

Troy Chromatic Concerts Inc. Sales Policies

General Restrictions and Limitations

- Troy Chromatic Concerts Inc. endeavors to inform the public of changes to our concerts. However, artists, programs and times are subject to change without notice.
- ALL SALES ARE FINAL.
- NO EXCHANGES.
- NO REFUNDS except in the event of cancellation. Refunds will ONLY be issued to the purchaser of record. Service charges and fees are not refundable. Subscriber refunds will be prorated based on the applicable discount at time of purchase. Unused tickets may be returned as a donation (see Unused Ticket Donations)
- Each patron, including children of any age, must have an individual ticket. The holder of the ticket assumes all risks and danger incidental to the event and agrees not to bring any legal action in connection with such risk assumed.
- Management reserves the right to refuse admission or revoke admission at any time without cause upon refund of the ticket price.
- Patrons arriving after the start of a performance will be seated at the discretion of the management/performer.
- Cameras, audio and video recording equipment are prohibited in the Music Hall.
- Cellular phones, pagers and other communication devices may not be used in the Music Hall and should be turned off as a courtesy to the artists and other patrons.
- NO SMOKING IS PERMITTED INSIDE THE TROY SAVINGS BANK MUSIC HALL BUILDING AT ANY TIME.
- Handicapped seating is limited. Elevator access is limited to the orchestra level. Patrons with special needs should arrive early to allow adequate time to be seated. Contact the Music Hall box office regarding possible restrictions at (518) 273-0038.

Subscriptions

Subscriptions are only available by mail order from Troy Chromatic Concerts Inc. Full details and a subscription order form are provided in our season brochure available through our website or by mail (see Contact Information). In recognition of their key support, subscribers receive special discounts (see) and these additional benefits:

- Same choicest seating for all regular Chromatics' concerts. Re-subscribers may keep the same seats from previous when they re-subscribe by the early subscription deadline.
- Special event notices.

Individual Concert Ticket Sales

Tickets to individual concerts are only available through the Troy Savings Bank Music Hall box office beginning in September preceding the first concert of the season.

Troy Savings Bank Music Hall Box Office
30 Second Street
Troy, NY 12180
(518) 273-0038
www.troymusichall.org.

Discounts

Troy Chromatic Concerts Inc. reserves the right to remove, change or restrict discounts to its scheduled events without notice. Discounts may not be combined and may not apply to “special”, “co-sponsored” or “fundraiser” events.

- Subscriber Discounts offer the biggest savings over regular ticket prices!
 - Subscription Discount varies by season and time of purchase. Check the subscription order form for details. See Student Advanced Sales Discount for special pricing.
 - Subscriber Single Ticket Discount of 15% off additional single ticket purchases.
- Group Discount of 15% off single ticket price applies to the purchase of 10 or more tickets to the same concert.
- Discounts for school age dependent children and college students with a valid college ID:
 - Student Advanced Sales Discount of 50% off regular single ticket price and subscriptions for 50% off the aggregate single ticket prices of all scheduled concerts.
 - Student Rush Ticket price of \$10, depending on availability and limited to 1 Gallery ticket per person purchased in person from the Music Hall box office beginning 1 hr before the scheduled start of a concert.

Unused Ticket Donations

Purchasers of record may return unused tickets to Troy Chromatic Concerts Inc. as a charitable donation that will be gratefully acknowledged. To return unused tickets:

- Unused ticket(s) must have stubs attached.
- Unused ticket(s) must be received no later than 10 business days following the scheduled concert. Tickets received before a scheduled event will be made available for re-sale.
- Provide return address information.
- Provide e-mail address and/or phone number(s) in the event we need to contact you.

Mail the unused tickets and required information to the address under Contact Information. Please allow 4-6 weeks for processing.

Contact Information

Send inquiries and completed season subscription forms with payment to:

Troy Chromatic Concerts Inc.
PO Box 1574
Troy, NY 12181

Inquiries and requests for a season brochure or additional information may also be submitted by e-mail to:

info@troychromaticconcerts.org.