POA Young Friends Program General Overview

The POA Young Friends program is an opportunity for patrons aged 21-40 to purchase tickets for \$45 or less. Patrons must register online before they can purchase tickets.

- Any section of the house with a lower ticket price than \$45 will remain at that lower price.
- NO FEES added to Young Friends tickets. (Fees included in ticket price)
- ALL "Philadelphia Series" (main subscription performances) and Holiday concerts included.
- Special events such as Opening Night, Academy of Music Anniversary Concert and Ball, and Marian Anderson Award are not included in this ticket price.
- Beyond the Score, Chamber, Family, and Sound All Around concerts are not included in this ticket price because regular tickets for these performances are already lower than \$45.
- Limit two tickets per concert per membership may be purchased under the Young Friends price. Additional tickets at the regular price will include all normal fees.
- Registration for this program must be completed online.
- Once you are a registered member, tickets may be purchased online, over the phone, or at the Kimmel Center Box Office.

More information and registration at http://www.philorch.org/young-friends

For instructions and screenshots, see the following pages of this document.

<u>POA Young Friends – Documentation for TP staff</u>

- A. To Sign Up: Instructions For Patrons
- B. How To Redeem Online: Instructions For Patrons
- C. How To Sell: Instructions For Staff
- D. Exchanges: Parameters For Staff

A. How to Sign Up – Instructions for Patrons

- 1. Visit Philorch.org
- 2. Click on Concerts
- 3. Click on 'Young Friends'
- 4. If a patron already has an account with TP, they must login to the website before attempting to register for Young Friends.
 - ** Otherwise, they will receive an error preventing the same email address from being used twice **
- 5. If a patron does not have an account with TP, one will be created as they register.

B. How To Redeem – Instructions for Patrons

- 1. Visit philorch.org
- 2. Click "My Account" to log in
- 3. Once logged in, click "Purchase Single Tickets"
- 4. Select a performance by clicking on the calendar
- 5. Click "Buy Tickets" to enter the purchase path
- 6. Enter "YOUNGFRIENDS" in the promotional code (see screenshot)
- 7. Once logged in, the page will read "You are currently logged in with the following promotion code: YOUNGFRIENDS" (see screenshot)
- 8. (Provide purchase path support if needed)
- 9. Before finalizing, check that the \$45-or-less ticket price has been applied.

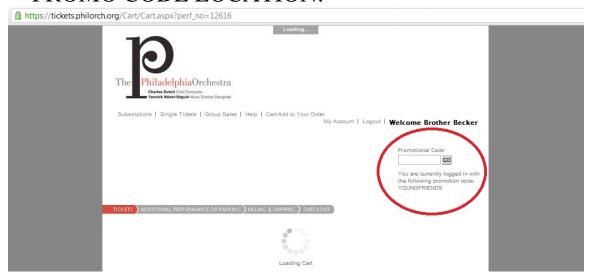
C. How To Sell – Instructions for Staff

- 1. Ensure that your caller is registered for YoungFriends. You can...
 - a. Look for the header (see screenshot)
 - b. Look for the "constituency" (see screenshot)
- 2. If they're not registered, they must register online. Once they're registered, the header and constituency will appear in their account.
- 3. Use price type "YNG FRD"
- 4. Ushers may check ID. Registered patron must be at least 21 years old and born after October 1, 1971.
- 5. Registered patron may bring ONE guest of any age max two tickets per registered patron per performance.

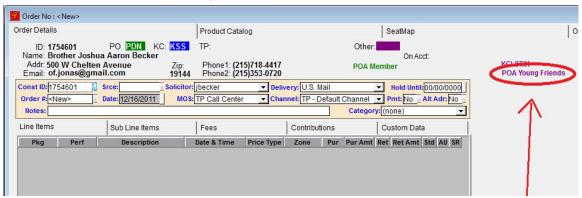
D. Exchanges: Parameters For Staff

- Use the single ticket exchange MOS
- \$10 per ticket exchange fee

PROMO CODE LOCATION:



HEADER LABEL:



CONSTITUENCY TAB:

