



HARTFORD
SYMPHONY
ORCHESTRA®

Alive through great music!

TICKETING POLICIES

The Hartford Symphony Orchestra (HSO) and The Bushnell are the only authorized seller of tickets to Hartford Symphony Orchestra events held at The Bushnell Center for the Performing Arts, Simsbury Meadows Performing Arts Center, and other locations. Tickets may be purchased through the HSO website at www.hartfordsymphony.org, on the phone (860) 987-5900, or in person at The Bushnell Box Office at 166 Capitol Avenue, Hartford CT. Talcott Mountain Music Festival tickets can also be purchased in person at Simsbury Meadows Performing Arts Center, 22 Iron Horse Boulevard, Simsbury, CT.

When purchasing tickets, you represent and warrant that all information you provide, including but not limited to information concerning your name, address, credit card number, and other identifying information will be true, complete and correct, and that you will update any such information should it change. You agree that you will only use credit cards that belong to you or that you have been expressly authorized to use. You further agree that you will not attempt to conceal your identity by using multiple Internet Protocol ("IP") addresses or email addresses to use or to purchase tickets on our website or via a third-party ticket service.

Tickets may not be used for advertising, promotions, contests, or sweepstakes unless formal written authorization is given by the HSO. Any use of trademarks, name and other intellectual property of the HSO is subject to the HSO's consent.

PRICING

Ticket prices are subject to change without notice. Prices listed on www.hartfordsymphony.org do not include applicable fees.

RESTORATION AND SERVICE FEES

A restoration fee and service fees are added to each ticket purchase.

ACCOUNT INFORMATION

Each MyTickets account must be linked to a unique individual and contain valid and verifiable information. Fictitious or multiple accounts may not be used to obtain tickets. We reserve the right to deactivate accounts, cancel orders, and prohibit purchase ability without notice or compensation.

TICKET DELIVERY

- **Digital** (mobile) tickets will not be activated until eight (8) hours before show time. (FREE)

- **Will-call** tickets will be held in your name and can be picked up in the venue's box office up to two (2) hours before the show with a photo ID.
- **Mailed** tickets will be shipped via. US Mail two (2) weeks prior to the event date. All ticket sales are final.

MINIMUM AGE REQUIREMENTS

Everyone attending an HSO performance must have a ticket, regardless of age.

FORMS OF PAYMENT

The HSO accepts cash, HSO Gift Cards, HSO Flex Cards, MasterCard, VISA, American Express and Discover.

PERFORMANCE CANCELLATION

If a performance is cancelled or postponed, information will be posted on www.hartfordsymphony.org and the HSO's Facebook and Twitter platforms. If a performance is postponed, tickets will be honored for the rescheduled date. If a performance is cancelled, patrons may exchange to another performance (subject to availability), receive tax credit or request a refund.

REFUNDS AND EXCHANGES

ALL SALES ARE FINAL. By purchasing tickets through the HSO you agree to not dispute or otherwise seek a credit card chargeback in lieu of not receiving a refund. Ticket exchanges are offered on a concert-by-concert basis (subject to availability) for a \$4 per ticket Exchange Fee.