

## WHAT TO KNOW: STAR MEMBER BENEFITS

### NOTICE OF NEW SHOWS

As each event is booked and confirmed, members will receive a show announcement **via email** to the address associated with your account. These announcements will also include the presale date for your membership presale benefit.

### PRESALE

Each member will receive a presale notice to that same email address the morning of their eligible presale date (i.e. Presale email delivered at 8am on Thursday morning for Star member presale).

This email contains the direct link and the member password you will enter in the promo box. Once the promo code is entered, all presale offers will be displayed, and tickets may be purchased for those presale offers. \*Please note that some presales may be "best available" seating when purchased online. This varies by event/artist. \*

This varies by event/artist. **\*If you would like to bookmark the link**, it is >

<https://kingcenter.venue.net/cgi-bin/ncommerce3/EVExecMacro?linkID=king-arts&evm=prmo&RSRC=&RDAT=&caller=PR>

Presales are typically available beginning at 10am online through the link w/ member promo code, and noon through the ticket office. Please reference each presale notice email for the show-specific presale schedule as times and presale days can vary.

### DISCOUNTED SERVICE FEE ON PRESALE TICKETS

Members receive a reduced service fee on all presale tickets purchased. This discount is automatically applied to each ticket purchased through your presale promo code.

### EXCHANGE TICKETS FOR A CREDIT

Members can return tickets that can't be used for credit towards a future event. Requests for a credit must be made **no less than one-week** prior to the event **during business hours**. Credit will be in the form of a gift certificate added into your ticketing account. Gift certificate balances may be applied to future ticket purchases through the ticket office.

### UPGRADE YOUR SEAT

Members can change their seat once per performance\*, subject to seat availability. Contact the ticket office to move your seat or stop by the ticket window when you arrive for the show. \*upgrade fee + any price difference applies. \*

### LOTTERY PROGRAM FOR CROWN CLUB ACCESS

Star members are eligible for the Crown Club access lottery for select shows. The Marketing and Premium Services Manager will contact each Star member with tickets for that event with specific instructions to enter the lottery via email to the address on file.

## WHAT TO KNOW: DIRECTOR MEMBER BENEFITS

### NOTICE OF NEW SHOWS

As each event is booked and confirmed, members will receive a show announcement **via email** to the address associated with your account. These announcements will also include the presale date for your membership presale benefit.

### PRESALE

Each member will receive a presale notice to that same email address the morning of their eligible presale date (i.e. Presale email delivered at 8am on Wednesday morning for Director member presale).

This email contains the direct link and the member password you will enter in the promo box. Once the promo code is entered, all presale offers will be displayed, and tickets may be purchased for those presale offers. \*Please note that some presales may be "best available" seating when purchased online. This varies by event/artist. \*

**If you would like to bookmark the link**, it is > <https://kingcenter.eventue.net/cgi-bin/ncommerce3/EVExecMacro?linkID=king-arts&evm=prmo&RSRC=&RDAT=&caller=PR>

Presales are typically available beginning at 10am online through the link w/ member promo code, and noon through the ticket office. Please reference each presale notice email for the show-specific presale schedule as times and presale days can vary.

### DISCOUNTED SERVICE FEE ON PRESALE TICKETS

Members receive a reduced service fee on all presale tickets purchased. This discount is automatically applied to each ticket purchased through your presale promo code.

### EXCHANGE TICKETS FOR A CREDIT

Members can return tickets that can't be used for credit towards a future event. Requests for a credit must be made **no less than 48-hours** prior to the event **during business hours**. Credit will be in the form of a gift certificate added into your ticketing account. Gift certificate balances may be applied to future ticket purchases through the ticket office.

### UPGRADE YOUR SEAT

Members can change their seat once per performance\*, subject to seat availability. Contact the ticket office to move your seat or stop by the ticket window when you arrive for the show. \*upgrade fee + any price difference applies. \*

### MEMBERSHIP CARD + DRINK VALUE

Each membership will receive a membership card with their account name and expiration date. This card is also your drink value, which can be used at any bar in the venue. Valid for 1 calendar year from renewal date. \*Unused balance will not roll over\*

### 3 CROWN CLUB AND 3 PREFERRED PARKING PASSES

Director members are eligible for Crown Club access up to 3 shows (total of 4 individuals). The member should reach out to the Marketing & Premium Services Manager, Madysen Brutto via phone at 321.433.5763 during business hours or email [mbrutto@asmmelbourne.com](mailto:mbrutto@asmmelbourne.com) **up to one week prior to show** to ensure they have been added to the Crown Club and Preferred Parking list for each select show.

## WHAT TO KNOW: PRODUCER MEMBER BENEFITS

### NOTICE OF NEW SHOWS

As each event is booked and confirmed, members will receive a show announcement **via email** to the address associated with your account. These announcements will also include the presale date for your membership presale benefit.

### PRESALE

Each member will receive a presale notice to that same email address **the morning of their eligible presale date** (i.e. Presale email delivered at 8am on Wednesday morning for Producer member presale).

This email contains the direct link and the member password you will enter in the promo box. Once the promo code is entered, all presale offers will be displayed, and tickets may be purchased for those presale offers.

**If you would like to bookmark the link**, it is > <https://kingcenter.venue.net/cgi-bin/ncommerce3/EVExecMacro?linkID=king-arts&evm=prmo&RSRC=&RDAT=&caller=PR>

Presales are typically available beginning at 10am online through the link w/ member promo code, and noon through the ticket office. Please reference each presale notice email for the show-specific presale schedule as times and presale days can vary.

### DISCOUNTED SERVICE FEE ON PRESALE TICKETS

Members receive a reduced service fee on all presale tickets purchased. This discount is automatically applied to each ticket purchased through your presale promo code.

### EXCHANGE TICKETS FOR A CREDIT

Members can return tickets that can't be used for credit towards a future event. Requests for a credit must be made **no less than 48-hours** prior to the event **during business hours**. Credit will be in the form of a gift certificate added into your ticketing account. Gift certificate balances may be applied to future ticket purchases through the ticket office.

### UPGRADE YOUR SEAT

Members can move their seat once per performance\*. Contact the ticket office to move your seat or stop by the ticket window when you arrive for the show. \*upgrade fee + any price difference applies.

### MEMBERSHIP CARD + DRINK VALUE

Each membership will receive a membership card with their account name and expiration date. This card is also your drink value, which can be used at any bar in the venue. Valid for 1 calendar year from renewal date. \*Unused balance will not roll over\*

### CROWN CLUB AND PREFERRED PARKING

Producer members have unlimited access to the Crown Club (total of 4 individuals). You will receive a parking pass and a Crown Club Membership Card that should be presented at every show to ensure preferred parking and Crown Club access. Please note that Crown Club access is valid for the member – guests not accompanied by a member do not have access. Anyone wishing to attend the Crown Club without a member with access will need to join the membership program.

## WHAT TO KNOW: SILVER FUNDED FIVE MEMBER BENEFITS

### FIRST NOTICE OF NEW SHOWS

Prior to the official announcement of a show, Funded Five members will be personally notified **via email** by the Marketing & Premium Services Manager about upcoming show plans and announces. These announcements will include a short description of the show, date, time, and any additional information regarding the show.

### TICKET CONCIERGE

Funded Five members receive ticketing and priority seating arranged personally by the Crown Club concierge. Reply to the announce email from the Marketing & Premium Services Manager with the amount of tickets you are interested in, where you prefer to sit, as well as any general inquiry questions regarding the show.

### NO TICKETING FEES

Funded Five members are except from service fees. \*Please note that VIP packages may include an additional fee\*

### EXCHANGE TICKETS FOR A CREDIT

Members can return tickets that can't be used for credit towards a future event. Requests for a credit must be made no less than 24 hours prior to the event, or the last business day (M-F) prior to the show. For example, if the show is on a Sunday, the credit request would need to be made no later than close of business Friday because the ticket office is not open on Saturday. Credit will be in the form of a gift certificate added into your ticketing account. Gift certificate balances may be applied to future ticket purchases, and must be made through the ticket office, either over the phone or in person.

### MEMBERSHIP CARD + DRINK VALUE

Each membership will receive a membership card with their account name and expiration date. This card is also your drink value, which can be used at any bar in the venue. Valid for 1 calendar year from renewal date. \*Unused balance will not roll over\*

### CROWN CLUB AND VIP PARKING SPOT

Silver Funded Five members have unlimited access to the Crown Club (total of 6 individuals). You will receive a parking pass and a Crown Club Membership Card that should be presented at every show to ensure preferred parking and Crown Club access. Please note that Crown Club access is valid for the member – guests not accompanied by a member do not have access. Anyone wishing to attend the Crown Club without a member with access will need to join the membership program.

## **WHAT TO KNOW: GOLD FUNDED FIVE MEMBER BENEFITS**

### **FIRST NOTICE OF NEW SHOWS**

Prior to the official announcement of a show, Funded Five members will be personally notified via email by the Marketing & Premium Services Manager about upcoming show plans and announces. These announcements will include a short description of the show, date, time, and any additional information regarding the show.

### **TICKET CONCIERGE**

Funded Five members receive ticketing and priority seating arranged personally by the Crown Club concierge. Reply to the announce email from the Marketing & Premium Services Manager with the amount of tickets you are interested in, where you prefer to sit, as well as any general inquiry questions regarding the show.

### **NO TICKETING FEES**

Funded Five members are except from service fees. \*Please note that VIP packages may include an additional fee\*

### **EXCHANGE TICKETS FOR A CREDIT**

Members can return tickets that can't be used for credit towards a future event. Requests for a credit must be made no less than 24 hours prior to the event, or the last business day (M-F) prior to the show. For example, if the show is on a Sunday, the credit request would need to be made no later than close of business Friday because the ticket office is not open on Saturday. Credit will be in the form of a gift certificate added into your ticketing account. Gift certificate balances may be applied to future ticket purchases, and must be made through the ticket office, either over the phone or in person.

### **MEMBERSHIP CARD + DRINK VALUE**

Each membership will receive a membership card with their account name and expiration date. This card is also your drink value, which can be used at any bar in the venue. Valid for 1 calendar year from renewal date. \*Unused balance will not roll over\*

### **CROWN CLUB AND VIP PARKING SPOT**

Gold Funded Five members have unlimited access to the Crown Club (total of 6 individuals). You will receive a parking pass and a Crown Club Membership Card that should be presented at every show to ensure preferred parking and Crown Club access. Please note that Crown Club access is valid for the member – guests not accompanied by a member do not have access. Anyone wishing to attend the Crown Club without a member with access will need to join the membership program.

# WHAT TO KNOW: PLATINUM FUNDED FIVE MEMBER BENEFITS

## FIRST NOTICE OF NEW SHOWS

Prior to the official announcement of a show, Funded Five members will be personally notified via email by the Marketing & Premium Services Manager about upcoming show plans and announces. These announcements will include a short description of the show, date, time, and any additional information regarding the show.

## TICKET CONCIERGE

Funded Five members receive ticketing and priority seating arranged personally by the Crown Club concierge. Reply to the announce email from the Marketing & Premium Services Manager with the amount of tickets you are interested in, where you prefer to sit, as well as any general inquiry questions regarding the show.

## NO TICKETING FEES

Funded Five members are except from service fees. \*Please note that VIP packages may include an additional fee\*

## EXCHANGE TICKETS FOR A CREDIT

Members can return tickets that can't be used for credit towards a future event. Requests for a credit must be made no less than 24 hours prior to the event, or the last business day (M-F) prior to the show. For example, if the show is on a Sunday, the credit request would need to be made no later than close of business Friday because the ticket office is not open on Saturday. Credit will be in the form of a gift certificate added into your ticketing account. Gift certificate balances may be applied to future ticket purchases, and must be made through the ticket office, either over the phone or in person.

## MEMBERSHIP CARD + DRINK VALUE

Each membership will receive a membership card with their account name and expiration date. This card is also your drink value, which can be used at any bar in the venue. Please note that only members receive complimentary drinks.

## CROWN CLUB AND VIP PARKING SPOT

Funded Five members have unlimited access to the Crown Club (total of 8 individuals). You will receive a parking pass and a Crown Club Membership Card that should be presented at every show to ensure preferred parking and Crown Club access.

## CROWN CLUB SEATING

Platinum Funded Five members receive reserved seating in Crown Club upon request.

## RENTAL

Platinum Funded Five members receive one complimentary rental or Rotunda or meeting room for personal/business event. Contact the Marketing & Premium Services Manager, Madysen Brutto via phone at 321.433.5763 during business hours or email [mbrutto@asm Melbourne.com](mailto:mbrutto@asm Melbourne.com) to inquire about a potential rental.