Exchanging Your Fox Theatre Tickets Online

Log in to your Fabulous Fox online account and click on "My Account", then "My Account".



On the right hand side, under "My Tickets", click on "Exchange".

My Tickets	
Season Renewal Application	>
Reissue	>
Exchange	>
Transfer	>
Pending Transfer	>
Payment Schedules	>
Order History	>

Select the show you wish to exchange from the list of your eligible tickets:

Exchange

Select an event or item to exchange

FOX BWY	2024-2025	
JOX	PETER PAN Sunday, November 24, 2024 at 1:00 PM FOX THEATRE - ST LOUIS	>
JOX	SIX Sunday, February 2, 2025 at 1:00 PM FOX THEATRE - ST LOUIS	>
JOX	SHUCKED Sunday, February 23, 2025 at 1:00 PM FOX THEATRE - ST LOUIS	>
JOX	SOME LIKE IT HOT Sunday, March 9, 2025 at 1:00 PM FOX THEATRE - ST LOUIS	>
FOX	KIMBERLY AKIMBO Sunday, April 6, 2025 at 1:00 PM FOX THEATRE - ST LOUIS	>
XX FOX	& JULIET Sunday, June 1, 2025 at 1:00 PM FOX THEATRE - ST LOUIS	>

Next, select which seats you would like to exchange. You may click "Select All" if you wish to exchange all of the seats for this event. You can only exchange one price level at a time so in the example below the MB03 seat cannot be exchanged at the same time as the UB01 or UB04 seats. Then click "Next".

Exchange

Select seats to exchange

& JULIETSunday, June 1, 2025 at 1:00 PMFOX THEATRE - ST LOUISFOX BWY 2024-2025	
	Select All
BALC:UB01, Row V, Seat 47 BALC-D2, SUB \$62.00	
BALC:MB03, Row S, Seat 113 BALC-D1, SUB \$62.00	
BALC:UB04, Row V, Seat 106 BALC-D2, SUB \$62.00	
	to oo
Exchange licket Cost	\$0.00

Cancel

Next

Next, select the new event you would like to attend instead:

Exchange

Select a new event



Cancel

Once selected you will be taken to the seat map to select your new seats:



Click on your desired section to see the specific seats available. If you hover over an available seat, you can see the seating information and price. Any green dot is an available seat.



Select one available seat for each seat you selected to exchange. Once you have selected your seats, click "Add to Cart" at the bottom of the page.



Please note: you must select tickets that are in the same seating level. If you attempt to select tickets in multiple seating levels you will receive an error:

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Your tickets are in multiple price levels, and must be exchanged one seat at a time. Please scroll down and click "cancel" to begin again.
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If you would like to proceed with seats in different seating levels, please cancel this exchange and exchange your tickets one at a time.

Once you have seats in the same seating level at the same number you are exchanging, you will then see your cart, with your new ticket information and the final exchange cost based on the value of your New Tickets minus your Old Tickets. Select your Delivery Method from the drop down menu and then click "Next".

& JULIET		
FOX THEATRE -	. 2025 at 1:00 PM - ST LOUIS	
Change Eve	nt	
X SUB		
ALC-D1		
ALC. MB03, KOW P, Seat IC		
stats		
		+c2.02
ew licket Cost		\$62.00
xchange Cost		\$0.00
y		+
elivery Method	Select 🗸	

You will see all of your exchange information to confirm before submitting, including the tickets you are exchanging away, the new tickets, and the cost breakdown.

If the new tickets are the same cost as your original tickets, you can click "Yes, Submit Exchange" to finish.

You will see a message indicating that your exchange has been processed and reminding you to destroy your original tickets as they are now void.

Exchange

Is the following information correct?

New Item		Old Item
& JULIET Sunday, June 1, 2025 at 1:00 PM FOX THEATRE - ST LOUIS		& JULIET Sunday, June 1, 2025 at 1:00 PM FOX THEATRE - ST LOUIS
1 X SUB		BALC:MB03, Row S, Seat 113
BALC-D1		
BALC:MB03, Row P, Seat 101		
Delivery Method MOBILE DELIVERY		
Oct Brackdown		
Cost Breakdown		
New Ticket Cost	\$62.00	
	\$62.00	
Delivery Charge	\$0.00	
Exchange Fee	\$0.00	
Exchange Cost	\$0.00	
Cancel Exchange		Yes, Submit Exchange

If your new tickets cost less than your original tickets, on the confirmation screen you will see in the Cost Breakdown a "FOX (Season Year) EXCHANGE" line which makes your exchange the same value. Per the <u>Fox Theatre Season Ticket</u> <u>Exchange Guidelines</u>, if the exchange is made for a lower priced location or performance, no refunds are given.

Cost Breakdown		
New Ticket Cost	\$42.00	
Old Ticket Cost	\$62.00	
Delivery Charge	\$0.00	
Exchange Fee	\$0.00	
FOX 2024-2025 EXCHANGE	\$20.00	
Exchange Cost	\$0.00	

You may click "Yes, Submit Exchange" to finalize this exchange.

If your new tickets are more expensive, on the exchange screen, you button will instead read "Yes, Check Out". Click this button to move to the payment screen.

xchange		
the following information correct?		
New Item		Old Item
& JULIET Sunday, June 1, 2025 at 1:00 PM FOX THEATRE - ST LOUIS 1 X SUB ORCH-B ORCH-B		& JULIET Sunday, June 1, 2025 at 1:00 PM FOX THEATRE - ST LOUIS BALC:MB03, Row S, Seat 113
Delivery Method MOBILE DELIVERY		
Cost Broakdown		
New Ticket Cost	\$90.00	
Old Ticket Cost	\$62.00	
Delivery Charge	\$0.00	
Exchange Fee	\$0.00	
Exchange Cost	\$28.00	
Cancel Exchange		Yes, Check Out

Your Total Due will be listed at the top of the screen. If you have a Fox Theatre Gift Card you would like to use, you may add that to the Gift Card section. If you are using a credit card, select the type of credit card from the drop down menu and fill out the card information. Click "Place Your Order" to finalize your exchange.

Enter Payment	Information
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account Information		Exchange cost	10.00
Account Name		Total Cost Amount Due Now	10.00 \$10.00
ILLING	Edit		38
		Payment Information	
		Gift Card 😧	
MOBILE	Edit	1.000	
		Number	Apply
		Card Type	-Select-
		Credit Circle	Colut N
		Card Number	
		Expiration Date	-Select- V -Select- V
		Name (As it Appears on Card)	
		Security Code	0
		Add Another Credit Card	
		E	av placing this order I accept the terms and condition
			Tickets are non-refundable and non-exchangeable

Your new tickets and a confirmation email detailing your exchange will be sent automatically and you should receive both in your email within a few minutes. Be sure to exchange your parking as well if you purchased parking for the event you are exchanging.