



CHARLOTTE
SYMPHONY

2023/2024

TICKET EXCHANGE GUIDELINES

Welcome to the 2023/24 Season!

Concert exchanges for the 2023/24 Season will begin on August 21. Please use one of the three submission methods to request an exchange on or after this date and we will do our best to accommodate the request(s) based on the guidelines outlined below.

Please carefully read the guidelines below, including the Concert Exchange Exclusion List, before submitting your exchange request using the form on the next page.

If you have any questions, Patron Services can be reached by phone (704.972.2000) and email (ticketoffice@charlottesymphony.org). Please note that CSO staff members, including Patron Services, are currently working hybrid schedules and may not be in the office.

General Guidelines:

- Exchanges are processed on a first-come, first-served basis in chronological order of the affected performance(s). Exchanges must be requested 24 hours in advance of the concert affected by the change. Any exchange requests made day-of will be processed as a ticket donation.
- Exchanges are subject to availability. Seats and seating sections cannot be guaranteed.
- Exchanges may also involve a price difference; if additional payment is due, you will be contacted by a CSO Patron Services representative.
- Exchange requests must be for performances within the 2023/24 season.

Classical and Pops Series Subscribers

- Exchange into another day/evening of the same concert.
- Exchange into another concert regardless of series excluding special events and select others (*please see season exclusion list on the next page*). Additional charges will apply if upgrading.

Movie Series Subscribers

- Exchange into another day/evening of the same concert.
- Exchange into another concert regardless of series excluding special events and select others (*please see season exclusion list on the next page*). Additional charges will apply if upgrading.
- Exchanging for additional tickets within the Movie Series is prohibited

Family Series Subscribers

- Exchange for additional tickets within series.
- Exchange into another concert regardless of series excluding special events and select others (*please see season exclusion list on the next page*). Additional charges will apply if upgrading.

Create Your Own Series (*all customized packages*)

- Exchange into another day/evening of the same concert.
- Exchange into another concert regardless of series excluding special events and select others (*please see season exclusion list on the next page*). A \$10 exchange fee will be applied to each exchange. Additional charges will apply if upgrading.
- **Super Sale** and **3 for \$99** are ineligible for exchange. All sales are final.



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Concert Exchange Exclusion List*

You may not exchange tickets into the following concerts:

An Evening with Renee Fleming
(Sept. 20)

Cody Fry Live in Concert
(Oct. 27)

Majestic Brass
(Nov. 28)

Cirque de Noël
(Dec. 20-23)

Beauty & the Beast in Concert
(Jan. 12 & 13)

STAR WARS: The Force Awakens
in Concert (March 15 & 16)

**List subject to change at any time.*

Subscriber Exchange Form

NAME: _____

ADDRESS: _____

PHONE: _____ EMAIL: _____

CONCERT EXCHANGE #1

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

CONCERT EXCHANGE #2

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

CONCERT EXCHANGE #3

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

CONCERT EXCHANGE #4

Original Concert: _____ # Tickets: _____

New Concert: _____ Date: _____

How to Submit Your Request

- Online.** At charlottesymphony.org/exchangerequests
- By Mail.** Complete this form and mail to:
CSO Patron Services
128 S. Tryon St. Suite 350
Charlotte, NC 28202
- By Phone.** Call our Automated Subscriber Exchange Service at 704.644.0867.

NOTE: Due to the high volume of preseason requests, you may not be able to immediately reach a live representative upon calling our main line. Using our online, mail, and automated service will expedite your request.