 and are limited to one request per season ticket package account per season. After the deadline, only the benefits associated with the season subscription will be offered.

**Pricing:** The price of each season subscription seat reflects the face value of your tickets, venue facility fee, subscription processing fee, applicable taxes, and, if applicable, the Gold Circle fee.

Subscriptions for Gold Circle include a \$75 fee for each subscription purchased. Gold Circle season ticket holders receive priority access to premium seat locations, available only to these subscribers, prior to seats being placed on sale to the general public.

This includes: Orch center, rows A-P. Orch L & R, rows A-D seats 201-202 and 301-302, and rows E-P seats 201-204 and 301-304. Mezz- AA-EE Center.

**Season Options:** Season Options are not included in any subscription package. Additional purchase is required, and all seating is subject to availability at the time of purchase. All Season Options must be paid in full at the time of purchase and are not eligible for the Payment Plan. Ticket prices for the Season Options include a \$4.50 per ticket facility fee and a \$10 per ticket service fee. If your subscription is not renewed, any Season Options you purchase will be automatically canceled and refunded without notice.

**Upgrades:** After the final renewal deadline, all renewed Broadway in New Mexico Subscribers will be emailed information on upgrade availability. Subscribers will be sent when your upgrade window opens with an invitation to review available locations from Subscribers that did not renew. If you are happy with your seats, no action is needed. If you want to make a change, the email will contain a link to log into your online account and based on availability, you can change seat locations on the package level, and/or the performance day and time you attend. Seating upgrades are subject to availability. The difference in price is due at the time of upgrade.

**Exchanges:** The ability to exchange individual shows will begin shortly after the upgrade window. Exchanges must be completed no later than 48 hours prior to your performance or by 4pm MST on Friday for weekend performances. In some cases, a show may require exchanges to be completed 72 hours prior to your ticketed performance. The difference in price is due at the time of the exchange or upgrade if moving into a higher priced performance or seating location.

When exchanging into less expensive seating locations, the difference in price will be refunded to your original method of purchase or issued as a credit to your account. Ticket exchanges are subject to availability.

**Additional Tickets.** The benefit of purchasing additional tickets to the individual shows in the season package prior to public on sale will be available after the upgrade window. Orders that exceed the ticket limit 8 will be canceled without notice, including multiple orders with the same account, billing address, credit card or other identifying information. Additional tickets are subject to availability. Ticket prices for the additional tickets include a \$4.50 per ticket facility fee and a \$10 per ticket service fee.

**Swap-a-Show:** Season Ticket Holders Beginning July 31, exchange your Broadway in New Mexico tickets for another performance of the same show, or your Ovation Series tickets to any other Ovation Series show. Exchanges must be made up to 48 hours prior to the earlier production for weeknight performances, and by 5pm MT Thursday for weekend performances. Exchanges may only be made by the owner of the tickets. Differences in ticket prices may require additional payment. Refunds will be issued to the original method of payment for exchanges incurring a reduction in price.

**Audience Advisory:** The **Broadway in New Mexico** series offers a diverse selection of arts and entertainment. Not all productions may be appropriate for all ages. Patrons are encouraged to familiarize themselves with shows offered to make informed decisions prior to purchasing a season subscription.

**All buyers or attendees of shows:**

**Single Ticket Buyers:** NO REFUNDS, NO EXCHANGES

**Ticket Limits:** You may be limited to a certain number of tickets for an event. The event listing will contain the minimum or maximum number of tickets available to each purchaser and will be verified for each transaction. This policy is intended to discourage other buyers from engaging in unfair trade practices. If we learn that you are purchasing more than the pre-determined number of tickets for an event and engaging in practices that we, in our sole discretion, determine to be unfair, we will cancel your ticket purchase. Tickets purchased from unauthorized sources may have been lost, stolen or obtained improperly. Management reserves the right to deny admission to the holder of any such ticket.

**Order Confirmation:** After submitting payment, you should receive a confirmation number and a confirmation e-mail. If you do not receive a confirmation number or your confirmation e-mail, or if you experience an error message it is your responsibility to contact and confirm your order with our Customer Service Department at 505-277-4569 We may not be aware of any problems and will not be liable for any losses if you assume an order has taken place without confirmation.

**Ticketholder Information:** All children, regardless of age, must have a ticket. The holder of a ticket is not allowed to transmit or aid in the transmitting of any picture, video, audio, reproduction or other such replication of the event (including pre- and post-event activities). The holder grants unrestricted right and license to use the holder's likeness and/or voice incidental to

any broadcast, telecast, webcast, photograph taken, or other transmission or reproduction in connection with the event or otherwise to the producers, presenters and news media. Holder of this ticket assumes all risk and danger incidental to any event for which this ticket is issued.

#### Additional Information

- Program, date and time subject to change.
- Only concessions bought at Popejoy Concession areas are allowed in the hall. You may bring a water bottle from home.
- Not responsible for lost, stolen or destroyed tickets.
- No artificial noisemakers allowed.
- Price includes gross receipts tax.

**Popejoy Hall Broker Policy:** Any group tickets or Popejoy Presents subscriptions that are purchased with the express intent to be re-sold through third party sites will be voided without refund and users will be banned from purchasing tickets. If you have any questions about this policy, please email [customerservice@popejoypresents.com](mailto:customerservice@popejoypresents.com).

#### UNM Public Events Privacy Policy

UNM Public Events collects and uses personal information to provide services in accordance with this Privacy Policy.

##### 1. Information Collected by UNM

For UNM-owned and managed websites, we may collect the following information:

- **IP address, browser type, and version**  
Used for website monitoring, security, and usage analytics.
- **First-party cookies**  
Used to support website functionality, including user preferences and personalization.

##### 2. Information Shared with Third Parties

In certain cases, UNM Public Events works with partners and service providers to support event operations, ticketing, and marketing. These entities may collect or process data as described below.

#### UNM Foundation

- **Data collected:** Full name, home address, email address, phone number
- **Purpose:** Supporting fundraising and giving campaigns

### **Event Facility Renters (e.g., Broadway Across America, New Mexico Philharmonic, International Flamenco Festival)**

- **Data collected:** Full name, home address, email address, phone number
- **Purpose:**
  - Providing marketing and promotional support for events
  - Analyzing ticket sales and customer demand
  - Improving event offerings and future planning

Certain events may also use tracking technologies (such as pixels) to:

- Analyze customer interactions with the website (e.g., browsing behavior, abandoned purchases)
- Measure performance and sales activity
- Understand geographic demand and attendance trends
- Evaluate language preferences to support accessibility and translation needs

### **Paciolan (Ticketing and Payment Processing)**

- **Data collected:** Payment card information and purchase data
- **Purpose:**
  - Secure processing of ticket purchases
  - Analysis of sales volume and customer demand

Payment card information is processed directly on Paciolan systems and is not stored on UNM Public Events websites.

### **Cloudflare**

- **Data collected:** Limited interaction data (e.g., mouse or keyboard activity)
- **Purpose:**
  - Verifying human users
  - Preventing malicious or fraudulent activity
  - Maintaining website performance and security

### **LiveChat (LiveChat, Inc.)**

- **Data collected:** Information voluntarily provided by users during chat sessions

- **Purpose:** Customer support and assistance

Live chat functionality may use third-party cookies to enable service features.

### **3. Cookies and Tracking Technologies**

UNM Public Events uses both first-party and third-party cookies to:

- Ensure proper website functionality
- Enhance user experience
- Support analytics and performance monitoring

Users may manage cookie preferences through their browser settings.

### **4. Data Use and Retention**

Information collected is used solely for operational, analytical, marketing, and support purposes related to UNM Public Events. Data is retained only as long as necessary to fulfill these purposes or comply with applicable requirements. If you would prefer your data is not shared, please email us at [tickets@unm.edu](mailto:tickets@unm.edu).