

STEP-BY-STEP INSTRUCTIONS TO PURCHASE MEMBER TICKETS ONLINE...

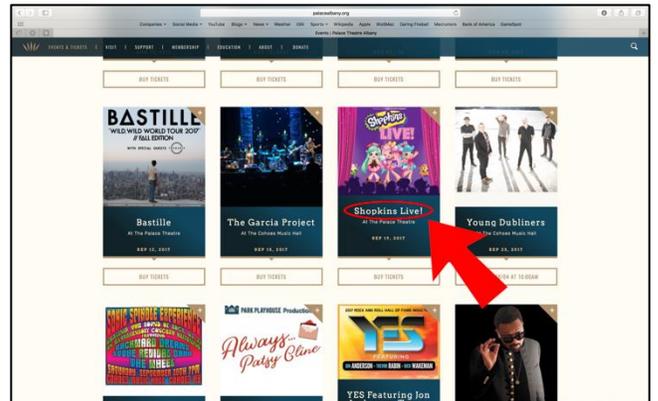
STEP ONE

Visit www.palacealbany.org and click on “Events and Tickets” in the upper left-hand corner to bring up our current list of events available for purchase, as well as events that are soon to go on sale.



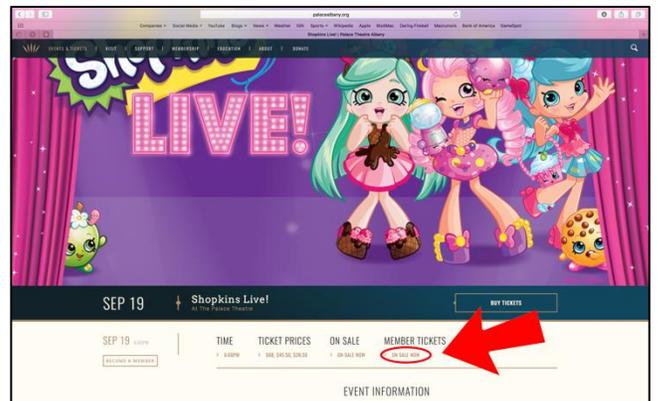
STEP TWO

Locate your event and click on the event title. Note, do not click “Buy Tickets” in this step, but be sure to instead click on the event title beneath the picture.



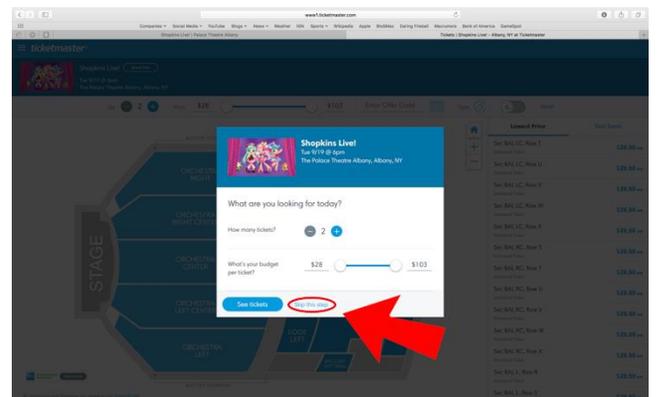
STEP THREE

Once you have arrived on the event detail page, navigate to where the heading reads “Member Tickets,” and click the “On Sale Now” link to proceed with your order.



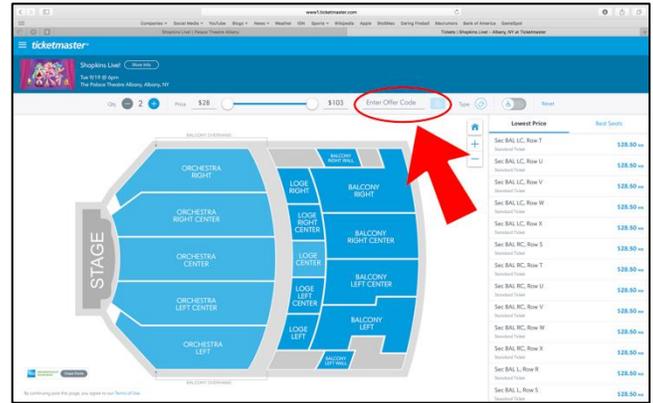
STEP FOUR

On the initial pop-up box, click the “Skip This Step” link to bring up the screen where you will enter your member password to unlock exclusive seats with reduced fees.



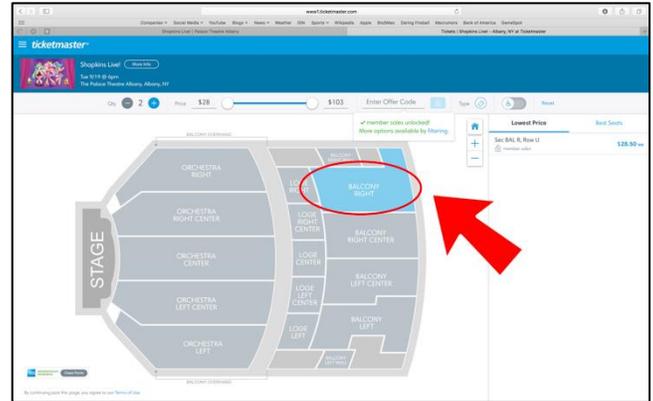
STEP FIVE

Enter your member password in the field that reads “Enter Offer Code,” and click on the lock icon at right. The system will process your entry to ensure it is a valid member password.



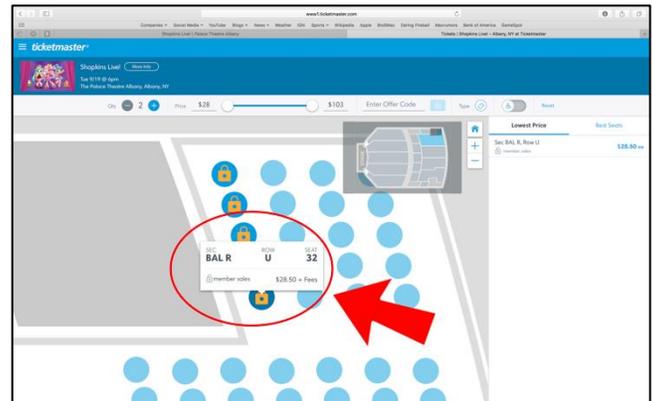
STEP SIX

A prompt will pop up below the offer code field noting that member sales are now unlocked. All sections of the theatre that contain seats held for members will be highlighted. Click on any of those sections to zoom in and pick your seats.



STEP SEVEN

Seats held for your use as a member will be shown in bold with a lock icon on them. As a member, you have exclusive access to these seats – you may select up to four seats for purchase. Note, while you may also select other general seats for purchase, those seats will be subject to additional fees.



At this point, you may add seats to your cart and check out to complete your order. You may also add parking passes or special tour packages when available!

A Note About Fees...

Palace Members pay the lowest fees for online ticket purchases. For member tickets, the processing fee charged will only be \$3.25 per order, with a per ticket fee of \$3.00. This represents a significant discount from purchases made by the general public.

If you require any technical assistance with the Ticketmaster website or this process, you may contact their technical support at (800) 745-3000. Should you have any additional questions about your membership or your password, our Box Office team will be happy to help you by phone at (518) 465-4663!