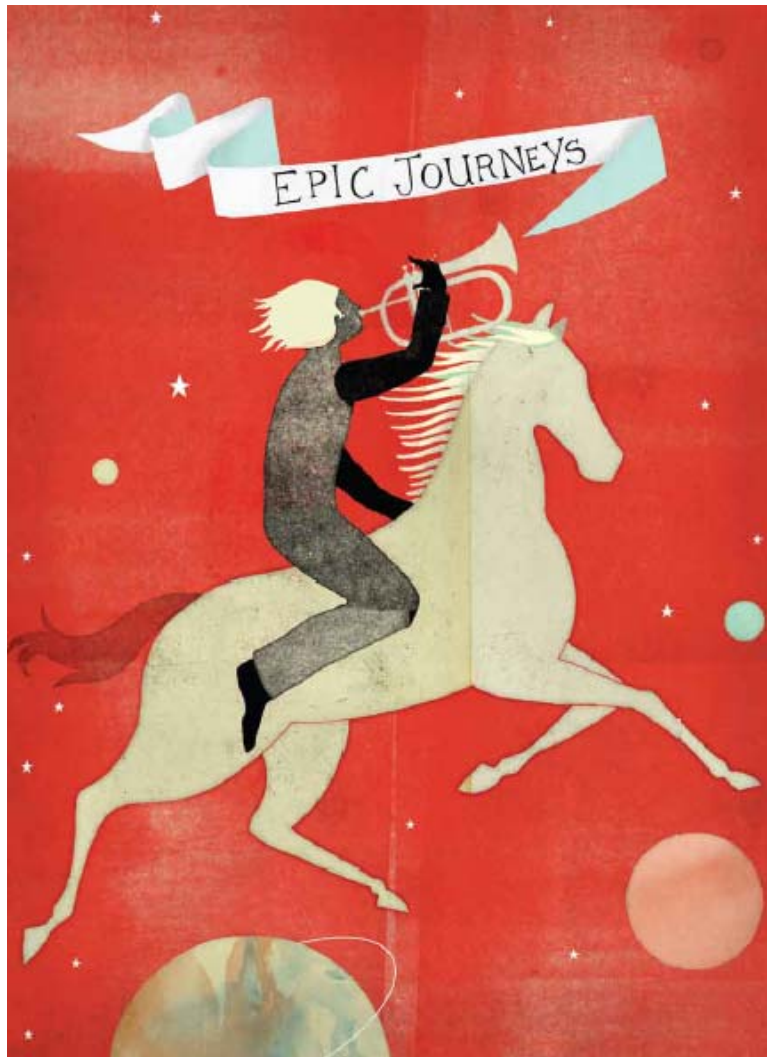

SEATTLE SYMPHONY 2008 – 2009 SEASON



ONLINE SUBSCRIPTION GUIDE

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CHOOSE TO RENEW OR BECOME A NEW SUBSCRIBER

Already a Subscriber?

If you hold season tickets to the 2007 – 2008 season, you may begin the renewal process.

What is the difference between a Subscriber and Single Ticket Buyer?

Subscribers have purchased a series. A series is a set package that contains three or more concerts put together by Seattle Symphony. This is sometimes called season tickets in other organizations. For instance, the Seattle Pops series has five concerts with various programs/soloists featuring a celebration of the best of popular music. The Popular Classics series has three concerts featuring well known symphonic repertoire.

Single Ticket Buyers buy concerts individually as opposed to purchasing concerts that have been bundled together into a series package.

We encourage you to join the Seattle Symphony family as a Subscriber. By doing so, you will enjoy special benefits and save money versus purchasing tickets on a single-concert basis. See the next page for a list of Subscriber benefits.

I've purchased tickets before, does that make me a Subscriber?

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

SUBSCRIBER BENEFITS

Descriptions of benefit levels for ALL Subscribers:

All Subscribers receive exclusive benefits all season long, including:

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

Advantages of having *four or more* series concerts:

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

Advantages of having *seven or more* series concerts:

- Free ticket exchanges by phone starting October 1, 2008
- One-time pass to the exclusive Norcliffe Founders Room for access during intermission

The Fine Print: Specifics in Detail

- Benefits listed are for the 2008 – 2009 season beginning September 2008.
- 20% discount on single ticket purchases available for most concerts, limit 4 per patron. Some restrictions apply. Subject to availability.
- There are no handling fees for ticket exchanges by mail, online, in person or by fax. Additional charges may apply if exchanging into a costlier seating section or performance. No refund will be given for downgrades. Subscribers may begin exchanging tickets by the methods mentioned here during Subscriber Advantage Days

- Subscriber Exclusives may be purchased at any time once you have placed your order for the 2008 – 2009 season. The 20% discount is guaranteed for these performances when ordered prior to July 31 2008.
- Subscriber Advantage Days begin Saturday, August 2, 2008 and end Friday, August 8, 2008. Tickets to **all** performances are available exclusively to Subscribers for single ticket purchase during this week prior to going on sale to the general public.
- Details for birthday ticket redemption will be sent with your season ticket package. These 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 Wednesday, October 1, 2008. No phone exchanges for the 2008 – 2009 season will be taken prior to that date.
- All benefits are subject to availability. Some restrictions apply.

RENEWING SUBSCRIBERS: LOGGING IN TO ACCESS YOUR RENEWAL

PURCHASED USING THE WEBSITE PREVIOUSLY?

Getting Started

To login to your account, follow these steps:

- From the home page, scroll over **BUY TICKETS**. A drop-down menu appears. Click on **SERIES TICKETS**.
- Click on the **RENEW MY SUBSCRIPTION** button.
- Please **LOGIN**. If you have purchased tickets online in the past, enter your **USERNAME** and **PASSWORD**.
- Click on the **GET STARTED** button.

Don't Know your Username?

If you do not know your username, it can be found on your renewal invoice below your address information. If you prefer, you can contact the ticket office at 206.215.4747 or at tickets@seattlesymphony.org.

Don't Know your Password?

Click the "Forgot your Username or Password?" link and it will direct you to enter your email address. You will automatically receive an email from the server containing your username and password.

NEVER PURCHASED ON OUR WEBSITE?

Linking to Your Subscription Information

To login to your account follow these steps:

- From the home page, scroll over **BUY TICKETS**. A drop-down menu appears. Click on **SERIES TICKETS**.

- Choose the **RENEW MY SUBSCRIPTION** link.
- Please **LOGIN**. 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 by entering your own personalized username and password.
- Click on the **GET STARTED** button.

REVIEWING YOUR RENEWAL ORDER

- Your 2007 – 2008 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
 - Remove a series
 - Add a series

RENEWING SUBSCRIBERS: RENEWING WITH NO CHANGES

I WANT TO KEEP EVERYTHING THE SAME
(No changes to series or seat location)

FAQ: Am I guaranteed the same seats?

Yes, if you stay with the exact same series you are automatically given the same seat location you had for the 2007 – 2008 season.

FAQ: Why are some pricing sections 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. Patron feedback has encouraged us to provide more options for being closer to the action on the orchestra level with an even broader variety of prices.

HOW TO: The steps for keeping everything the same

- Review the details under **Current Seating**. The seats are the same as you have had for the 2007 – 2008 season.
- Click **CONTINUE TO THE NEXT STEP** in the lower right corner of the screen.
- Add parking, Subscriber Exclusives and/or a donation if you wish. Instructions on adding each of these is found further in this document.
- Pay for your order. Instructions for this are found further in this document.

RENEWING SUBSCRIBERS: GENERAL INFORMATION ON MAKING CHANGES

INFORMATION ON SEATS AND PRICING SECTIONS

FAQ: How do I tell which pricing section my current seats are in?

Example:

Renewal Series				
Current Seating				
10A Friday/Saturday	Seats	Qty	Price	Total
Orchestra Center	X5	1 Masterworks 10A Price	\$575.00	\$1,150.00
	X6	1 Masterworks 10A Price	\$575.00	
[REMOVE]				

- In the renewal series box, look at the price column which indicates the price per seat. Note \$575.00 in the above example.
- Reference the pricing insert at the center of your season brochure to view all pricing. Or click [HERE](#) to download the entire brochure.
- Find your series name.
- Browse the column below the series name to find the matching price listed. For the example above, it matches three pricing sections in the 10A column.
- Look to the left to see what section is listed. For the example above, it matches the pricing sections Founders Tier, Orchestra B and 3rd Tier.
- 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 the actual row or box and seat number, such as “J8” or “B20” just to the right of this. In the example above we are referring to where it says “Orchestra Center.” This is the physical location of your seat within the hall, NOT your pricing section. It will help you to determine which of the levels you are seated in so you may then determine the pricing section. For the example above, the pricing section is Orchestra B.
- If you need to consult seating charts, both a detailed seating chart (which has row and aisle letters and seat numbers but no pricing section names) *and* a general pricing section map are [available on our website](#). The general map is also on the pricing insert in the center of your brochure.
- Remember that “Left” and “Right” always refer to your view of the stage from *your* seat. For example, Orchestra E 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 the general seating chart in your season brochure is to TURN IT UPSIDE DOWN (this will give you the most accurate perspective).**
- If you subscribed to multiple series, then each series will be listed in a separate Renewal Series box. Scroll down to see all series in your order.

FAQ: Which seats were affected by pricing changes on the main floor?

See the chart below for affected seats. If a pricing section is not listed, no changes were made to that area of the hall.

NAME IN 07 – 08 SEASON	ROWS AND SEATS	NAME IN 07 – 08 SEASON	NAME IN 06 – 07 SEASON
Orchestra D	Orchestra Left, J – GG, 9 -12	Orchestra C	Preferred Orchestra
Orchestra E	Orchestra Right, E - K, 1 - 2	Orchestra B	Preferred Orchestra
Orchestra E	All Seats	Orchestra D	Preferred Orchestra
Orchestra F	All Seats	Orchestra E	Front Orchestra

INFORMATION ON REQUESTING CHANGES

Please keep the following information in mind when completing your renewal if requesting changes:

FAQ: Am I guaranteed to get the seats I’m requesting?

Please be assured that we take seat assignments very seriously and try our very best to give everyone the type of seats they are requesting. We want to make your experience at the Symphony as wonderful as possible! We cannot guarantee that the seats you are looking for will be available as they may currently be held by another Subscriber or they may have been requested by a Subscriber with higher seating priority.

FAQ: How do I get top priority for seating requests?

Each order is assigned a priority number that determines when it will be processed. Priority is based on a number of factors, including:

- 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

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

We will try every alternative you provide us with first. The more choices you provide us with up front the easier it is for us to seat you. Tell us what you like and what you dislike. And let us know what is more important to you. For example, being closer to the stage is more important than being closer to the center of the hall; or sitting on an aisle is more important than the row you would prefer to sit in.

If we are still unable to find something that fits your parameters, we will contact you. We will try both phone and email. We do, however, need you to contact us back very soon after we call as there is a limited amount of time for us to finish seating for all series.

If we are then unable to reach you during the seating period, we will either seat you in the same seats you had for the 2007 – 2008 season or, if you are requesting a new series altogether, seat you as close to what you requested as possible.

In the end, if you are not satisfied with the seats you are assigned, please contact the Ticket Office to discuss other alternatives or you may request a refund prior to the start of your series.

FAQ: Why should I add a second choice?

Due to the huge volume of renewals we process each year we are NOT able to call everyone during the seat assignment process. Therefore the more choices you provide us with the easier it is for us to seat patrons quickly.

It is 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 details and choices you give us, the more able we will be to give you the type of seating you desire. Please be as clear and detailed as possible.

However, if you are too specific, we may find we are unable to accommodate your request. The broader the range of options you provide us, the better the chances are that we can accommodate you. If you tell us only one row or seat is acceptable to you, it may be more difficult to fulfill your request.

FAQ: Why don't you call me when you're doing seating assignments so I can pick my own seat?

Due to the detailed nature of the orders, renewals and new subscriptions are processed by hand. We usually receive around 35,000 subscription orders each season. We have a small time frame in which to get these completed to ensure you receive your series tickets before the new season begins. As we experience the high volume of subscriptions, we continue to sell tickets to the current season. This means we are very limited in our resources and are only able to contact patrons who we truly have trouble seating.

We will send you a written confirmation of the seats we have assigned you in either late spring or early summer. Please be assured that we take seat assignments very seriously and work very hard to get the best seats availability will permit. The more enjoyable experience you have at the Symphony the better!

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

There are many Subscribers who keep the exact same series and seat location season after season. Every Subscriber is allowed to keep their same series and seat if they choose to. Thus, some seat locations just do not open up very often. This is especially true for “inside/center” aisle seats on the orchestra level.

Each order is assigned a priority number that determines when it will be processed. It is possible that the seats you have 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. See page 11 to learn more about priority.

FAQ: What will I be charged for?

Initially, we charge patrons for their first choice. In most instances, we are able to seat patrons in their first choice. In the event that we have to seat you in your second choice or back in your original seat location, we will charge or refund you the difference once that seat has been determined.

FAQ: What happens if I am not satisfied with the seats I am assigned?

Be sure to contact the Ticket Office as soon as you realize you do not like your seating. We will try to find an alternative that works for you. Failing that, you are welcome to get a full refund **before** your series begins.

RENEWING SUBSCRIBERS: MAKING CHANGES TO YOUR SEATING

I WANT TO CHANGE MY SEATS

FAQ: 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.

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 **unless you have removed the series completely from your order**. If you wish to keep your current seats as backup, do NOT remove them from your order.

FAQ: 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 is 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. If you wish to keep your current seats as backup, do NOT remove the series from your order.

FAQ: I want to change my seating location. Even if I cannot get exactly what I'm looking for, I DO NOT want to retain my current seats.

We automatically revert to your current seats unless you remove the series from your order. In this instance you would want to use the remove function. You will want to follow the "How To" directions listed below.

HOW TO: How do I change my seats, but stay with the same series? I want to keep my current seats as a back up.

- Click the REQUEST CHANGE button on the renewal/current seating page associated with your account
- Click the CHANGE SEATING button
- Select a seating section. If you wish to change seats **WITHIN the same section** you currently have, choose that same section and fill out the special request area as to how you would like to be moved
- Select the number of tickets
- Enter any special seating requests

- Click the ADD THIS SERIES TO MY CART button
- To add a second choice click the CHANGE SEATING button and follow the same steps as above

*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 unless you remove the series from your order.

- To add a second choice click the CHANGE SEATING button and follow the same steps as above
- 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 will be able to choose from the following options:

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

HOW TO: How do I change my seats, but stay with the same series? 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 (see example below). Click on [REMOVE]. You will then be given a warning that if you continue you will release your seats and you will not be able to get them back.

Renewal Series				
Current Seating				
10A Friday/Saturday	Seats	Qty	Price	Total
Orchestra Center	X5	1 Masterworks 10A Price	\$575.00	\$1,150.00
	X6	1 Masterworks 10A Price	\$575.00	
[REMOVE]				

- If you still do not want these seats, click “Yes, I’m sure – remove this series.” Otherwise click the button DO NOT REMOVE THIS SERIES to go back a step
- Click the ADD ANOTHER SERIES box on the renewal/current seating page associated with your account
- Select a category
- 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.***

FAQ: REQUESTING AISLE SEATS

The information below applies to aisle seats on the Orchestra Level (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” aisle seats. It is important to be very specific about what type of aisle seats you want. We will 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 if that is not available you will 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 is important to be very clear on which aisle seats are acceptable to you.

Some Subscribers want the outside aisle seats in order to make for a quick exit for catching the ferry or because it is easier to get out to the lobby for intermission. If you fall into this category please let us know.

FAQ: 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 is important to be very clear on which aisle seats are acceptable to you. Please let us know if inside aisle seats are your first choice but you do NOT want to sit on the outside aisle. Fill out this information in the "Special Requests" section of the online renewal form.

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

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. It is also very important to let us know that you want to keep your current seats if we are not able to get the location you are requesting. Enter this information in the "Special Requests" section of the online renewal form.

RENEWING SUBSCRIBERS: MAKING CHANGES TO YOUR SERIES

SEATING REQUESTS IN A NEW SERIES

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

Most likely there are other subscribers who have already been in that particular series in those seats. For example, 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.

FAQ: 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 is 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). It is 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.

FAQ: 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

FAQ: I want to add a seat, but only if I can keep the exact same location

(For example: I currently have two seats, but now want three seats with the new 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 cannot get a seat next to you, then you do NOT want to add the extra seat.

FAQ: I want to add a seat, but only if I can keep the same location OR a similar location

(For example: I currently have two seats, but I want three seats. My first choice is to have the new seat adjacent to my current seats, but I am willing to move slightly if necessary to get all the seats together.)

Please emphasize that you want an extra seat and your first choice is to have it next to your current location. Then note that if that is not available, a seat somewhere near you is acceptable (for instance, it might be in the row directly in front of you, directly behind you, just a few rows away, etc).

FAQ: I want to add a seat and I'm willing to move if necessary

(For example: I currently have two seats. I want an additional seat, 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 is not available, you are willing to move ALL your seats so that everyone in your party can be seated next to each other.

FAQ: I want to add a seat, but it does not have to be with my current seats

(For example: I currently have two seats. I want an additional seat. I'd prefer to have it next to my current seats. However, if that is not possible, I want to KEEP OUR CURRENT LOCATION and the new seat can be separate.)

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 is 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: Changing to a new series

- Click the REQUEST CHANGE button on the renewal/current seating page associated with your account and series you want to change
- Click the BROWSE SERIES button
- Select a category
- Select a series
- Select a seating section
- Select the number of tickets

- Do you have any special seating requests?
- Click the ADD THIS SERIES TO MY CART button
- Review your selection
- Provide alternate choice information (You will be following the same steps you originally used to pick the new series)

*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.***

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

HOW TO: Add on a new series

- Click the ADD ANOTHER SERIES button on the renewal/current seating page associated with your account
- Select a category
- Select a series
- Select a seating section
- Select the number of tickets
- Do you have any special seating requests?
- Click the ADD THIS SERIES TO MY CART button
- Review your selection
- Provide alternate choice information (You will be following the same steps you originally used to pick the new series)

*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.***

- Confirm your seating choices
- Click the CONTINUE TO NEXT STEP button
- A summary of the series will appear, **please review**, this is the last opportunity to make any changes
- Click the CONTINUE TO NEXT STEP button 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 (see example below). Click on [REMOVE]. You will then be given a warning that if you continue you will release your seats and you will not be able to get them back.

Renewal Series				
Current Seating				
10A Friday/Saturday	Seats	Qty	Price	Total
Orchestra Center	X5	1 Masterworks 10A Price	\$575.00	\$1,150.00
	X6	1 Masterworks 10A Price	\$575.00	
[REMOVE]				

- If you still do not want these seats, click “Yes, I’m sure – remove this series.” Otherwise click the button DO NOT REMOVE THIS SERIES to go back a step

NEW SUBSCRIBERS: 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 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

(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

ALL SUBSCRIBERS: 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 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

This is not a problem at all! Be sure to let the Ticket Office know when placing your order so we can seat you in an area accessible by wheelchair. Then 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 arrange this?

We encourage you to call the Ticket Office to place your subscription 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 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 (Seats 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.

If you would like a chair without arms, please contact the Ticket Office in advance to arrange this.

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.

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

Hearing Impairment

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 renewal. 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 renewal. 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.

ALL SUBSCRIBERS: **ADDING SUBSCRIBER EXCLUSIVES**

WHY ADD SUBSCRIBER EXCLUSIVES 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 Itzhak Perlman and Bill Cosby, 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 Exclusives

- Choose from the list of performances by clicking SELECT or, if you do not wish to add performances select, CONTINUE TO NEXT STEP.
- Click the SELECT button next to the concert you want to add.
- Choose how you would like the seats for this concert selected (select your own or best available), then follow the steps outlined on your screen.

Click "Add this performance to my cart."

- Review your selection.

ALL SUBSCRIBERS: 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.

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 2008 – 2009 season. 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 the VIEW PRE-PAID PARKING OPTIONS button
- Select which garage you prefer and select quantity (ex: 1 for one car)
- Click the ADD PARKING button

Adding parking for a series

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

ALL SUBSCRIBERS: ADDING A DONATION

WHY ADD A DONATION?

- Ticket sales only cover a portion of the Symphony's operating costs. Please consider making a donation today.
- Priority status. Donations are another factor that will affect your ranking for priority in seat assignments.
- Renewing subscribers: A suggested donation amount has been calculated for you based on the cost of your original renewal.

How to Add a Donation

- Fill in the amount you would like to contribute in the open box. An automatic suggested amount will appear for renewing subscribers. You may keep with this amount or choose your own.
- Let us know if you would you like recognition for your contribution by choosing an answer where prompted.

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.

For complete benefit information please refer to the [Support the Symphony](#) link of our website or call 206.215.4846.

ALL SUBSCRIBERS: PAYING FOR YOUR ORDER

We will charge you initially for your first choice in anticipation that we can accommodate that preference. Subscriptions are processed in several steps and are all processed by hand. 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 credit the difference at that time.

ALL SUBSCRIBERS: I'VE SUBMITTED MY ORDER, NOW WHAT?

ORDER CONFIRMATION

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

An acknowledgement letter will be sent a few weeks after your order has been placed.

In late spring or early summer, you will receive a seating assignment confirmation that will let you know your seat(s). You will receive a separate confirmation for each series you have ordered. These may arrive weeks apart.

The package with your 2008 – 2009 tickets will arrive in late July.

When will Tickets Arrive?

If you purchased your tickets prior to June 30, 2008, your series tickets & parking vouchers, which are attached in booklet form, will arrive in late July.

If you ordered any Subscriber Exclusives (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.

If you purchased your tickets after June 30, 2008, your tickets will be mailed beginning in mid-July and should arrive within two weeks of your order.

ALL SUBSCRIBERS: EXCHANGES, SINGLE TICKETS, ETC.

EXCHANGING TICKETS

When can I exchange my tickets?

Subscriber Advantage Days begin August 2, 2008. 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 do not start to break up series until Subscriber Advantage Days. All series orders must be processed first.

What is the process for exchanging tickets?

Subscribers 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 seven-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 series or multiple series that total seven or more concerts have access to fee-free ticket exchanges by phone starting October 1, 2008.***

PURCHASING ADDITIONAL TICKETS

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

Subscriber Advantage Days begin August 2, 2008. At this time you will be able to purchase any concert in our season. 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 Exclusives (ex: Opening Night, Holiday concerts, etc.) now through August 1st, 2008. ALL concerts in the season will be available at the start of Subscriber Advantage Days on August 2, 2008.

Donating tickets for a tax receipt

You may donate your ticket back to the Seattle Symphony and receive a donation receipt. Please contact the Seattle Symphony Ticket Office at (206) 215-4747 at your earliest convenience. Tickets may be donated up to 90 minutes prior to the concert. On concert nights, please call & leave your subscriber name/seat location on our recorded donation line (206) 215-4790.

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.

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

QUESTIONS?

IF YOU HAVE ANY QUESTIONS THAT ARE NOT ANSWERED BY THIS DOCUMENT, PLEASE CONTACT THE TICKET OFFICE.

Phone 206.215.4747

Email tickets@seattlesymphony.org

Our hours of operation are as follows:

Weekdays, 10am to 6pm; Saturdays, 1pm to 6pm