

# Thank You FOR SUBSCRIBING TO THE VICTORIA SYMPHONY!

As valued members of the symphony family, subscribers receive savings and benefits not available to single ticket buyers. Here is what you need to know in order to take advantage of your subscriber benefits.

## *Personal Subscriber Care*

Our customer service representatives offer personal attention and are available to assist you.

Victoria Symphony Box Office  
620 View Street, Suite 610, Victoria, V8W 1J6  
Monday – Friday, 9:00am – 4:00pm  
www.victoriasymphony.ca

## *Savings on single tickets*

As a subscriber you are already saving up to 30% over single ticket prices! Subscribers also receive a discount of 10% on any additional single ticket purchases including our Christmas specials. In order to receive your special subscriber price just let your customer service representative know that you are a subscriber when you order any additional tickets.

## *Great seats year after year*

The best seats are available to subscribers first. Keep the same seat year after year or be the first in line to upgrade to a preferred seat.

## *Beat the box office!*

As a subscriber you're always at the front of the line! You can purchase single tickets before they go on sale to the general public. You always get first choice of seating for single concerts when you renew your subscription!

## *No charge for lost or forgotten tickets*

If you lose or misplace your tickets, just call us to arrange replacement tickets, free!

## *Ticket donation for tax receipt*

If you can't go to a concert and don't want to exchange your ticket, you can donate the ticket back to the symphony and receive a charitable tax receipt for its full value. Original tickets must be returned to the symphony box office at least 48 hours before the concert you can't attend. Tickets can be returned in person or by mail. Please note: unredeemed Compose Your Own Season vouchers are not eligible to be returned for tax receipts.

## *Ticket exchanges*

If you cannot attend a concert, you may exchange your ticket(s) for a ticket to any other regular series concert this season. Simply return your ticket(s) to the Victoria Symphony Box Office before the date of the concert you cannot attend and choose your new performance.

- Original ticket(s) must be received by the Victoria Symphony Box Office at least 24 hours (or by 4pm Friday, for weekend concerts) before the date printed on the ticket. Ticket(s) may be returned by mail or in person. Exchanges cannot be processed until the box office receives the original ticket(s).
- There is a \$1.50 service charge on each ticket exchanged.
- You will be charged the difference (if any) in subscription ticket value between the ticket(s) you hold and the ticket(s) for the desired performance.
- Exchanges made into a lower price level will not receive a refund, credit, or tax receipt for the difference.
- The final concert date for which tickets may be exchanged is May 17, 2010.
- Tickets that are part of a subscription package cannot be exchanged for special concerts (Michael Kaeshammer, Messiah) or New Currents Festival.
- For special concerts and festivals, exchanges can be made between different dates of the same show only.
- Exchanges are subject to availability. The Victoria Symphony reserves the right to refuse exchange privileges into or out of any performance. Same seating cannot be guaranteed.

## *New this year, Compose Your Own Season policies*

CYOS vouchers can be redeemed either by phone, by mail, or in person for any regular season concerts between September and May (excludes special concerts and festivals). Please have original vouchers in hand when making reservations. There are three ways to redeem:

### **BY PHONE:**

Call 250.385.6515, Mon–Fri, 9:00am–4:00pm, to reserve your seats. Your tickets will be held for you at the Royal Theatre or UVIC Box Office. Please bring original CYOS vouchers to redeem for your tickets.

### **BY MAIL:**

Send your vouchers, and your concert and seating request to: Victoria Symphony, 620 View Street, Suite 610, Victoria, V8W 1J6. Your tickets will be held for you at the Royal Theatre or UVIC Box Office. If you prefer to receive tickets by return mail you must make a request through the Victoria Symphony office at least one week before the concert.

### **IN PERSON:**

See us at the Victoria Symphony Box Office, 620 View Street, Suite 610, Mon–Fri, 9:00am–4:00pm. Please bring your original voucher to redeem for your tickets.

CYOS vouchers may not be redeemed over the internet.

VICTORIA  SYMPHONY

TANIA MILLER | MUSIC DIRECTOR

**Take a moment to read the information in this brochure and check your season tickets. If you have any questions, our customer service representatives will be happy to provide you with personal attention. Just give us a call at 250.385.6515.**

## FAQs

### *I've lost my ticket! What should I do?*

If you lose your subscription tickets simply contact the Victoria Symphony Box Office to arrange for replacement tickets. If you realize that you no longer have your ticket when you arrive for the performance, go directly to the venue box office and a replacement ticket can be provided. Proof of identity is required.

### *What if I need to cancel my subscription?*

Subscription packages are fully refundable up until the first concert of the series and all tickets purchased as part of a package are exchangeable. After the first concert, subscription packages are non-refundable. All single ticket sales are final, non-refundable and non-exchangeable.

### *When can I begin exchanging my tickets?*

You may begin exchanging your subscription tickets as soon as you receive them in the mail. Tickets may be exchanged at any time throughout the season, up until 24 hours before the date printed on the ticket. Original ticket(s) must be received by the Victoria Symphony Box Office at least 24 hours (or by 4:00pm Friday, for weekend concerts) before the date printed on the ticket(s). Tickets may be returned by mail or in person. Exchanges cannot be processed until the box office receives the original ticket(s).

### *What time should I arrive for the concert?*

We suggest you arrive at least 30 minutes before the scheduled start time. This gives you time to find your seat, turn off your cell phone and pager, and glance through the concert program to familiarize yourself with what you are about to hear.

### *What happens if I arrive late?*

If you arrive late you will be seated according to the late seating policy. The late seating policy has been adopted for the comfort and listening pleasure of our audience and as a courtesy to the musicians. If possible, late seating will be permitted after the opening remarks, before the conductor comes on stage or after the first movement in a piece. After that, ushers will seat latecomers when there is a pause or break in the program.

### *Where can I park?*

Street parking is available at both the Royal Theatre and the University Centre in reasonable proximity to the venues. Parking is also available under UVic Centre. Pay parking is now in effect 24 hours Monday to Saturday in all UVic parking lots. The closest underground parking to the Royal Theatre is at the main branch of the Greater Victoria Public Library, off Courtney Street.

### *Will there be pre-concert talks?*

We will continue to share our passion for classical music in captivating pre-concert talks before each Legacy and Signature series concerts. These discussions feature guest artists, musical excerpts and in-depth information about the compositions featured in the concerts. The talks are free to ticket holders for the afternoon or evening performance and begin one hour before curtain in the West Lobby at the Royal Theatre.

Watch for our new "Talkback" events after many concerts where you will have a chance to ask questions and hear from the composers, guest artists or conductors.

### *Ticket policy*

Every person must have a ticket in order to be admitted to a performance. Children five years and older are welcome at all regular Victoria Symphony concerts. There are no age restrictions at Concerts for Kids, but all patrons, regardless of age, must have a ticket. Babes-in-arms at Concerts for Kids will be issued a complimentary seat next to their parent or guardian.

### *Conditions of sale*

Subscription series are purchased and issued subject to the policies, rules and regulations of the Victoria Symphony. All remittances will be deposited immediately upon receipt, without guaranteeing acceptance of order as requested. No refunds will be made and no credit vouchers issued after the first concert of the season except in the case of cancellation of a performance.

Artists, conductors, programs, dates, locations and prices are subject to change without notice. When time allows, program changes will be announced in advance of the performance.

### *Perfume alert*

Please respect the health concerns of sensitive patrons and refrain from using fragrances or scents of any kind.

[www.victoriasymphony.ca](http://www.victoriasymphony.ca)

## Subscriber Benefits



*Feel Every Note*

VICTORIA SYMPHONY 09/10