

General Guidelines

- **METHOD:** Tickets can be exchanged by phone, mail, or in-person at the box office. POA tickets can be exchanged online under “my account” at www.philorch.org, and OP tickets can be exchanged via email.
- **FINE PRINT:** All exchanged tickets are subject to availability and to additional costs associated with an upgraded seat section, a Premium Concert or change in day of week. Tickets may not be exchanged once a concert has passed.

FLEX IT: Please check with a lead if you are unable to satisfy any patron using the tools and procedures established by your guidelines!

Philadelphia Orchestra

- ✓ POA non-subscribers may exchange tickets for a \$10.00 per ticket fee. No fees at box office. (use “TP EX POA Sin” MOS)
- ✓ POA subscribers enjoy no-fee exchanges. (use “TP Exchanges POA Phone” MOS for subs)

PO14 Regular Concert can exchange into any PO14 Regular Concerts, & PO14 Family Concert

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PO14 Sound All Around can exchange into any PO14 Sound All Around

PO14 Special Events: Glorious Sound of Christmas can exchange into PO14 Special Events:

Glorious Sound of Christmas

PO14 Special Events: Messiah is not able to be exchanged.

PO14 Special Events: New Year’s Eve is not able to be exchanged.

PO14 Special Events: Opening Night is not able to be exchanged.

PO14 Special Events: Cirque de la Symphonie can be exchanged into PO14 Special Events: Cirque de la Symphonie

POA Exchange Price Types

Subs 9 to Subs 9

- Sub 6 should be used when going from a Saturday 9 or Friday Afternoon 9 concert to a Thursday, Friday Eve or Sunday concert.

Subs 6 to Subs 6

- No issue unless going into a Family Concert. If this is the case use Subs Regular.

Subs Pick to Subs Pick

- No issue unless going from a Reg Sub concert to a Special event, use the Addonn price type

Subs CC and Subs FO

- Subs 6 or Subs 9 should be used when Subs CC or Subs CC 2 is not available. Depending on what package they have.

Sat Subs 9 to Sat Sub 6

- Use the Subs 9 price types for all Sat concerts

Sat Subs 9 to Sun, Thu, Fri Eve
- Use Subs 6

Fri Eve, Thu or Sun to Jan 24, or April 11
- Use Subs EXC 6

Fri Afternoon to Jan 24, or April 11
- Use Subs EXC 9

Special Event tickets are not generally eligible for exchanges. However, if you are unable to satisfy a patron within your guidelines, **flex it!** You may exchange any POA event into any other POA event, according to the following rules:

1. 100% satisfaction! If you are unable to satisfy a patron with an exchange, please see a lead.
2. Enter CSI: explain why you made the exchange and what other options you offered to the patron.
3. Educate patrons: be sure to clarify our guidelines to patrons so they know what to expect for future transactions. Be sure to mention this in your CSI.

Broadway *updated 9.18.13*

Broadway Philadelphia Exchange Guidelines

All Broadway exchanges are within the same show only. Subscribers may exchange tickets; not all exchanges are free. Process exchanges according to the following guidelines:

- Price-type "SUB FULL" may be exchanged for no fee.
- Price-type "AddOn" **for package shows** may be exchanged for a \$5-per-ticket fee.
- Price type "AddOn" for Exclusive Extras are NOT exchangeable.

****ADDITIONAL NOTES****

FORREST THEATER EXCHANGES: We haven't received a cut-off Book of Mormon exchanges. We will turn over most of our inventory in February but will keep some for exchanges.

PICK PACKAGES & TM CAMPAIGN: At this time we have no information on pick packages or telemarketing campaigns. If we offer either of those options, we will be provided with additional information on exchange guidelines.

Kimmel Center for the Performing Arts

Kimmel Center Presents tickets are not generally eligible for exchanges. If you are unable to satisfy a patron with other options such as donations, name changes, etc., flex it! Check with a lead to see if there are other options.

FLEX IT! If you are unable to satisfy a patron within your guidelines, you may exchange the following shows:

- Please see a lead for available comps.

Pennsylvania Ballet

Subscribers may exchange subscription tickets and subscription add-ons into any other production with no fee added by phone, mail, or at the box office. Nutcracker exchanges are limited to another performance of Nutcracker. Subscribers may exchange into Coppelia. 7.12.2013

Single tickets are not generally eligible for exchanges. Please check with a lead if you are unable to satisfy a patron with other options such as donations, name changes, and late seating, where available. 8.23.2013

**mailed exchanges should be given to Sam for processing at the box office.*

Philly Pops 8.23.13

- ✓ Subscribers may exchange their tickets by phone or mail for a \$5 per ticket fee.
- ✓ There is no fee for exchanges completed at the box office.
- ✓ Subscribers who purchased Holiday POPS as an add-on can exchange their Holiday POPS tickets for another date of Holiday POPS.

****Pops subscribers cannot exchange into Holiday Pops****

Single tickets are not generally eligible for exchanges. Please check with a lead if you are unable to satisfy a patron with other options such as donations, name changes, and late seating, where available.

Prince Theater 9.19.13

Exchanges are not allowed for any shows at the Prince. Please see a Lead for any available Flex It options.

Philadelphia Speaker Series

Exchanges are not available.

Chamber Orchestra of Philadelphia

Subscribers may exchange their tickets by calling 215-545-1739. Ticket Philadelphia Exchange Guidelines
Single tickets are not generally eligible for exchanges. Please check with a lead if you are unable to satisfy a patron with other options such as donations, name changes, and late seating, where available.

Opera Company of Philadelphia

Subscribers and donors may exchange tickets for another performance of the same production until one business day prior to your performance. *“Opera subscriber services reserves special inventory throughout the season for subscribers and makes every effort to exchange your tickets into comparable seats on the date you wish to attend. If there is difficulty finding comparable seating, you will be contacted to discuss the available options. Your current tickets will not be released until a suitable solution has been agreed upon.”*

For last minute CSI, patrons can contact sub services at 215-732-8400 - voice mail is checked until 90 minutes prior to performance time.

Single tickets are not generally eligible for exchanges. Please forward requests for single ticket exchanges to the OCP sub services at 215-732-8400. Depending on the situation, they may be able to find a resolution and many patrons end up becoming donors or subscribers.

OP EXCHANGE DETAILS

- ✓ \$4.50 per ticket fee applies to phone exchanges. (Except Bravi and Patron Council donors.)
- ✓ No fee for email, mail, fax, or in-person exchanges.

Phone call 215-732-8400

By Email *new* Send e-mail to exchanges@operaphila.org with the name of the production as the e-mail subject line. Include your Patron ID# (found on bottom left corner of ticket), original performance date, the seat locations to be exchanged, and the new date you prefer to attend. Please destroy your original tickets upon receipt of email confirmation.

By Mail: Enclose your tickets with a note of the date or dates that you prefer to attend. Please provide a phone number or e-mail address so we may contact you to confirm your new tickets and delivery.

In person: Visit us the Subscriber Services Office Mon-Fri, 9:30am-4:30pm
Academy House Professional Offices, 2nd floor
1420 Locust Street, Suite 210
Phila, PA 19102

By Fax: 215-893-7801 Fax a copy of your tickets with a note of the date or dates you prefer to attend. Please provide a phone number or e-mail address so we may contact you to confirm your new tickets and delivery. Please destroy original tickets.

DONATION INFORMATION

KCP: Donations are available to all ticket buyers up until the start of a concert or show.

KCP Coproductions: No tax deductible donations.

PBA: Twenty-four hour notice is preferred.

POA: Twenty-four hour notice is preferred.

POPS: Twenty-four hour notice is appreciated.

BWY: No tax deductible donations.

SPEAKER SERIES: Donated tickets must be faxed or mailed and must be received by Widener by 5pm the day before the lecture.

Widener University
Attn: Candi Caporale
Advancement
One University Place
Chester, PA 19013

Fax to:
610-499-1299
Tickets must be cut in half before faxing

Opera Company: A minimum of 24 hours' notice is preferable, but patrons may donate tickets up to 90 minutes prior to performance time by leaving a message at 215-732-8400. Patrons are asked to write "Donated" across the face of each ticket in ink and either return them by mail or fax a photocopy to 215-893-7801. Once tickets are received, a receipt will be mailed approximately one month after the production closes.