

## **Ticket and Reservation Policies**

**Individual ticket sales:** All sales are final and tickets are non-refundable.\*

**Individual Dinner Series and special event reservation sales:** All reservations are final and tickets are non-refundable.\*

**Can't use your tickets?** If you can't attend a concert and you're unable to find a friend who will use your ticket(s), you may **donate** them back to the Symphony no later than 5pm on Friday of the concert weekend. We will issue a tax-deductible donation receipt for your donation. We'll make every effort to re-sell your unused ticket(s). Please give the staff as much notice as possible.

**Please note:** We are unable to accept unused tickets as donations **after** the concert has begun or the following week.

**Season subscriptions:** Season subscriptions are non-refundable and all sales are final. If you experience a rare life-event, such as moving out of the area or illness, we may make an exception on a case-by-case basis. Please contact the Symphony office with any questions.

**Tax-deductible donations:** Tax-deductible donations and gifts are non-refundable.

**Lost your ticket(s)?** No problem. We'll reprint one for you at no charge. Please contact the Symphony office prior to the evening of the concert and we will hold the ticket(s) at *Will Call* on the evening of the performance.

*\*If you experience a rare life-event, we may make an exception on a case-by-case basis.*

## **Box Office and Online Ticketing Fees**

The following fees apply when you purchase tickets at the box office or order tickets/subscriptions online:

**Box Office or Online Subscription Patron Membership or Season Ticket Orders:** A per-order \$5 printing fee is charged and passed along to the consumer.

**Box Office or Single Ticket Online Orders:** A per-ticket online convenience \$5 fee is charged and passed along to the consumer.

**NSF Policy:** A \$25 charge will be incurred by the patron for any check returned to the SASS. This amount must be paid in cash in person at the Symphony office.