

Terms & conditions for renewing & booking your 2019 Season subscription

Subscription packages to Sydney Symphony Orchestra (SSO) performances are subject to the SSO's Conditions of Sale and to the requirements of the venue at which the performances are presented.

RENEWING SUBSCRIBERS

To be eligible to renew your seats where this has been offered, you must submit your renewal order by **Friday 28 September 2018**.

If we cannot accommodate your request, we will contact you to discuss other options. If you do not renew your subscription by this date, your seats may be released and become available to others.

You can:

- renew your current Curated package with no changes, or
- request a change to your seat location, number of seats you require or series (subject to availability), or
- transfer your seats to another patron if you personally authorise us to do so. Simply request a transfer form from the box office before **Friday 28 September 2018**.

Most subscribers are guaranteed the same seats as they had for their 2018 package for the 2019 concerts in these Curated packages only:

- Master Series
- Emirates Metro Series
- Great Classics
- Thursday Afternoon Symphony
- Mondays @ 7
- Tea & Symphony
- Meet the Music
- Kaleidoscope
- Mozart in the City
- International Pianists in Recital
- Family Events

NEW SUBSCRIBERS

New subscribers are offered the best available seats at time of purchase. Tickets will be sent as soon as possible after we receive payment in full, or payment plans are finalised.

YOUTH <30 SUBSCRIBERS

Youth subscriptions are available to people aged 30 years or under on 1 January 2019. You will be seated in the best available seating at the time of purchase. Youth subscription pricing is only available for Curated Packages.

Youth 18 years and under must be accompanied and seated with a full paying adult. Proof of age must be supplied when booking and may be required before admission to each concert.

PROCESSING YOUR SUBSCRIPTION

After 18 July 2018, we will begin to process orders by the date in which they are received for those made via mailed form or online. Orders made over the phone will be offered the best available seating at the time of purchase.

PAYMENT OPTIONS

Payment by credit card, cheque, money order or cash must accompany your booking.

Cash payments can be made in person at the SSO Offices, Clocktower Square, cnr Argyle & Harrington streets, The Rocks.

If you choose an instalment payment plan your first deposit is non-refundable after initial payment is processed. Subsequent payments will be automatically deducted from your credit card on the first Friday of each month. All payments will be completed in January 2019.

Final credit card deduction on Friday 4 January 2019.

Once we receive your order and payment in full, we will mail your subscription pack (including tickets, subscriber card, concert diary and diary stickers). If you have elected to pay in instalments, your tickets will be mailed to you after the balance of your payment is paid.

Cheque payments are only available with two-part payment plans (20%/80% or 50%/50%). If you have paid by cheque, we will send you a reminder to pay your final instalment.

CONCESSIONS

Concession subscriptions are available on selected packages to current holders of certain means-tested Australian pensions (Aged, Disability, Veterans' Affairs, Supporting Parent) and to Australian full-time students.

Proof of concession eligibility must be supplied when booking and may be required before admission to each concert. Tickets will not be sent until such proof is supplied.

CHANGE OF ARTIST OR PROGRAM

The SSO reserves the right to vary, substitute or withdraw advertised programs, artist, venue and seating arrangements, and to vary prices.

REFUNDS

Refunds are not available, except as specified in the Entertainment Code of Practice. The 20% deposit on subscription bookings is not refundable.

TICKET EXCHANGES

Subscribers may exchange tickets from **Monday 19 November 2018**.

Alternatively, subscription tickets may be exchanged up to two working days before the performance for which tickets were originally issued. Exchange requests are not available after this time or after the date of a concert.

If exchanging, you may need to pay an upgrade fee if transferring to a different seating price reserve or an event with higher ticket prices.

- Exchanges may not be available for all concerts and are subject to availability. Blackout dates may apply.
- Exchanges can only be processed through the SSO's Box Office during business hours.
- Cocktail Hour and Family Events series subscribers may only exchange into the C-reserve of other series. Other requests may incur upgrade fees.
- Upgrade costs are payable at the time your exchange is made.
- If you request an exchange into a higher seating reserve, you will be liable for the upgrade costs of moving to that higher reserve. We cannot refund if you move to a lower reserve.

- Exchanges are available for one ticket into another and cannot be split into multiple purchases.
- Exchanges into Special Events and Sydney Symphony Presents are also available to subscribers but will incur upgrade costs.
- Refunds are not available if you chose to change into a ticket of a lower cost.
- Tickets must be returned to the SSO's Box Office for re-sale no later than two working days prior to the concert you are exchanging into or out of, whichever date is first.
- Tickets can be returned via mail sent to our Administrative offices in The Rocks or you may scan the destroyed tickets and email an image to the SSO's Box Office. On receiving the returned tickets, we can complete the exchange and issue you with your new tickets.

To avoid or minimise any exchange fees you may wish to consider choosing a flexible Create Your Own package instead of a Curated package with fixed dates.

MULTI-PACK DISCOUNTS

Any new and additional package from the 2019 season onwards will be discounted 20% up to **Friday 2 November 2018**. Discount applies to full-price Premium – C-reserve packages only. This discount does not apply to pre-existing multiple package renewals.

ADDITIONAL CONCERTS

Subscribers are entitled to 10% discount on extra single tickets to 2019 Season concerts, from Premium to C Reserve seats. The subscriber discount does not apply to Sydney Symphony Orchestra Presents concerts.

Single tickets become available to subscribers ahead of the general public from **Monday 19 November 2018**.

Subscribers can add Special Event concerts and save 10% on one Special Event, 15% discount on two Special Event concerts, and 20% discount for three Special Event concerts when ordered before **Saturday 28 September 2018**.

Special Event Concerts in 2019 are:

- 2019 Season Opening Gala – 8, 9 February
- The Music of Count Basie and Duke Ellington – 23 February
- Lang Lang Gala Performance – 27, 29 June
- Peter Grimes in Concert – 25, 27 July
- A Russian Gala: Abduraimov performs Tchaikovsky – 8, 9 November
- Every Good Boy Deserves Favour – 22, 23 November

The 10/15/20% discount does not apply to Sydney Symphony Presents concerts.

GOLD SUBSCRIPTIONS

Subscribers may elect to become a Gold Subscriber, paying the same price for their 2019 and 2020 subscription in 2019. The 2020 subscription and 2021 subscription amount is paid for in 2018 and held on account. Your package and credit will be guaranteed when it comes time to renew in 2019.

Privacy Policy

PERSONAL INFORMATION COLLECTION STATEMENT FOR SUBSCRIBERS

The Sydney Symphony Orchestra is bound by the Privacy Act 1988 (Cth) (**Privacy Act**). We collect and hold your personal information, that is, information about you such as your name, contact details and records of our dealings with you. We collect this information for the purpose of providing our products and services, seeking support, otherwise engaging with you as one of our contacts, and generally running the Orchestra.

We collect your personal information directly from you unless it would be impracticable or unreasonable to do so. If you do not provide us with all of the information we require, we may be unable to provide you with our products or services, or otherwise engage with you. We may also collect personal information from other sources. We take reasonable steps to ensure your personal information is accurate. We hold your personal information on a secure database located in Sydney, New South Wales.

During the course of undertaking our business we may disclose your personal information to third parties, such as related organisations, business partners, our service providers, professional advisers and government and related authorities. The third parties to whom we disclose personal information may have their facilities located in other countries. We may use your personal information in order to provide you with information about activities and events that may be of interest to you, or to request your support for the Orchestra. You may opt out of receiving our communications at any time by using opt out provided in each of our communications, or by contacting our Privacy Officer directly on the details provided below.

Our Privacy Policy sets out in more detail our approach to managing your personal information. In particular, it explains how you may seek to access and/or correct the personal information that we hold about you, as well as how to make a complaint about a breach of our obligations under the Privacy Act, and how we will deal with complaints.

We encourage you to view our Privacy Policy at sydneysymphony.com or contact us to have a copy provided to you. If you have any questions, comments or complaints about how we handle your personal information, please contact our Privacy Officer.

Privacy Officer

(02) 8215-4600 Mon–Fri 9am–5pm
privacy@sydneysymphony.com