



## Philadelphia Speakers Series 2015-2016 Season

**For Box Office Personnel:**  
*Please read this and keep a copy of it and the Series brochure handy for reference.*

### **Ticketing Specific Questions**

#### **What tickets are currently on sale?**

- For all Renewing Subscribers – renewal deadline May 8<sup>th</sup>
- For New Subscribers – we take order now, although we cannot confirm until late May/early June whether their order can be fulfilled

#### **What is the Seat Fulfillment Process?**

- Renewing subscribers retaining their same seats are guaranteed their seats as long as they renew prior to May 8<sup>th</sup> deadline
- Shortly after May 8<sup>th</sup> (to allow for late arrivals) any seats that have not been renewed by people who want the same seat will be “released”
- Renewing subscribers who have opted to upgrade their seats will be first offered any released seats, and processed in a date-received order. If an upgraded seat not available, then they will remain in their original seat.
- New subscribers who put themselves on the Waiting List during the season (see below) will next be offered any available seats, again processed in a date-received order.
- New subscribers who were not on the Waiting List will be offered any remaining seats, again processed in a date-received order.
- All new subscribers will be contacted when seated to confirm that their order was able to be fulfilled or not.

#### **How does the Waiting List work?**

- Since we have been officially sold out throughout the 2014-2015 Season, we offered interested patrons to put their name on a waiting list that would be given priority for 2015-2016 tickets before general public, but after renewing subscribers (see above)
- People added to waiting list by submitting an email request through PSS website or by submitting their address on the back of a question card at a lecture.

#### **How/When will payments be processed?**

- Payments from all renewing subscribers, whether submitted online, via mail or telephone, are being processed as received – patrons are being charged now.
- Payments from any new subscribers (on waiting list or not) are not being processed until we are certain that their order can be fulfilled.

#### **When will tickets be mailed?**

- Tickets will be mailed in early September.

### **General Questions About the Series**

#### **Why aren't single tickets available?**

- The most expensive aspect of producing the series is marketing. If the series was sold by individual events, each event would have to be marketed separately and tickets would cost 2-3 times as much. The price for a subscription is about the same as buying 3 individual tickets if each lecture were marketed individually.
- The Series was created to provide seven evenings of diverse opinions, profound insights and lively discussion on a broad range of issues.
- Most importantly, we have found that most people really enjoy all of the lectures, and in fact many subscribers have commented that it's the speakers they thought they weren't particularly expecting to enjoy who ended up being their favorite speakers.

#### **What will a speaker talk about?**

- Our distinguished speakers share with the audience their unique experiences and perspectives on a wide variety of topics - from world affairs & politics, to history & the environment, to books and authors, to business & economics, to the arts & entertainment. And for those who wish to ask the speaker questions, an exciting question and answer session follows each lecture.
- The speakers are all people who have accomplished truly interesting things. And they have taken what they have learned from life - from their experiences - condensed down to an hour and a half, and laced with a lot of wit, humor, insider experiences and personal anecdotes; they share their thoughts with us. They are all great storytellers.

#### **How long will a speaker talk?**

- Typically 50-55 minutes, followed by 1/2 hour of questions & answers from the audience. Each evening usually concludes around 9:30pm.

#### **What if a speaker cancels?**

- It is very rare for Speakers of this caliber to cancel. However, if something did happen that necessitated cancellation, the speaker will be rescheduled or a new speaker of similar stature and prominence will be obtained. When subscribing, it is important to provide a telephone number and/or email address so that we can contact you with necessary, although rare, updates.

#### **What if I am unable to attend a lecture?**

- Although it is not possible to get a refund, you may donate them to Widener University and receive a tax deduction. Please send your tickets to the attention of Candi Caporale, Widener University, One University Place, Chester, PA 19013, to be received by 5pm the day before the lecture. If there is insufficient time, you may cut the tickets in two and fax a copy of the cut tickets to WU at (610) 499-1299.

#### **Does the Speakers Series have a website?**

- YES! [www.PhiladelphiaSpeakersSeries.org](http://www.PhiladelphiaSpeakersSeries.org)

**If you or a patron has a question you can't answer, please feel free to contact  
Karen Swanson at 410-207-1706 or [Karen@SpeakersSeries.org](mailto:Karen@SpeakersSeries.org)**