**SUBSCRIPTION TERMS & CONDITIONS**

*Updated July 2019*

New Subscribers

Subscribe by Wednesday 12 September 2018 and automatically go in the draw to two return tickets to Hong Kong flying with our Principal Partner Virgin Australia. Full terms and conditions apply.

Renew Your Subscription

Renew your subscription by Wednesday 12 September 2018 to keep your seats. After this date your seats will be released for sale. Seating change requests must be made when renewing. Changes, where possible, will be made primarily in date order of receipt. Where it is not possible to satisfy a change request, the original seats will be allocated.

Concession Tickets

Veterans’ Affairs pensioners, Centrelink-issued Pension, and Health Care card holders are eligible for concession price tickets. Seniors cards are not eligible for concession prices except for the Friday matinee series at Sydney City Recital Hall. Valid concession identification must be provided at the time of your booking, and must be with you when attending performances.

Under 30s & Student Tickets

Under 30-year-olds save up to 60% and full-time Students save up to 80% off the cost of a full-price subscription. Under 30 subscription seats are available in all price reserves, and Student subscription seats are available in all price reserves except for Premium. Valid proof-of-age/full-time Student identification must be provided at the time of your booking, and must be with you when attending performances.

Processing Your Order

Tickets will be allocated in date order of receipt, prioritised as follows: renewals without changes, renewals with changes, new subscriptions. Seats are subject to availability and tickets will be mailed by December 2018. Your credit card will be debited or your cheque banked on receipt of your application. If you choose to pay in two instalments, you will be charged 50% on receipt of your application and 50% in late November 2018.

Exchanges & Replacements Tickets

After 1 November 2018, subscription tickets can be exchanged for different concerts, subject to availability. Subscribers can exchange their tickets at no cost when exchanges are made up to 14 days before 2019 performances. After that time, a fee of $7.50 is charged per transaction. Tickets are transferable and able to be replaced if you lose them. Tickets are not refundable and all sales are final once payment has been processed (except in accordance with the Live Performance Australia Code of Practice for the Ticketing of Live Entertainment in Australia – liveperformance.com.au). Please note that ticket exchanges must be for performances in the same calendar year.

Donations

We ask for a tax-deductible donation to be included with your subscription to help us maintain the ACO as Australia’s finest orchestra and to help us provide essential support for our education work. We receive less than 12% of our funding from government sources so we rely on the generosity of our supporters. Thank you for your contribution.

Subscriptions as Gifts

Experiences make the best gifts. Consider giving friends and family an ACO subscription for Christmas, or a birthday. You may also visit aco.com.au/shop for gift certificates and CDs.

Single Tickets

Tickets for Flexi-Packs go on sale on 18 October 2018. Single tickets go on sale on 1 November 2018. Sign up to the ACO Newsletter to receive pre-sale announcements.

Early Bird Adult Single Tickets

Early Bird rate of 10% off is only available for Adult Single ticket purchases between 29 October 2018 to 31 December 2018. ACO reserves the right to amend this offer at any time. For ticket exchanges that take place after Fri 15 January 2019, upgrade fees may apply as well as any exchange fees.