

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 OCP 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 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

Regular season, chamber, beyond-the-score, and family-series tickets may be exchanged throughout the season. Sound All Around tickets may be exchanged into another performance of Sound All Around.

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

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. (You don’t need TOO many details. Just the general storyline.)
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 at the Kimmel

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” and “TM PICK” may be exchanged for no fee.
- Price-type “AddOn” and “SUB PICK” may be exchanged for \$5-per-ticket

If patrons are unhappy with the service you can provide within your guidelines, **flex it!** Check with a lead to see if there are other options.

****NOTE** FORREST THEATER** exchanges can be processed by Ticket Philadelphia until December 3rd. After 12/3 all exchanges must be completed in person at the Forrest box office.

Kimmel Center for the Performing Arts

Kimmel Center Presents tickets are not generally eligible or exchanges 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:*

- Under the Streetlamp, Merriam Theater | 10/24
- Corea and Burton, Verizon Hall | 11/9
- Simon Bolivar Symphony Orchestra, Verizon Hall | 12/5
- PHILADANCO (Fall), Perelman Theater | 12/5 – 12/9
- The Black Watch, Verizon Hall | 1/11
- Jerry Blavat (Winter), VerizonHall | 1/26
- Monterey Jazz Festival, Merriam Theater | 2/2
- Thomas Trotter, organ, Verizon Hall | 3/9
- James Galway, flute, Verizon Hall | 3/19
- KODO (Japanese Drums), Verizon Hall | 3/25
- Philadanco (Spring), Perelman Theater | 4/19 – 4/21
- Jerry Blavat (Spring), Verizon Hall | 6/1

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.

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 Kristen for processing at the box office.*

Philly Pops

- ✓ 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.

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

FY13

Updated 11/1/12 - information subject to change

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.

OCP 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: (see address below right)	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.