

Jefferson Symphony Association
Ticketing Policy
As of January 15, 2013

Timing and Delivery of Tickets

If you purchase your tickets directly from the Jefferson Symphony office, you will be asked whether you want your tickets mailed or if you wish to pick them up either at the Jefferson Symphony office or at the concert Will Call desk. If you choose to have your tickets mailed, they will be mailed within 48 hours of us receiving your order. There may be a processing and handling fee for mailing of tickets. Please ensure that you have allowed adequate time for the US Post Office to deliver your tickets.

If you choose to pick up your tickets at the Jefferson Symphony office or the Will Call desk at the concert, you may be asked to provide a photo ID. Will Call tickets are generally available 30 minutes prior to the start time of the concert.

Refunds and Exchanges

All our concerts are to be held regardless of weather conditions. Sometimes weather or other outside considerations make the performance impossible to complete.

If a concert is cancelled and not rescheduled, refunds will automatically be applied to the credit card used by the customer at the time of purchase. For customers who purchased their tickets via cash or check, the Jefferson Symphony office will issue a refund check within ten (10) days of the concert cancellation.

Single performance tickets may be exchanged for a future performance if the exchange request is made at least five (5) business days prior to the date of the performance for which the original ticket was purchased. A processing fee may be charged for ticket exchanges. The Jefferson Symphony is unable to provide refunds unless a concert is cancelled and not rescheduled.

EZTicketLive Ticketing Service

The Jefferson Symphony uses EZTicketLive.com to issue tickets via the Jefferson Symphony website. A copy of EZTicketLive.com's policy for Delivery of Tickets/Will Call and Refunds and Exchanges is included below or may be found at www.ezticketlive.com/policy.html.