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Any Other Questions? Please contact the Ticket Office at 206.215.4747 or email tickets@seattlesymphony.org.

Choose to RENEW or become a NEW SUBSCRIBER

Already a Subscriber?

If you held season tickets to the 2006–2007 Season, you may begin the renewal process.

What is the difference between Subscriber and single ticket buyer?

Subscribers have purchased a 'series.' A series is a package (also called 'season tickets') that involve three or more concerts. For instance, the Guitar Recital series has three concerts featuring guitar soloists (classical, jazz, etc.) The Seattle POPS series has five concerts with various programs/soloists featuring a celebration of the best of 'popular music.' The Masterworks 4A series has four concerts featuring well known symphonic repertoire with contemporary pieces.

Single Ticket Buyers have not purchased a series. They buy concerts individually as opposed to concerts that have been bundled together into a 'package' (i.e., series, subscription).

We encourage you to join the Seattle Symphony family as a subscriber (season ticket holder). Subscribers enjoy special benefits and save money over single tickets.

I've bought tickets before, does that make me a subscriber?

Single Ticket Buyers have not purchased a series. Even if you have bought various multiple concerts at different times of the season, you must purchase a packaged series for subscriber benefits.

Subscriber Benefits

Descriptions of benefit levels for ALL subscribers.

All Subscribers receive exclusive benefits all season long, including:

- **Savings** over single ticket prices
- **Best seating** available through subscription
- **20% discount** on single ticket purchases
- Free and flexible **ticket exchanges**
- Access to advance **Subscriber Extras**
- Buy additional tickets before they go on sale to the general public during **Subscriber Advantage Days**
- Plus! **FREE** concert ticket on your birthday

ONLINE SUBSCRIPTION HELP

Advantages of having 5 or more series concerts.

- Free seating upgrade coupon
- Passes to *Meet the Musicians* events in *Soundbridge*

Advantages of having 9 or more series concerts.

- Free ticket exchanges by phone starting October 1, 2007
- Passes to the exclusive Norcliffe Founders Room

The Fine Print.....specifics in detail.

- Benefits listed are for the 2007-2008 season beginning September 2007.
- 20% discount on single ticket purchases available for most concerts, limit 4 per patron. Some restrictions apply. Subject to availability.
- There are no fees for ticket exchanges by mail, online, in person or by fax.
- Some additional charges may apply (if exchanging into a costlier seating section or performance). No refund will be given for downgrades.
- Subscriber Extras are available at any time. The 20% discount is guaranteed for these performances when ordered prior to July 30, 2007.
- Subscriber Advantage Days begin Saturday, August 4, 2007 and end Friday, August 10, 2007. Tickets to all performances are available for single ticket purchase during this week prior to the general public on sale.
- Details for birthday ticket redemption will be sent with your season ticket package and will include alternate dates for patrons whose birthdays do not fall on a concert date.
- Fee-free phone exchanges will be available to subscribers to 9 or more series concerts beginning Monday, October 1, 2007. No phone exchanges for the 2007-2008 Season will be taken prior to that date.
- All benefits are subject to availability. Some restrictions apply.

How to Log On to Access Your Account

PURCHASED USING THE WEBSITE PREVIOUSLY?

Getting started

To login to your account follow these steps:

ONLINE SUBSCRIPTION HELP

- From the home page, scroll over BUY TICKETS, a drop-down menu appears, then click on SERIES TICKETS
- Choose RENEW MY SUBSCRIPTION link
- LOGIN to access your subscription information
- If you have purchased tickets online in the past, enter your USERNAME and PASSWORD

Forgot your username?

If you've forgotten your USERNAME, it can be found on your renewal invoice below your address information or contact the ticket office at 206.215.4747.

Forgot your password?

Click this link and it will direct you to enter your email address. You will automatically be sent an email from the server containing your username and password.

NEVER USED THE WEBSITE BEFORE FOR PURCHASES?

Creating a New Account

To login to your account follow these steps:

- From the home page, scroll over BUY TICKETS, a drop-down menu appears, then click on SERIES TICKETS
- Choose RENEW MY SUBSCRIPTION link
- LOGIN to access your subscription information
- Since you have not purchased online, you have a temporary USERNAME, which is your PATRON ID (your account number with us) – this can be found on the enclosed renewal invoice under your address information.
- You will also have a temporary PASSWORD, which is your LAST NAME.
- **Once you have put in this temporary login information (username and password)** the site will prompt you to create a permanent login (in which YOU choose your username and password).

Review your series order

- Your CURRENT SERIES information will display after login
- At this page you will be able to:
 - review your subscription renewal
 - accept the current seating
 - add prepaid parking (this does not automatically renew online)
 - request changes to your renewal

ONLINE SUBSCRIPTION HELP

- remove a series
- add a series

Renewing Subscriber Series Information

I WANT TO KEEP EVERYTHING THE SAME (no changes to series or seat location- this is known as an 'instant renewal')

Am I guaranteed the same seats?

Yes, if you stay with the exact same series you are automatically rolled over into the same seat location you had this season.

Why are seating areas different this season?

In our continuing efforts to improve your concert experience and to respond to the needs of our audience, we have made some changes to our seating structure. Substantial patron feedback has encouraged us to provide more options for being closer to the action on the main floor. We've redesigned the seating areas to better reflect popular demand.

Why are prices different this season?

In our continuing efforts to improve your concert experience and to respond to the needs of our audience we have made some changes to our seating structure & pricing. Substantial patron feedback has encouraged us to provide more options for being closer to the action on the main floor. We've redesigned the seating areas to better reflect popular demand.

Show me the steps for keeping everything the same.

Review the details under 'current seating'.....the seats are the same as you've had for the 2006/2007 season.

Click 'CONTINUE TO THE NEXT STEP' in the lower right corner of the screen.

I WANT TO CHANGE MY SEATS

How do I tell now which section my current seats are in?

- In the renewal series box look at the pricing per seat (for example \$432)
- Turn to page 20 in your season brochure...this has all the pricing listed
- Find your exact series name
- Browse the column below the series name to find the price listed on your renewal
- Then look to the left to see what section (for example 'Orchestra A' or 2nd Tier) is listed. Sometimes there might be multiple sections for the same price

ONLINE SUBSCRIPTION HELP

- Now look under 'current seating' on your computer screen. Look at the description right below your series name. It should say something like 'orchestra right' or 'second tier center', then list the actual row and seat number, such as 'J8' or 'B20'
- Download the PDF seating chart map. This will show you (in color sections) all the seating areas of the hall. This map is also on page 21 in your brochure
- Remember that 'left or right' always refers to your view of the stage from YOUR seat. For example, 'Orchestra D' is on the right side of the house...it would be listed as 'Orchestra Right' or 'Orchestra R'
- **The easiest way to accurately determine 'house left' and 'house right' when looking at seating chart on page 21 in your season brochure is to TURN IT UPSIDE DOWN (this will give you the most accurate perspective)**
- You can also download the 'detailed seating chart' which lists each row and seat number (in black and white), but does not have the 'sections' listed on it

Seating chart reorganization list for the Orchestra Level

- NEW seating section names on the main floor
- Exact rows & seat numbers in each section on the main floor
- OLD seating section names on the main floor

ORCHESTRA A	OC, rows E-Z, seats 13 through 16. previously PRIME OC, rows L-Z, seats 1 through 2..... previously PRIME OR, rows L-Z, seats 1 through 2..... previously PRIME OL, rows E-K, seats 1 through 2..... previously PRIME OL, rows L-Z, seats 1 through 2..... previously PRIME OL, rows L-Z, seats 3 through 4..... previously PREFERRED
ORCHESTRA B	OC, rows E-K, seats 1 through 12... previously PRIME OC, rows L-Z, seats 3 through 12... previously PRIME OR, rows E-K, seats 1 through 2..... previously PRIME
ORCHESTRA C	OC, rows AA-HH, seats 1-16..... previously PREFERRED OC, rows JJ-MM, seats 1-16..... previously REAR OL, rows E-G, seats 3-6..... previously PREFERRED OL, row H, seats 3-8..... previously PREFERRED OL, rows J-K, seats 3-12..... previously PREFERRED OL, rows L-Z, seat 5-12..... previously PREFERRED OL, rows AA-HH, seats, 1-12..... previously PREFERRED OL, rows JJ-MM, seats, 1-12..... previously REAR OR, rows AA-HH, seats 1-2..... previously PREFERRED OR, rows JJ-LL, seats 1-2..... previously REAR
ORCHESTRA D	OR, row G, seats 3-6..... previously PREFERRED

ONLINE SUBSCRIPTION HELP

	OR, row H, seats 3-8..... previously PREFERRED
	OR, rows J-HH, seats 3-12..... previously PREFERRED
	OR, rows JJ-LL, seats 3-12..... previously REAR
ORCHESTRA E	OC, rows A-D, seats 1-16..... previously FRONT
	OL, row A, seats 1-8..... previously FRONT
	OL, row B, seats 1-10..... previously FRONT
	OL, row D, seats 1-12..... previously FRONT
	OL, rows E-G, seats 7-12..... previously FRONT
	OL, row H, seats 9-12..... previously FRONT
	OR, row A, seats 1-8..... previously FRONT
	OR, row B, seats 1-10..... previously FRONT
	OR, row D, seats 1-12..... previously FRONT
	OR, rows E-F, seats 3-6..... previously PREFERRED
	OR, rows E-G, seats 7-12..... previously FRONT
	OR, row H, seats 9-12..... previously FRONT
ORCHESTRA F	OC, rows NN-PP, seats 1-16..... previously REAR
	OC, row QQ, seats 9-15..... previously REAR
	OL, rows MM-QQ, seats 1-12..... previously REAR
	OL, row RR, seats 1-11..... previously REAR
	OR, rows MM-QQ, seats 1-12..... previously REAR
	OR, row RR, seats 1-11..... previously REAR

What am I paying for now?

You are paying for the exact same series, with the same seat location, at the current 2007-2008 prices (some seating areas went down in price, others went up in price).

How do I change my seating section? I want to keep my current seats as a back up.

- Click 'request change' box on the renewal/current seating page associated with your account
- Click 'change seating' box
- Select a seating section
- Select the number of tickets
- Enter any special seating requests
- Add a second choice

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

If we are unable to seat you in one of your alternate choices, we will revert back to your current series and seats as your final choice.

- Click 'Add this series to my cart'

ONLINE SUBSCRIPTION HELP

How do I change my seating section? I DO NOT want to keep my current seats.

- Under the RENEWAL SERIES box is an option to 'Remove' the series...this is in the lower left-hand corner of the box

Renewal Series				
Current Seating				
Seattle Pops Fridays	Seats	Qty	Price	Total
Orchestra Center	E4	1 Special Series Price	\$240.00	\$480.00
	E3	1 Special Series Price	\$240.00	

[REMOVE]

- Click 'ADD ANOTHER SERIES' box on the renewal/current seating page associated with your account (at the very right hand bottom of the page)
- Select a category (UBS Masterworks, Symphony Selects or Seattle POPS)
- Select a series
- Select a seating section
- Select the number of tickets
- Do you have any special seating requests?

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

I want to change my seating section if I can get the type of seats I want. If not, keep me in my current seats in my current seating section

If we are unable to seat you in one of your alternate choices, we will revert back to your current series and seats above as your final choice.

How do I change my seating location WITHIN the same section I have now?

- Click 'change seating' button
- Select your same seating section
- Select the number of tickets
- Enter any special seating requests
- Add a second choice

Please add alternate choices to your order. If your first choice is not available adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

If we are unable to seat you in one of your alternate choices, we will revert back to your current series and seats above as your final choice.

ONLINE SUBSCRIPTION HELP

- Click 'Add this series to my cart'
- Click 'continue to next step'
- Review your choices on the next screen
- Click 'continue to the next step'
- The last step is to let us know how to proceed if neither choice is available

You'll be able to choose from the following options:

- renew my current seating as listed above with NO CHANGES
- give me the best available seats for the FIRST change request
- give me the best available seats for the SECOND change request

Requesting Seat Changes

CHANGING YOUR SEAT LOCATION

I want to change my seating location WITHIN the same section I have now, but only if I can get the seats I want. Otherwise keep my current seats.

It's important to be very clear on which seats are acceptable to you. Please let us know in detail what you are looking for (for example: I like my section, but would prefer to be a few rows closer to the stage, I like my section, but would prefer to be closer to center than I am now, etc). Also very important to let us know if you want to keep your current seats if we are not able to get the seat location you are requesting.

I want to change my seating location WITHIN the same section I have now. Even if I can't get exactly what I'm looking for, I DO NOT want to retain my current seats.

It's important to be very clear on which seats are acceptable to you. Please let us know in detail what you are looking for (for example: I like my section, but would prefer to be a few rows closer to the stage, I like my section, but would prefer to be closer to center than I am now, etc). Also very important to let us know if you do NOT want to keep your current seats if we are not able to get the seat location you are requesting. We automatically revert to your current seats unless you remove the series from your order.

How do I change my seats without keeping my current seats as a final choice?

It's important to be very clear on which seats are acceptable to you. Please let us know in detail what you are looking for (for example: I like my section, but would prefer to be a few rows closer to the stage, I like my section, but would prefer to be closer to center than I am now, etc). Also very important to let us know if you do NOT want to keep your current seats if we are not able to get the seat location you are requesting. We automatically revert to your current seats unless you remove the series from your order.

ONLINE SUBSCRIPTION HELP

Why should I add a second or third choice?

It's important to be very clear on which seats are acceptable to you. Please let us know in detail what you are looking for (for example: I like my section, but would prefer to be a few rows closer to the stage, I like my section, but would prefer to be closer to center than I am now, etc). the more detail, choices, specifics (etc) you give us the better we can ensure that you get the type of seating you desire. Please try to be as clear and detailed as possible. The more broad a range of options you provide us the better the chances of accommodating you. Due to the huge volume of renewals we process each year we are NOT able to call everyone during the seat assignment process. We try very hard to satisfy your seating request. Disappointment can result if you are not detailed or clear in your specifics.

Why can't you call me when you're doing seating assignments?

We usually have around 20,000 subscription renewals each season. These are all processed by hand due to the detailed nature of the orders. We have a small time frame in which to get these completed to ensure that your renewal package mails out to you in summertime. Being a non-profit, we have a limited number of staff in the box office. Thus, the combination of high volume of renewals along with staff and time limitations prevent us from calling you individually while doing seat assignments. Seat assignments are also done in priority order and we cannot delay the seat assignment process while attempting to contact individual patrons. Please be assured that we take seat assignments very seriously and really try our best to get the best seats availability will permit. The more enjoyable experience you have at the Symphony the better!

How do I get top priority/ranking for seating requests?

Each order is assigned a priority number that determines when it will be processed (this especially affects seat change requests). Priority is based on a number of factors:

- Years subscribing
- When you return your renewal (the earlier the better)
- Donor status (even if you give a small contribution it can help you with priority, not to mention helping the Symphony! Donor status starts at just \$25!
- Volunteering
- Various other factors

Am I guaranteed to get the seats I'm requesting?

Please be assured that we take seat assignments very seriously and really try our best to get everyone the type of seats they're looking for. The more enjoyable experience you have at the Symphony the better! We can not guarantee that the seats you're looking for will be available as they may be currently held by another subscriber, or requested by a subscriber higher in priority sequence.

What happens if you don't have the seats I want?

We will try to find an alternative that works for you. Failing that, you are welcome to get a full refund BEFORE the season begins.

ONLINE SUBSCRIPTION HELP

I ask for the same seats year after year but never get them. Why?

There are many subscribers who keep the exact same seat location (perhaps the location you're requesting) season after season. Thus, some seat locations just don't open up (become available) too often. This is especially true for 'inside/center' aisle seats.

Each order is assigned a priority number that determines when it will be processed (this especially affects seat change requests). It's possible that the seats you've requested have become available, yet someone with a higher priority has requested them as well. Thus, they will have access to those seats before you do. Priority is based on a number of factors:

- Years subscribing
- When you return your renewal (the earlier the better)
- Donor status (even if you give a small contribution it can help you with priority, not to mention helping the symphony! Donor status starts at just \$25!
- Volunteering

Why can't I pick my new seats?

We usually have around 20,000 subscription renewals each season. These are all processed by hand due to the detailed nature of the orders. We have a small time frame in which to get these completed to ensure that your renewal package mails out to you in summertime. Being a non-profit, we have a limited number of staff in the box office. Thus, the combination of high volume of renewals along with staff and time limitations prevent us from calling you individually while doing seat assignments. Seat assignments are also done in priority order and we cannot delay the seat assignment process while attempting to contact individual patrons.

Each order is assigned a priority number that determines when it will be processed (this especially affects seat change requests). Priority is based on a number of factors (see above link). Please be assured that we take seat assignments very seriously and really try our best to get the best seats availability will permit. The more enjoyable experience you have at the Symphony the better!

REQUESTING AISLE SEATS

The information below applies to aisle seats on the MAIN FLOOR

(Explanation of 'inside' versus 'outside' aisles)

Aisle seats are the most highly requested locations in the house.

The most popular aisle seats are known as 'inside' or 'center' aisle. This means that they are closest to center or toward the middle of the house. The other type of aisle seats are known as 'outside' or 'side' aisle seats. These are furthest from center or toward the wall (toward the 'outside' of the house).

When most patrons request 'aisle' seats they are thinking of the 'inside/center' aisle seats. It's important to very specific about what type of aisle seats you want. We'll automatically try to seat you in the best location available when processing your request. Thus, if you request 'aisle' seats we will first try for the 'inside' location, but

ONLINE SUBSCRIPTION HELP

if that's not available you'll be assigned 'outside' aisle. Some patrons only want aisle seats if they can get the 'inside' aisle and if those are not available then they prefer to sit in the next best seats in the row. Others want aisle seats regardless of inside/outside locations. It's important to be very clear on which aisle seats are acceptable to you.

Some subscribers want the outside aisle seats (makes for a quick exit for catching the ferry, closer to getting out to the lobby for intermission, etc). If you fall into this category please let us know.

I want to move to the inside aisle, but if I can't move to the aisle, I want to keep my current seats. How do I do that?

It's important to be very clear on which aisle seats are acceptable to you. Please let us know that inside aisle seats are your first choice but you do NOT want to sit on the outside aisle. Also very important to let us know if you want to keep your current seats if we are not able to get the seat location you are requesting.

I want to move to the inside aisle, but if that's not available I'll take an outside aisle BUT if neither are available I want to keep my current seats.

It's important to be very clear on which aisle seats are acceptable to you. Please let us know that inside aisle seats are your first choice but you will sit on the outside aisle. Stress that any aisle seat is acceptable. Also very important to let us know if you want to keep your current seats if we are not able to get the seat location you are requesting

How to Change Your Series

SEATING REQUESTS FOR THE NEW SERIES

Why can't I have the same seats in my current series for the new series?

Most likely there are other subscribers already in those seats (who have been in that particular series before you). So you might have Mozart Thursday seats you adore, but want to switch to Mozart Saturday for scheduling reasons. Chances are there are subscribers who already have Mozart Saturday in the seat location you hold for Thursday. Each of these is considered a different series. Even though the programming involves the same pieces, the concerts take place on different days, thus they are built as different (separate, individual, etc) series.

I want to change series only if I can get the seats I want, otherwise keep me in my current seats in my current series

It's important to be very clear on which seats are acceptable to you. Please let us know in detail what you are looking for (for example: I like my section, but would prefer to be a few rows closer to the stage, I like my section, but would prefer to be closer to center than I am now, etc). Also very important to let us know if you want to keep your current series if we are not able to get the seat location you are requesting in the new series.

ONLINE SUBSCRIPTION HELP

I want to change series regardless of the new seat location

Please emphasize that you want a different/new series no matter what the seat location ends up being. Be very clear that you do NOT want to keep your current series.

HOW TO ADD SEATS TO YOUR CURRENT SEATING LOCATION AND SERIES

I want to add a seat (ex: I currently have two seats, but now want three seats), but only if I can keep the exact same location (that is, to have a seat adjacent to my current seats)

Please emphasize that you want an extra seat ONLY if it can next to your current location. Be very clear that you do NOT want to move to a different location if this is not available. So, let us know that if we can't get a seat next to you, then you do NOT want to add the extra seat.

I want to add a seat (example: I currently have two seats, but now want three seats) even if it means I have to move from my current location to have all the seats next to each other.

Please emphasize that you want an extra seat and your first choice would be if it can next to your current location. But if that's not available, you are willing to move ALL your seats so that everyone in your party can be seated next to each other.

I want to add a seat (ex: I currently have two seats, but now want three seats) if it can be next to our current seats that's great. Otherwise we want to KEEP OUR CURRENT LOCATION and the new seat can be elsewhere.

Please emphasize that you want an extra seat and your first choice would be if it can next to your current location. But if that's not available, you DO NOT WANT TO GIVE UP YOUR CURRENT LOCATION and you are willing to have the extra seat located elsewhere (so that some of your party will not be sitting next to you).

HOW TO CHANGE TO A NEW SERIES

- Click 'request change' box on the renewal/current seating page associated with your account
- Click 'browse series' box
- Select a seating section
- Select the number of tickets
- Enter any special seating requests
- Add a second choice

ONLINE SUBSCRIPTION HELP

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

If we are unable to seat you in one of your alternate choices, we will revert back to your current series and seats above as your final choice.

- Click 'Add this series to my cart'
- Select a category (UBS Masterworks, Symphony Selects or Seattle POPS)
- Select a series
- Select a seating section
- Select the number of tickets
- Do you have any special seating requests?

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

If we are unable to seat you in one of your alternate choices, we will revert back to your current series and seats above as your final choice.

- Click 'ADD THIS SERIES TO MY CART'
- Review your selection
- Provide alternate choice information

(You will be following the same steps you originally used to pick the new series)

- Confirm your seating choices
- Click 'CONTINUE TO NEXT STEP'
- A summary of the series will appear, **please review**, this is the last opportunity to make any changes
- Click 'CONTINUE TO NEXT STEP' if everything looks okay

HOW TO ADD-ON A NEW SERIES

- Click 'ADD ANOTHER SERIES' box on the renewal/current seating page associated with your account (at the very right hand bottom of the page)
- Select a category (UBS Masterworks, Symphony Selects or Seattle POPS)Select a series
- Select a seating section
- Select the number of tickets

ONLINE SUBSCRIPTION HELP

- Do you have any special seating requests?

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

If we are unable to seat you in one of your alternate choices, we will revert back to your current series and seats above as your final choice.

- Click: 'ADD THIS SERIES TO MY CART'
- Review your selection
- Provide alternate choice information

(You will be following the same steps you originally used to pick the new series)

- Confirm your seating choices
- Click 'CONTINUE TO NEXT STEP'
- A summary of the series will appear, **please review**, this is the last opportunity to make any changes
- Click 'CONTINUE TO NEXT STEP' if everything looks okay

HOW TO DELETE A SERIES

- Under the RENEWAL SERIES box is an option to 'Remove' the series...this is in the lower left-hand corner of the box

Renewal Series				
Current Seating				
Seattle Pops Fridays	Seats	Qty	Price	Total
Orchestra Center	E4	1 Special Series Price	\$240.00	\$480.00
	E3	1 Special Series Price	\$240.00	

[REMOVE]

I don't want all the concerts in my series...why can't I switch out now?

Subscriptions take priority.....so we have to process all 'full' packages first. We don't start to 'break up' (sell individual concerts out of a full series) series until subscriber advantage days. Please see more specific information about exchanges on page 24.

New Subscriber Series Information

Join the Seattle Symphony family as a season ticket holder. Subscribers enjoy special benefits and save money over single tickets!

HOW TO ADD A SERIES

- Click 'ADD ANOTHER SERIES' box on the renewal/current seating page associated with your account (at the very right hand bottom of the page)
- Select a category (UBS Masterworks, Symphony Selects or Seattle POPS)
- Select a series
- Select a seating section
- Select the number of tickets
- Do you have any special seating requests?

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

- Click 'ADD THIS SERIES TO MY CART'
- Review your selection
- Provide alternate choice series
- Confirm your seating choices
- Click 'CONTINUE TO NEXT STEP'
- A summary of the series will appear....please review....this is the last opportunity to make any changes
- Click 'CONTINUE TO NEXT STEP' if everything looks okay

HOW TO ADD ANOTHER SERIES

- Click 'ADD ANOTHER SERIES' box on the series/current seating page associated with your account (at the very right hand bottom of the page)
- Select a category (UBS Masterworks, Symphony Selects or Seattle POPS)
- Select a series
- Select a seating section
- Select the number of tickets
- Do you have any special seating requests?

ONLINE SUBSCRIPTION HELP

Please add alternate choices to your order. If your first choice is not available, adding alternate choices will provide us with more opportunity to ensure we assign you seating you will love. **We highly recommend providing us with an alternate choice.**

- Would you like to add pre-paid parking?
- Click 'ADD THIS SERIES TO MY CART'
- Review your selection
- Provide alternate choice information

(You will be following the same steps you originally used to pick the new series)

- Confirm your seating choices
- Click 'CONTINUE TO NEXT STEP'
- A summary of the series will appear, **please review**, this is the last opportunity to make any changes
- Click 'CONTINUE TO NEXT STEP' if everything looks okay

Requesting Special Accommodations

SERVICES FOR PATRONS WITH DISABILITIES

Benaroya Hall is barrier-free and meets or exceeds all criteria established by the Americans with Disabilities Act (ADA). Requests for accommodations should be made when purchasing tickets. Feedback on improving patron services for people with disabilities is always welcome.

WHEELCHAIR SEATING REQUESTS

What type of chair?

Do you use a manual wheelchair or motorized scooter? We have special seating areas with excellent acoustics and sight lines to the stage available at all levels in both concert auditoriums for either type of chair. These location requests must be placed with a representative in the ticket office. Please be sure to let the ticket representative know what type of chair you use so we will find the best (and most appropriate) seats for your situation. We will create a detailed seating report for each show in your series to ensure a hassle free experience at the concert.

Using my own chair to get to my seat, but then transferring to the regular theater seat.

We have special transfer seating available. Be sure to let the ticket representative know you need this when placing your order. Then, let an usher know you require

ONLINE SUBSCRIPTION HELP

some assistance when you enter the lobby of the hall. They will accompany you to your seat and take the chair after you are seated. They will bring the chair back to you at intermission and the end of the show.

Help from ushers with my wheelchair.

This is not a problem at all! Let an usher know you require some assistance when you enter the lobby of the hall. They will accompany you to your seat and take the chair after you are seated. They will bring the chair back to you at intermission and the end of the show.

I don't have my own wheelchair, but will need to use one to get to my seat.

Let an usher know you require some assistance when you enter the lobby of the hall. They will procure one of the in-house wheelchairs we use for such occasions. They then will accompany you to your seat and take the chair after you are seated. They will bring the chair back to you at intermission and the end of the show.

I use a wheelchair sometimes, but not all the time, how do I accommodate this?

We encourage you to call the ticket office to place your season order! We can discuss with you specifically what your needs are and offer the best seating options. The ticket office number is 206.215.4747.

I use a wheelchair but attend concerts alone, is there assistance available?

Let an usher know you require some assistance when you enter the lobby of the hall. They will accompany you to your seat and take the chair after you are seated. They will bring the chair back to you at intermission and the end of the show. If possible, we encourage you to call the ticket office BEFORE the performance so we can inform our usher staff in advance to expect you. The ticket office number is 206.215.4747.

Can my companion sit next to me?

Of course! They will be seated right next to you (whether you stay in your chair or not). We encourage you to call the ticket office to place your season renewal. We can discuss with you specifically what your needs are and offer the best seating options. The ticket office number is 206.215.4747.

If you have a large party with several companions we may not be able to seat everyone next to you, but you are guaranteed of at least one companion seated next to you.

OTHER ACCESSIBILITY REQUESTS

'Movable Chairs' (which are not attached to the floor)

These are not 'fixed' theatre seats. They are padded chairs (some with arms, some not) that can be moved around a bit. They are often used by patrons with disabilities who would not be able to attend the concert in a 'fixed' theatre seat.

Hip/Leg accommodations (need to stretch out a leg)

We encourage you to call the ticket office to place your season renewal. We can discuss with you specifically what your needs are and offer the best seating options. The ticket office number is 206.215.4747.

ONLINE SUBSCRIPTION HELP

Café stools

These are located ONLY in particular third tier boxes (the ones closest to the stage). They are referred to as 'tall chairs' or 'café stools'. They are the type of chair you would see at a high kitchen counter. They do have arms and leg rests. We use these due to the viewing issues of certain third tier box seats (due to being high up in the hall and on the side). It provides a better view of the stage than a 'fixed' theatre seat would.

OTHER SPECIAL NEEDS

Hard of hearing patrons

An infrared hearing system is available for patrons who are hard of hearing. Headsets are available at no charge on a first-come, first-served basis in The Boeing Company Gallery coat check and the Head Usher stations in both lobbies.

Walkers

This is not a problem at all! Let an usher know IF you require some assistance when you enter the lobby of the hall. They will accompany you to your seat and take the walker after you are seated. They will bring the walker back to you at intermission and the end of the show. If possible, we encourage you to call the ticket office BEFORE the performance so we can inform our usher staff in advance to expect you. The ticket office number is 206.215.4747.

Guide dogs

Guide and service dogs welcome! We encourage you to call the ticket office to place your season order. We can discuss with you specifically what your needs are and offer the best seating options. There are certain locations in the hall that provide a more comfortable space for your canine companion to relax (next to you of course) during the concert. We can also inform our usher staff in advance to expect you. The ticket office number is. 206.215.4747.

Oxygen tanks

Silent oxygen tanks are welcome. We encourage you to call the ticket office to place your season order. We can discuss with you specifically what your needs are and offer the best seating options. We can also inform our usher staff in advance to expect you. The ticket office number is 206.215.4747.

Environmental sensitivities (perfume, vertigo, etc)

We encourage you to call the ticket office to place your season order. We can discuss with you specifically what your needs are and offer the best seating options. We can also inform our usher staff in advance to expect you. The ticket office number is 206.215.4747.

Adding Subscriber Extras

WHY ADD SUBSCRIBER EXTRAS NOW?

- Only subscribers have access NOW to these special events. You get to purchase before the general public (these events will go on sale to the general public in August)
- Many of the high profile concerts (such as Opening Night and New Year's Eve) sell out quickly. As a subscriber you have the advantage of making sure you do not miss these special shows
- Buying now ensures you the best possible seat location at the best possible price
- These events are available now at the lowest possible price as a special perk to subscribers. Prices are subject to change throughout the season

How to Add Subscriber Extras

- Choose from the list of performances by clicking SELECT or, if you do not wish to add performances select, CONTINUE TO NEXT STEP
- Click 'Add Special Performances'
- Select the concert you want to add
- Select a seating section
- Select the number of tickets
- Do you have any special seating requests?
- Would you like to add pre-paid parking?
- Click 'Add this performance to my cart'
- Review your selection

Adding Parking

WHAT IS PRE-PAID PARKING?

Save time and money by setting up your parking needs in advance! There are two garage options to choose from. You will be guaranteed access to the garage. You will end up paying less. And, you will not have to hassle with paying in cash on show nights.

ONLINE SUBSCRIPTION HELP

You receive coupons in advance that you turn in to the garage attendant when entering the garage. The coupons are printed on ticket stock and will arrive in your season ticket package. These coupons are good for any Symphony show in the 2007-2008 season (so if you happen to miss one show, you can always use the parking coupon for an extra event you might purchase).

Two Choices of Parking Options

BENAROYA GARAGE: park here in the building. The entrance is on Second Avenue. We recommend Benaroya. You can take elevators right to the Boeing Gallery. No need to go outside at all!

OTHER GARAGES: pick this option and choose between two garages on the day of your concert.

WASHINGTON MUTUAL GARAGE: across the street, enter on Union Street

-OR-

COBB GARAGE: across the street, enter on University Street

STEPS FOR ADDING PARKING

- Click 'view pre-paid parking options'
- Select which garage you prefer and select quantity (ex: 1 for one car)
- Click 'add parking'

Adding parking for a full series

- Choose which garage
- Enter how many cars
- The price related to your particular series automatically shows up in this area

Adding parking for Subscriber Extras shows

- Click 'view pre-paid parking options'
- Select which garage you prefer and select quantity (example: 1 for one car)
- Click 'add parking'

Adding a Donation

WHY ADD A DONATION?

- Ticket sales only cover 50% of the Symphony's operating costs. Please consider making a donation today.

ONLINE SUBSCRIPTION HELP

- Priority status. Donations are another factor that will affect your ranking for priority in seat assignments.

How to Add a Donation

- Fill in the amount you would like to contribute in the open box (an automatic suggested amount will appear. You may stick with this amount or choose your own)
- Let us know if you would you like recognition for your contribution- choose an answer

Donor Levels

Donor Club & the Benefits of Giving

By supporting the Seattle Symphony's Annual Fund, you are helping us to realize our profound vision of "symphonic music in everyone's life."

In appreciation for your generosity, you will enjoy a wide range of exciting benefits.

Some benefits include:

- Invitations to Open Rehearsals
- Behind-the-Scenes events with guests artist
- The Annual Donor Appreciation Concert
- VIP ticketing for Subscription and Single Ticket purchases and exchanges
- 2-for-1 concert coupons
- And more!

For complete benefit information please refer to the 'Support the Symphony' link of our website or call 206.215.4846.

NORCLIFFE FOUNDERS ROOM

Dinner is served.

- Donors at the \$250 levels and above have the opportunity to purchase pre-concert dinner in the Norcliffe Founders Room, the Symphony's elegant donor lounge and Wolfgang Puck restaurant.
- Donors at the Founders Circle level (\$3,500 and above) will continue to have exclusive access during intermission.

Paying for Your Order

MORE INFORMATION ON PRICING CHANGES

In our continuing efforts to improve your concert experience and to respond to the needs of our audience we have made some changes to our seating structure & pricing. Substantial patron feedback has encouraged us to provide more options for being closer to the action on the main floor. We've redesigned the seating areas to better reflect popular demand.

'Intermediate' price for 07/08. Will increase to new regular price in 08/09

Due to restructuring the seating locations to meet popular demand, some seating areas have gone up in price. As a courtesy to renewing subscribers who want to stay in the same location, we are providing a discounted 'intermediate' price just for this season. This price is lower than what a brand new subscriber would pay for the same seats.

Being charged for my first choice if I'm requesting a change

We will charge you initially for your first choice in anticipation that we can accommodate that preference. Subscriptions are processed in several steps (they are all processed by hand, so it is a lengthy process). The actual seat assignments begin in late Spring or early Summer. If we cannot get you into your first choice then we will refund or charge the difference at that time.

I've Submitted My Order, Now What?

ORDER CONFIRMATION

This final page will be a summary of your order. You'll receive an email confirmation as well. Please keep copies of both of these.

A confirmation letter will be sent a few weeks after your order has been placed.

In late July you will receive a seating assignment postcard that will let you know the new seat location.

The actual package with your 2007-2008 tickets will arrive in late July.

WHEN WILL TICKETS ARRIVE?

Your series tickets & parking vouchers (which are attached in booklet form) will arrive from the mail house in late July. If you ordered any 'Subscriber Extras' (Opening Night, Holiday shows, etc.) those will be processed directly by the ticket office. They will arrive in late July as well, under separate cover.

ONLINE SUBSCRIPTION HELP

Series tickets are printed on 'mail house' stock (the dual color tickets with graphics that are attached together in a booklet). Subscriber Extras are printed in-house (on regular ticket stock).

EXCHANGING TICKETS

When Can I Exchange My Tickets?

Subscriber advantage days begin August 4, 2007. This is the first time you will be able to start making exchanges. You will have one full week to exchange into different concerts BEFORE the general public has access to any of our concerts.

I don't want all the concerts in my series. Why can't I switch out now?

Subscriptions take priority. So we have to process all 'full' packages first. We don't start to 'break up' (sell individual concerts out of a full series) series until Subscriber Advantage Days. All series orders must be processed first.

What is the process for exchanging tickets?

Subscribers (those who have purchased a series) may exchange any of their tickets for other performances within the same season. If you cannot attend a performance, simply exchange tickets at least 24 hours before the performance. **All** subscribers have access to fee-free ticket exchanges online, by fax, via mail or in person. Phone exchanges may be done for a fee of \$15 **per exchange order**, unless you qualify for the nine-concert package phone exchange bonus.* Additional costs may apply if you are exchanging into a costlier seating section or performance. All exchange requests are subject to availability.

***Subscribers who have purchased a package(s) that totals nine or more concerts have access to fee-free ticket exchanges by phone starting October 1, 2007.**

PURCHASING ADDITIONAL TICKETS

When can I add on single tickets that are part of a series (not listed in Subscriber Extras)?

Subscriber Advantage Days begin August 4, 2007. At this time you will be able to purchase any concert in our season (even if it's built into a series). You will have one full week to purchase these concerts BEFORE the general public has access to any of our concerts.

You may continue to purchase the 'Subscriber Extras' (ex: Opening Night, Holiday concerts, etc...) now through August 3rd, 2007. ALL concerts in the season will be available at the start of Subscriber Advantage Days on August 4th, 2007.

CHILDREN

Can I bring my child with me?

Children five years of age and older are welcome at all performances with a purchased ticket. Children of *all* ages are welcome at *Discover Music!* and *Tiny Tots* concerts.

ONLINE SUBSCRIPTION HELP

WolfGang

Join Seattle Symphony's 20 to 30's Young Professionals Group

Seattle Symphony's WolfGang is a group of young professionals, ages 21–39, interested in attending Symphony concerts. If you enjoy the symphony or have always wanted to learn more, WolfGang offers a chance to experience Seattle Symphony concerts with other fun, young art lovers. WolfGang hosts receptions and educational opportunities throughout the Symphony season. For more information, contact us at 206 215-4784 or wolfgang@seattlesymphony.org. Join WolfGang today!

Membership Dues

Membership is delineated by concert season, September 2007 to July 2008. In order to join WolfGang, you must subscribe to the Mainly Mozart series and/or the WolfGang Concert series and pay for membership.

- \$40 – Individual Season Membership
- \$60 – Full Season Membership for Two *
- \$25 – Group/Corporate Season Membership **
- Orders must be received together by fax or mail only. Patron information must be complete for each member.

** 10-order minimum

ANY OTHER QUESTIONS?

Please contact the Ticket Office:

Phone 206.215.4747 or 866.833.4747
Email tickets@seattlesymphony.org