

## 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](http://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.
- **IMPORTANT!!!!** If a patron wants to purchase add-on tickets to the show they are exchanging into then it must be done in a new order. Failure to do so will result in an incorrect price type and a loss of fees!

**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

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

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 Add-on 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 4.11.14*

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\*\*** *updated 4.11.14*

##### **FORREST THEATER EXCHANGES:**

- ✓ Exchanges are not available for Jersey Boys
- ✓ Exchanges for Book Of Mormon are available **no longer available**.

**PICK PACKAGES & TM CAMPAIGN:** Is currently offering Family Package & 5-show Pick. Jersey Boys & Book Of Mormon **are not available as add-ons to these packages**. Patrons who purchase a Flex Package will receive an exclusive pre-sale opportunity to purchase Book Of Mormon tickets before they go on sale to the public.

#### **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** 4.11.14

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.

*\*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.”*

## Exchange Guidelines

Updated 5/2/2014 - Information subject to change

**TICKET** philadelphia

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

### OP EXCHANGE DETAILS-Subscribers

- ✓ \$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](mailto: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. Ticket Philadelphia

Opera Philadelphia will now allow single ticket buyers to EXCHANGE their tickets to another performance within the same production as their current tickets.

MOS: TP Exchanges – OP Phone

Fee: \$10 per ticket

Please match price types when possible. Some discounts may not be available in all performances, in which case the patron is responsible for paying any difference in price. Patron is also responsible for paying any difference in price due to a seating upgrade. Exchanges are ticket-for-ticket and refunds will not be issued if exchanging to a lower-priced seat.

Patrons with an email in their account will receive an email confirmation following the completion of the exchange. 4.11.14

### 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.

**LWG:** No tax deductible donations. Donation process may be used if patron is interested in just releasing their tickets for resale.

**BWY:** No tax deductible donations.

**Curtis:** No tax deductible donations. Donation process may be used if patron is interested in just releasing their tickets for resale. – 2/9/2014

**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. A receipt will be mailed approximately one month after the production closes. 5/2/14