



HARTFORD
SYMPHONY
ORCHESTRA®

Alive through great music!
Carolyn Kuan, Music Director

SUBSCRIBER HANDBOOK

2022-2023 Season

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MW
22/23



October 7-9, 2022

**American
Adventures**



November 4-6, 2022

**Debussy &
Ravel**



December 2-4, 2022

**Breaking
Beethoven**



February 10-12, 2023

**Romantic
Rachmaninoff &
Price**



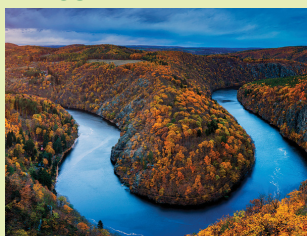
March 10-12, 2023

**Symphonie
Fantastique**



March 31-April 2, 2023

Mozart 40



April 14-16, 2023

**Beethoven by the
Rivers**



May 12-14, 2023

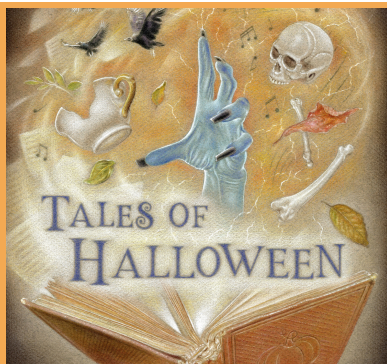
**Mendelssohn
Taking Flight**



June 9-11, 2023

**Tchaikovsky &
Pride**

P!
22/23



October 29, 2022 | 3pm

**HSO's Tales of
Halloween**



December 10, 2022 | 2pm & 7pm

HOLIDAY CIRQUE!



April 29, 2023 | 1pm & 7pm

**Harry Potter and the
Order of the Phoenix**

EXCHANGING YOUR TICKETS

One of your many benefits of subscribing is easy ticket exchanges! You may exchange your tickets for another Masterworks or select POPS! concert within the 2022-2023 season. Please do so in advance of your scheduled concert. Even if you don't know what replacement concert you'd like, Ticket Services can do a "deferred exchange" until you decide on a date. We will make every reasonable effort to give subscribers comparable seating when available. You can also upgrade your seats and pay the difference.

There are three simple ways to exchange your tickets:

IN PERSON:

Exchanges are processed at The Bushnell Box Office at 166 Capitol Avenue, Hartford, CT. We are open Monday - Friday, 10am to 5pm.

BY MAIL:

Tickets and exchange requests can be mailed to:

HSO Ticket Services, 166 Capitol Avenue, Hartford, CT 06106.

Include your name, phone number, and the date of your concert choice. Tickets must be received no later than the day of your scheduled concert or Fridays for weekend performances. Orders received less than one week before the performance will be held for you at Will Call.

BY EMAIL:

Email us a copy of your tickets, torn in half, making sure that both halves are clearly visible. Include your name, phone number, and the date of your concert choice. You can email us at tickets@hartfordsymphony.org. The email must be sent before 5 p.m. the day of your concert (12 p.m. for matinees).

We encourage you to make every effort to exchange your tickets by Friday at 5 p.m. to ensure the best seating availability. However, should you need to contact us over the weekend, please call The Bushnell Box Office directly at (860) 987-5900.

Once tickets are exchanged or reprinted, the originals are no longer valid

Notes on Ticket Exchanges:

1. Subscribers may exchange from a lower-priced seating area to a higher-priced area. In these instances the patron will be asked to pay the difference.
2. For the 2022-2023 season, there may be a price difference when exchanging from Masterworks into POPS.
3. We regret that we cannot offer ticket refunds.
4. Non-subscription tickets may be exchanged but are subject to a \$4 service fee.
5. All exchanges are subject to availability.
6. The HSO reserves the right to limit the number of exchanges into any given performance.

CAN'T MAKE A CONCERT?

If you need to miss a concert, please let us know so we can make your seats available to another music lover.

DONATE YOUR TICKETS

If you choose not to exchange your tickets, we offer another option:

Tax Credit

Call HSO Ticket Services before 5 p.m. the day of the concert (12 p.m. for matinees) to release your seats. After receiving the tickets, we will mail you a tax deduction letter stating that you have donated the value of your tickets. Thank you for your donation!

Notes on Tax Credit:

1. Tax deduction cannot be claimed on expired tickets or tickets that were not released for resale prior to the event.
2. A tax deduction letter can only be issued to the primary account holder or individual who originally purchased the tickets.

LOST TICKETS

If your tickets are misplaced or destroyed, please call HSO Box Office and we will gladly replace them at no additional charge. If you need your tickets replaced the night of the concert, see a Box Office Representative for a reprint.

Please note that once a second set of tickets are printed, the original set is no longer valid.

Please take a moment to update your contact information with HSO Ticket Services to receive concert reminders, concert surveys, our e-newsletter, and special offers!

ACCESSIBILITY

All HSO venues are ADA compliant. If you or a member of your party has any mobility or other special needs, please let us know.

The HSO performs in facilities with elevators, ramps, special reserved seating, and removable seating. These facilities also have designated parking for persons with a State-Issued Handicapped Parking Permit.

Valet parking is available at The Bushnell Center for the Performing Arts. The Bushnell is also equipped with an infrared listening system. Headphones are available at Customer Relations.

IF YOU'RE RUNNING LATE

Our concerts start at the time indicated on your tickets. Ticket holders who arrive after the entrance of the concertmaster will be seated at the discretion of event staff and only during appropriate pauses in the program. In some cases, latecomers may be permitted to stand in the back of the hall until the first late seating opportunity.

At The Bushnell, latecomers may watch and listen to the program on the televisions located in The Bushnell's lobby.

YOUR SUBSCRIBER BENEFITS

- Choose from one of three exclusive behind-the-scenes events held throughout the season! (More information to follow.)
- \$10 off tickets for friends of subscribers (some restrictions apply)
- An invitation to our exclusive Annual Meeting
- Advance ticket notice when a concert goes on sale and the opportunity to purchase tickets before the general public
- Present your subscription ticket the evening of your performance at one of our dining partners to receive special discounts!

SEVERE WEATHER

Concert cancellations only occur in the case of very severe weather. In the case of inclement weather, please visit our website, Facebook or Twitter page for updates on any concert cancellations and postponements.



- 1.If the concert takes place as scheduled: Patrons who do not wish to attend can use their tickets for a future performance within the same season. Exchanges can be made by telephone, or email prior to the concert date and time. Patrons may also request a tax deduction.
- 2.If there is a severe storm and the concert is cancelled: HSO Ticket Services will make every attempt to contact you in the event of a cancellation or postponement. Ticket holders will be permitted to exchange into select upcoming HSO events, subject to availability.

DON'T FORGET...



Secure, free parking is available in the State of CT parking lots along Capitol Avenue. Due to construction in the area, please be aware that Accessible Parking adjustments have been made. Please look for prominently displayed signage off of Capitol Avenue that will direct patrons displaying a valid accessible parking permit to spaces. Spaces are available on a first-come, first-served basis. Valet parking is also available for weekend performances.



The safety and security of all HSO guests is a top priority. All guests are strongly encouraged to arrive at least one hour before the show begins to allow time to park, go through security, and locate your seat. The following Bushnell security policies went into effect as of April 1, 2018:

- All persons and bags may be subject to search
- Backpacks and bags larger than 12"x12"x6" are prohibited
- Exceptions will be made for medically necessary items and diaper bags after proper inspection
- Anyone exiting the building will be subject to search upon re-entry.
- A no bag line has been added to both Belding and Mortensen entrances.



Join us one hour before each Masterworks concert for a free pre-concert talk with the conductor and featured artists!



Grab a drink at any of the lobby bars to enjoy before or during the concert! You may bring food and drinks purchased at the bars back to your seats to enjoy.



No audio or visual recording devices are permitted into the theater. The use of cellular phones for recording or photography is also prohibited, unless stated otherwise.



If you have any questions, feel free to visit the staff at the Customer Relations desk or anyone at the HSO Information table and someone will be happy to assist you.

QUESTIONS?

Contact us:

By phone: (860) 244-2999

In person: 166 Capitol Avenue, Hartford, CT 06106

Starting September 8: Monday - Friday from 10am to 5pm

hartfordsymphony.org