



## **2010/2011 Subscriber Ticket Information**

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### **Subscriber Seating**

The Box Office will process requests for seats in the order of the date the subscription payment was received. Renewing subscribers will receive priority in processing seating. Renewing subscribers should note that the 2010-11 Broadway shows mostly have two performances rather than the three from previous years. As a result of the reduced performances, it may be difficult to get the same specific seats as in the previous year. The Box Office will provide individual assistance in securing the best possible seating options for the 2010-11 season when the seating process begins during the summer.

### **Additional Subscriber Discounts**

Broadway and Opera Subscribers receive **\$5 off** single ticket purchases to additional tickets purchased for Broadway and Opera shows, and **\$3 off** tickets to Music and special event shows. Please note that Subscriber and other discounts do not apply to online internet sales or non-Garde presented events.

### **Exchange Privileges**

Ticket exchanges are free for subscribers for exchanges within the subscription series only, e.g., from one Broadway show to another. Exchanges must be made at least 48 hours prior to a performance. Should you wish to exchange to a show outside your series you may still do so, for a \$5 per ticket exchange fee. This fee is waived for Producer level Friends of the Garde donors (\$250 gifts and above). *Tickets from the current 2009-10 season cannot be exchanged for series or events in the 2010-11 season.*

### **Phone Handling Charges**

Phone convenience fees of \$2 per ticket will be charged for all single ticket orders with a maximum convenience fee of \$10 per order.

### **Ticket Replacement**

Should you lose or misplace your tickets, please contact the Box Office and new tickets will be issued.

### **Your Garde Web Account**

You can access your own secure Garde ticket account on the Garde website [www.gardearts.org](http://www.gardearts.org) by clicking on My Account in the upper right menu. Your account includes your ticket purchase history and current contact information which you can update. You can also click on Preferences and choose the kinds of shows or events you would like to see at the Garde. Only you can access your account and no credit card or other secure information is available or stored.

### **Advance Notice**

When possible, you will receive advance notice on added events before they go on sale to the public. If you have not been receiving periodic Garde e-mail bulletins, please sign up with your current email address by clicking the "eGarde" link at the very bottom right of our home page in the grey "Services" box, or email [boxoffice@gardearts.org](mailto:boxoffice@gardearts.org) for assistance.

### **Assistance**

Please contact the Garde Box Office during regular hours, Monday - Friday, 9-4 pm and two hours prior to performances at 860-444-7373 ext. 1; fax 860-701-0189; Email: [boxoffice@gardearts.org](mailto:boxoffice@gardearts.org).