

## **VRS Ticketing Policies**

All persons, regardless of age, must have their own ticket. The minimum age for attending a VRS concert is 6 years of age. No babes in arms.

All sales are final. Refunds are only available when an event is cancelled with no replacement artist. Artists, dates, and programs are subject to change.

Subscribers can exchange tickets within the same concert season. Requests for ticket exchanges will only be accepted up to 48 hours prior to the performance. This provides the Vancouver Recital Society Box Office the opportunity to resell the exchanged tickets.

The difference in ticket price will be charged when upgrading tickets to a more expensive performance or seat. There are no charges for subscribers making exchanges, however the tickets must be returned to the Vancouver Recital Society Box Office at 301 - 601 Cambie Street, Vancouver, BC, V6B 2P1.

There are no exchanges for single or RU35 tickets.

All credit balances expire at the end of each concert season. Credits may not be used towards a future season's tickets.

Once the performance begins, we can no longer guarantee designated seating. Latecomers will be seated **in the closest available seat** at an appropriate break.

We remind patrons to turn off all electronic devices during the performance. Taking photos or recording the concert is strictly prohibited.

### **Lost Tickets**

In the event that you have lost your tickets, please visit the Vancouver Recital Society Box Office or call 604-602-0363 before the performance date.

### **Order Fees**

The Vancouver Recital Society does not charge order fees at this time.

### **Mailing Fees**

Mailing fees are charged to cover the cost of sending tickets by mail. Tickets are mailed via 1st Class Postage. Delivery may take 5 to 7 business days to arrive.

It is important to note that no tickets will be mailed for performances within 7 days of the purchase date.

The Vancouver Recital Society is not responsible for tickets that are lost or stolen in the mail.