



2010-2011 SEASON

# SUBSCRIBER HANDBOOK

EDWARD CUMMING, MUSIC DIRECTOR

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## YOUR 2010/2011 HARTFORD SYMPHONY SEASON

### MASTERWORKS

#### ONE EXTRAORDINARY SEASON!

**Beethoven's Emperor!**  
October 14, 15, 16 & 17

**Tchaikovsky's Piano Concerto**  
December 2, 3, 4 & 5

**Valentine's Romancel**  
February 10, 11, 12 & 13

**Beethoven & Brahms**  
April 14, 15, 16 & 17

**Scheherazade!**  
November 4, 5, 6 & 7

**Mendelssohn Violin Concerto**  
January 6, 7, 8 & 9

**Music Director Inaugural**  
March 17, 18, 19 & 20

**Tchaikovsky's Fourth**  
May 19, 20, 21 & 22

**Edward Cumming's Finale**  
June 4

### HARTFORD SYMPHONY POPS!

#### THE HOTTEST TICKET IN TOWN!

**POPS! Goes Vegas**  
November 13

**Love is All You Need**  
February 26

**Richard Rodgers Revue**  
May 14

**Holiday POPS! Spectacular**  
December 18 (3 p.m. & 8 p.m.)

**A Tribute to Nat King Cole**  
March 26

**Swing, Swing, Swing**  
June 11

## KEEP US POSTED:

As the number of subscribers continues to grow, there are increasingly fewer seats remaining for single ticket buyers. If you know you're going to miss a concert, please let us know so we can make those seats available to another music lover.

Thanks!

### HSO TICKET SERVICES

99 Pratt Street, Suite 500, Hartford, CT 06103-1629

Phone: (860) 244-2999 Fax: (860) 249-5430

Hours: Monday – Friday, 10am – 5pm

[tickets@hartfordsymphony.org](mailto:tickets@hartfordsymphony.org)

## EXCHANGING YOUR TICKETS

We know life is full of unexpected changes and surprises—that's why we make exchanging your tickets so easy! If a conflict arises, you may exchange your tickets for another Hartford Symphony concert within the 2010-2011 season. We will make every reasonable effort to give subscribers comparable seating when available. You can always upgrade your seats and pay the difference.

There are three simple ways to exchange your tickets:

1. **In Person:** Tickets can be exchanged in person up to 5 p.m. the day of your scheduled performance. For Saturday and Sunday performances, please visit us by 5 p.m. on Friday. Exchanges are processed at HSO Ticket Services at 99 Pratt Street, Suite 500 in downtown Hartford. We are open Monday through Friday, 10 a.m. to 5 p.m.

2. **By Mail:** Tickets and exchange requests can be mailed to:

**HSO Ticket Services**

**99 Pratt Street, Suite 500**

**Hartford, CT 06103-1629**

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. Please enclose a self-addressed envelope so we can mail the tickets back to you. Orders received less than one week before the performance will be held for you at the Will Call window the night of the performance.

3. **By Fax or Email:** Fax or 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. Our subscriber fax line is **(860) 249-5430** or you can email us at **tickets@hartfordsymphony.org**. The fax or email must be sent before 5 p.m. the day of your concert.

**Important Note:** Tickets to Saturday or Sunday performances must be exchanged no later than 5 p.m. on the Friday before the concert.

## ALTERNATE OPTIONS

If you choose not to exchange your tickets, you still have two options:

1. **Subscriber Rush:** The Hartford Symphony Orchestra allocates a certain number of tickets per performance for subscribers to exchange into. If we are unable to exchange your tickets in advance you may bring your tickets to any concert night of the same performance. If there are seats available, starting 30 minutes prior to the performance, you will be placed as close to your original seats as possible at no additional charge. We recommend calling HSO Ticket Services the day of the concert to check on availability. Subscriber Rush tickets cannot be reserved in advance.
2. **Tax Deduction:** Call HSO Ticket Services at (860) 244-2999 before 5 p.m. the day of the concert to release your 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 TICKET EXCHANGES

1. The Bushnell Box Office does not process subscription exchanges.
2. 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.
3. We regret that we cannot offer ticket refunds.
4. Non-subscription tickets may be exchanged but are subject to a \$3 -per-ticket 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.

### NOTES ON TAX DEDUCTION

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.

## SEVERE WEATHER

Concert cancellations occur only in the case of very severe weather. In the case of inclement weather, we will notify local radio and television stations of 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. Exchanges can be made by telephone 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 selected upcoming HSO events, subject to availability.

Up-to-date information will be posted on the HSO website [www.hartfordsymphony.org](http://www.hartfordsymphony.org) or you can call HSO Ticket Services at **(860) 244-2999**.

## LOST TICKETS

If your tickets are misplaced or destroyed, please call HSO Ticket Services and we will gladly replace them at no additional charge. If you are attending a Saturday or Sunday concert, please notify us no later than 5 p.m. on the Friday before. If you need your tickets replaced the night of the concert, see a HSO Ticket Services Representative and they will issue you a seating pass.

## 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. For information about the valet services please contact The Bushnell at (860) 987-6059. The Bushnell is also equipped with an infrared listening system. Headphones are available at Customer Relations.

## IF YOU'RE RUNNING LATE

Common courtesy and concert etiquette require that there be no seating while music is being played. 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 the HSO staff and only during appropriate pauses in the program. In some cases, HSO staff may permit latecomers 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 Bushnell's lobby televisions.

### PLEASE CHECK THESE STATIONS FOR INFORMATION

- CT Public Radio / WNPR (90.5 FM)
- WTIC-AM (1080)
- WFCR-FM (88.5)
- WDRC-AM (1360)
- WFSB-TV 3

### HSO NEWSLETTER

For the most up to date concert information, please subscribe to our e-newsletter. Visit our website to subscribe online.

[www.hartfordsymphony.org](http://www.hartfordsymphony.org)

### QUESTIONS?

We will be happy to answer any questions you may have related to your HSO subscription.

Please feel free to call us at:

**(860) 244-2999,  
Monday—Friday,  
10 a.m. to 5 p.m..**

Or Visit us at  
**99 Pratt Street  
Suite 500  
Hartford, CT 06103**

## YOUR SUBSCRIBER BENEFITS

1. **Subscriber Discounts:** Bring a friend or try out another series! HSO subscribers receive \$5 off each additional ticket purchased for most HSO concerts. Extra tickets can be ordered anytime in advance of the event by calling HSO Ticket Services at (860) 244-2999.
2. **Subscriber Benefit Card:** An HSO Subscriber Card is your passport to all the wonderful benefits offered exclusively to HSO Subscribers. Receive special discounts at various Hartford businesses and restaurants.

## DISCOUNT DINING BENEFITS

Below is a list of Hartford restaurants participating in the 2010-2011 Hartford Symphony Orchestra Subscriber Discount Program:

[City Steam Brewery Café](#) | 20% off ticket holder's food

[Dish Bar and Grill](#) | 20% off the purchase of two entrees

[Salute](#) | 10% off the entire bill

Be sure to present your subscriber card and ticket to receive your discount! Check out our website ([www.hartfordsymphony.org](http://www.hartfordsymphony.org)) for the most up-to-date list that includes additional restaurants and discount updates.

## NEW FOR 2010-2011

Please note of the following changes for our 2010-2011 season:

1. **Thursday Time Change:** Thursday Masterworks concerts are now at 7:30pm. Please be sure to note this on your calendars.
2. **Handel's Messiah:** This concert is an optional add-on for your subscription and you can receive a subscriber discount for tickets to this special event. Please call (860) 244-2999 for further information.
3. **POPS! Program Change:** The concert *Irish POPS! featuring Robert White* on March 5, 2011 has been changed. The new program is *All You Need Is Love: A Celebration of the Sixties* and will be held on February 26. Your tickets reflect this change.
4. **Bushnell Public Access Surcharge:** This \$3 per ticket fee is levied by the Bushnell and goes toward maintaining security, parking lots, & snow removal. It is included in your subscription price this season, but will be applied to any single tickets purchased.
5. **New Music Director:** After three more guest candidates this fall, the choice for the new music director will be announced in January. The programming for his/her inaugural concerts in March will be announced shortly thereafter.
6. **Edward's Finale:** Maestro Cumming's final concert will be held on Saturday June 4, 2011 in the Mortensen Hall. Please note that there is only one performance. If you are attending please mark your calendars accordingly, as this performance day may differ from the rest of your subscription.

### IF YOU MOVE

If you move, please notify HSO Ticket Services so you can continue to receive tickets and mailings.

### DISCOUNT DINING

We are always adding more restaurants and businesses. Please check our website for the most up to date subscriber discount dining information.

### SUBSCRIBER CARD

New subscribers can find their subscriber card enclosed. Present your card at participating restaurants to receive your discount.

If you have misplaced your subscriber card, please call Hartford Symphony Ticket Services for a replacement.