

IMPORTANT REMINDERS ABOUT YOUR RENEWAL

Enclosed in this mailing is a detailed subscription order form that can be used as a guide when purchasing your subscription. We invite you to renew in whichever manner is most convenient to you: by phone, by mail using this form, online, or in person. Whichever way you choose to purchase, please note that the early-bird deadline is March 11, 2016, and the final deadline to purchase and keep your same seats as well as lock-in pricing is April 15.

Following the April 15 deadline we will begin the seating process. In the event that we cannot seat you in your first or second preferred locations we may reach out to you by phone or e-mail and we appreciate your prompt response as we try to provide you with the best possible service. All tickets and parking will be mailed in July prior to the beginning of the concert season.

PREMIUM CONCERTS

Concerts designated as Premium have slightly higher subscription, Create-Your-Own, and public prices. These are not-to-be-missed concerts and highlight the value of the programming. The additional cost brings you performances with larger orchestrations, more involved production values, world premieres, and/or exclusive relationships with renowned artists.

SUBSCRIBER ADD-ONS

Subscribers have access to purchase additional tickets to subscription concerts as well as Special Events before the general public. As our most popular concerts do sell out we encourage you to purchase additional tickets now for concerts you know you would like to attend. Plus, there are no processing fees on additional single tickets when you purchase by mail, fax, or online at the time of your subscription order. A complete list of Special Events that can be added on to your subscription can be found beginning on page 33 in the enclosed brochure.

Additional tickets purchased for subscription concerts in the 2016-17 season will be seated prior to single tickets going on sale to the general public. While processing your payment doesn't guarantee seating, we will make every effort to seat you as requested. If we are unable to seat you as requested we will contact you personally to discuss other options and make a prompt refund if needed.

Please note that there is a \$6.50 per-ticket fee for add-ons purchased by phone or after your subscription order.

SUBSCRIBER EXCHANGES

Please note that as a benefit to subscribers, the per-ticket exchange fee is waived. However, when exchanging into a higher priced section or concert, additional charges will be incurred. Exchanges into select performances in the 2016-17 season may incur additional costs as the exchange price for some performances will be at higher prices.

Exchange requests may be submitted at the time of your renewal, however the exchange will not be processed until after all subscriptions have been seated. All exchange requests are subject to availability, and same seat locations as your current subscription seats cannot be guaranteed. Please provide a 1st and 2nd choice of seating with requests and we will do our best to find seats in your preferred location(s). Some sections may not be available due to high demand. If we are unable to seat you as requested we will contact you personally to discuss other options.

Additionally, this summer subscribers will have the ability to exchange tickets online, by phone, and in person prior to individual tickets going on sale.

LIVENOTE

We are excited to invite you to join us as we feature LiveNote during the 2016-17 season as we continue to engage concertgoers and expand our use of technology into the concert hall. The LiveNote app features real-time program notes you can read on your smart phone during the concert and will be available only on certain pieces on select weekends. Look for the LiveNote icon to see which performances offer this high-tech option. LiveNote has been developed over many years, tested with audience feedback and designed for minimal impact on the live experience.