

WHEN A PATRON HAS PURCHASED FROM A BROKER

If you have a patron that has purchased tickets from a third party please follow this procedure:

1. Locate the account containing the tickets.
2. Complete the Broker E-mail Template
3. If the patron wishes to purchase tickets through us, please **do not transact in the broker Tessitura account.** Either locate or create a valid account for the patron. Include the valid patron ID in your e-mail.

In conversation with the patron please REMEMBER:

- **We cannot confirm the validity of tickets that were not purchased through Ticket Philadelphia.** Advise the patron to follow up directly with the company that they purchased the tickets from.
- **If the patron would like a refund,** advise them to follow up directly with either the company they purchased the tickets from or their bank.
- **If the patron has further questions about our Ticketing Policy,** you may direct them to: <http://www.kimmelcenter.org/planning/tickets.php>
- **REMEMBER: It is not Ticket Philadelphia's policy to submit documentation on behalf of the patron in order to help them obtain a refund. If the tickets were purchased through a third party, we have no record of the transaction in our system and can take no action in order to help the patron obtain a refund.** It is in the patron's best interests to resolve this issue either directly through their bank or through the third party vendor they purchased tickets from.

BROKER E-MAIL TEMPLATE

Order #:

Event Title, Date, Time:

CSI (including, but not limited to, actions taken with patron):

Information to verify:

1. Patron's Information
 - a. Name
 - b. Address
 - c. Phone Number
 - d. E-mail
 - e. Last 4 digits of credit card used for purchase
2. Tessitura Information
 - a. Name and Patron ID
 - b. Address
 - c. Phone Number
 - d. E-mail
 - e. Last 4 digits of credit card that appear in Tessitura
3. Where did they purchase the tickets from (name of the company, website and/or phone number)?
4. Did they pay above face value for the tickets?
5. How much did they pay for the tickets?