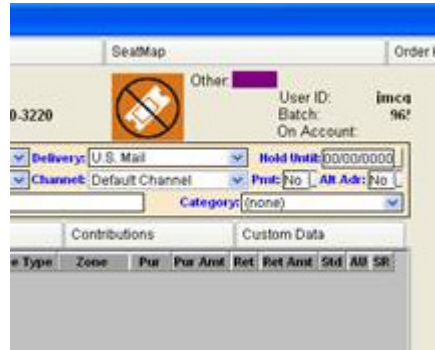


Please be alert to the broker icon. Below is an example of how it appears in Tessitura. We are not selling tickets to patrons with this icon unless they are based in PA.

- If a broker has **PA address** you may sell up to the clients' ticket limit.
- If a broker is based outside of PA, simply say **"I'm sorry you're account has been marked internally and I cannot sell tickets to you."**
- When in doubt, decline the sale
- Do not be intimidated by threats or belligerent brokers
- Remember ticket limits are for the entire production, not individual performances



Here is an example of the email we send when refunding a suspected ticket broker order:

Sent: Wednesday, January 28, 2009 10:12 AM
To:
Cc: Patron Services
Subject:

Dear ,

Below is a link to the Kimmel Center website detailing our ticketing policy. This policy is also detailed in the terms and conditions on the order which you accepted. Based on your prior buying history we have reason to believe order #s () and () are in violation of the terms and conditions outlined, therefore we are cancelling the order minus our fees and refunding the credit card.

<http://www.kimmelcenter.org/planning/tickets.php>

*Patron Services
Ticket Philadelphia*