

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.
- **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!

Ticket Reprints *updated 9.26.14*

Patrons asking for subscription ticket reprints should be encouraged to wait for the following dates:

- SPK -
- POA –
- PBA –
- POPS –
- BWY –

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)

POA Exchange Price Types

Coming Soon!

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 5.6.15*

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.

***BWY Single tickets can now be exchanged for \$10 per ticket! Use the TP Ex BWY Single MOS. ***

****ADDITIONAL NOTES**** *updated 5.6.15*

FORREST THEATER EXCHANGES:

Deadline for exchanges through Ticket Philadelphia: March 13. After March 13, Ticket Philadelphia will no longer have access to inventory, as it will all be in the Telecharge system. As a reminder, subscribers may not exchange into Tuesday, April 28 or Wednesday, April 29. **Subscribers may exchange out of both of those dates until the exchange deadline.**

After March 13, subscribers may exchange their tickets in person at the Forrest Theater Box Office, beginning March 30. The Box Office is open Monday – Saturday 10am – 6pm. Tickets must be exchanged at least 48 hours in advance. There are no exchange fees at the Forrest Theater Box Office. If there is a difference in price, the patron must pay the difference.

Tickets can also be mailed to the Forrest Theatre to request an exchange. Tickets must be received by the Forrest by **April 17**. Mail original tickets, the date and time of the preferred NEW performance, and a return address, to the address below. Tickets will be held at the box office for pick up.

Forrest Theatre Box Office
Attn: Kinky Boots Ticket Exchange
1114 Walnut Street
Philadelphia, PA 19107

Important! Please note the following:

1. If the subscriber exchanges within the subscription week (4/28 – 5/3), the Forrest Theater will exchange the tickets.
2. If the subscriber exchanges into the 2nd week (5/5 -5/10), the Forrest will issue a refund. Refunds will be by check only.
 - a. If the subscriber goes to the Forrest box office, FT will sell him/her new tickets and issue a refund by check within a few days.
 - b. If the subscriber mails in the tickets, the box office will issue a refund and the subscriber can either buy new tickets through Telecharge (phone or web) or come to the Forrest box office and buy new tickets.

If a subscriber misses their performance, they may bring their unused tickets to the Forrest Theater Box Office. If seats are available, they will be sat in the most comparable seats (similar to the Ballet's No Show policy).

Subscribers cannot call the Forrest Theater to request an exchange. Mail or in-person exchanges only.

PICK PACKAGES & TM CAMPAIGN:

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 10.22.14

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.

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.

PBA Young Friends Backstage Subscription (SubPromo price type) is not eligible for exchanges; if patron is not satisfied please see a lead for options. 10.22.14

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

Philly Pops 5.6.15

- ✓ 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 Christmas Spectacular as an add-on can exchange their Holiday POPS tickets for another date of Christmas Spectacular.

****Pops subscribers may exchange into the Christmas Spectacular if requested****

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.

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.

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 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