

## **VRS Ticketing Policies**

All persons, regardless of age, must have their own ticket. The minimum age for attending a VRS concert is 7 years of age. No babes in arms. All Youth Club/Youth single patrons must be accompanied by an adult.

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.

Youth and Ru35\* tickets are available exclusively by phone at 604-602-0363. Tickets are available for pick-up at the box office on performance day.

We are the sole authorized seller of tickets to VRS performances; we reserve the right to deny entry to patrons who have purchased from third-party ticketing websites since we are unable to guarantee the authenticity of such 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.

### **COVID-19**

Patrons must comply with guidelines/restrictions (such as mask-wearing) made by the Provincial Health Officer (PHO) under the Public Health Act. Failure to comply may result in a request to leave the venue. In such an event, refunds will not be available.

If you are feeling unwell, we respectfully ask that you stay at home.

\*Limited to 2 tickets per person per concert. Limited availability; call early to avoid disappointment. When picking up tickets, Ru35 ticket buyers must produce valid identification that shows birthdate.