



TICKET POLICIES 2019-2020

PURCHASE

Advance Payment Required – Tickets must be paid for in full at the time of purchase using cash, check, or credit card (Visa, MasterCard, Discover, and American Express).

Tickets may be purchased by any of these methods:

- **Online** – Via the GMChorale’s secure Eventbrite portal <https://www.eventbrite.com/o/gmchorale-17580331875>
- **By phone** – Patrons may leave a message at the GMChorale (860-316-4854); a GMChorale staff member will call back.
- **By email** – Patrons may complete the order form (web or brochure), including credit card information, scan it to a PDF or take a legible photo, and email it to gmcmedia@gmchorale.org. GMChorale will confirm the order by email.
- **By postal mail** – Patrons may complete the order form (web or brochure) and send it with payment (check or credit card information) to the GMChorale office.
- **At the door** – Depending on availability, patrons may purchase tickets at the door on the day of the concert.

Availability – Any concert tickets that remain unsold prior to the day of the event will be available at the door, beginning 60 minutes prior to the start of the performance. In the event that a concert sells out, the GMChorale will make a good-faith effort to notify the public, using all available channels.

Refunds – Under ordinary circumstances, all sales are final, and tickets are not refundable when the event proceeds as scheduled.

Exchanges – Under ordinary circumstances, tickets purchased for a particular concert or event cannot be exchanged for tickets to another event, nor may they be used for any concert or event other than that for which they are designated.

Discounts – The GMChorale may offer discounts for season subscriptions, advanced sales, seniors, students, and groups of 8 or more general admission tickets purchased in advance.

TICKET TYPES

E-Tickets and Paper Tickets – Tickets purchased in advance will be issued as e-tickets unless otherwise requested at the time of purchase. Patrons may choose paper tickets, with delivery via postal mail or to be held at Will Call (if ordered 10 days or less before the concert).

Ticket Types – The GMChorale offers a variety of concert ticket options:

- **Premium Admission** – The “best seats in the house;” at MPAC, these are the last several rows in the orchestra section. Premium seating is available for single ticket sales and season subscriptions.
- **General Admission** – These are single adult tickets for any seat other than those reserved for premium seating.
- **Seniors** – Discounted general admission tickets for patrons aged 65 and over.

- **Students** – Discounted general admission tickets for students. ID may be requested at the discretion of box office staff.
- **Groups**– The GMChorale offers group rates for general admission tickets for main-stage concerts when they are purchased together, in advance, for groups of 8 or more. Group rates are not available for premium seating tickets or for student tickets, and must be purchased in advance.
- **Subscriptions** – Subscription prices offer a discount for those who purchase tickets of the same type (premium, general admission, senior, or student) to both GMChorale concerts (e.g., 2 premium tickets for each of the two concerts).

EVENT POLICIES

Ticket Required – A valid ticket (paid or complimentary) is required for each attendee, regardless of age. Patrons who purchase tickets via Eventbrite may print tickets at home (PDF format) to bring to the concert venue, or may show the e-ticket on a mobile device.

Late Arrivals – As a courtesy to the performers and the audience, patrons arriving after a performance has begun or returning late after intermission has ended will be seated during the defined “late-entry points” as designated by the Artistic Director. No discounts or refunds can be extended for late arrivals or early departures.

Sold-Out Events – In the event that a concert sells out, the GMChorale will make a good-faith effort to notify the public, using all available channels.

Cancellation, Postponement, and Re-scheduled Events – Should conditions require a cancellation, delay of start time, postponement, or re-scheduling, the GMChorale will communicate the decision immediately to ticket-holders and to the general public through all available channels.

- **Cancellation** – If the GMChorale must *cancel* an event because of severe weather, public health emergency, civil disturbance, extreme traffic conditions, directive from local, state, or federal government official, or other situation beyond the GMChorale’s control, and if the GMChorale does not plan to re-schedule the event, then ticketholders may exchange their tickets for tickets of equal value for the next scheduled GMChorale concert, donate the value of the tickets to the GMChorale, or request a refund.
- **Postponement** – If the GMChorale must *postpone* a concert but has not set a new date, then all tickets that had been purchased for the original date will be honored on the future date. Any remaining tickets for the original date will be converted to the new date, and will continue to be on sale to the general public and will be sold at the door on the day of the concert. Patrons who had purchased tickets for the original date but who are unable to attend on the new date may exchange their tickets for tickets of equal value for the next scheduled GMChorale concert, donate the value of the tickets to the GMChorale, or request a refund.
- **Re-Scheduled Events** – If the GMChorale must *reschedule* a concert, then all tickets that had been purchased for the original date will be honored for the new date. Any remaining tickets for the original date will be converted to the new date, and will continue to be on sale and will be sold at the door on the day of the concert. Patrons who had purchased tickets for the original date but who are unable to attend on the new date may exchange their tickets for tickets of equal value for the next scheduled GMChorale concert, donate the value of the tickets to the GMChorale, or request a refund.

Questions and inquiries may be directed to the GMChorale marketing office (860-316-4854 or gmchorale.org).