



SUBSCRIPTION TICKET EXCHANGE POLICY

Subscribers may exchange their **subscription** tickets for another performance by returning tickets to the Box Office, either in person, by fax, or by mail, at least 24 hours before the concert you are exchanging out of. There is no charge to exchange tickets. If the new tickets are more expensive, you will be charged the difference. If you exchange tickets for a less expensive performance, the remaining amount of the difference/credit can be applied toward your next ticket purchase during the same season. Credits are only good for the current season and cannot be applied to the following season or refunded for the cash value. Please call in advance to verify availability and prices.

Exchange in person:

You may exchange your tickets in person at the Miller Theatre Box Office between noon-6:00 p.m. Monday through Friday.

Exchange by mail:

To exchange tickets by mail, send your tickets to:

Miller Theatre at Columbia University
Attn: Audience Services Manager
2960 Broadway, MC 1801
New York, NY 10027

Tickets must be received by the Box Office at least 24 hours before the date on the ticket to be exchanged and the information listed below must be included.

Please note: Allow ample time for mailing. Miller Theatre is not responsible for delayed or undeliverable mail; the Box Office does not receive weekend mail. Tickets received after the performance cannot be exchanged.

Exchange by fax:

To exchange tickets by fax, cut your tickets lengthwise, photocopy the cut tickets, and fax the photocopy with the information below to (212) 854-7740.

Information to include with fax or mail exchange:

- Name, address, day and evening phone numbers
- Name, date, time, and place of the performance you wish to attend
- Number of tickets you desire
- In case of an uneven exchange, please include your check or number where you can be reached to get credit card information
- Seating section you would like

Please call to confirm that we have received the fax or mail.

When exchanging, please keep in mind the following:

- Past-date and lost tickets cannot be exchanged.
- Exchanges must be completed 24 hours before the date on the tickets to be exchanged.
- In order that we may provide service to all patrons, we ask your patience in not requesting exchanges at the Box Office 30 minutes prior to any event.
- We do not offer refunds, except in the case of a cancelled performance. For subscribers who exchange to a lower-priced ticket, a credit voucher will be issued, redeemable any time during the current season.
- Exchanges are only available for events produced by Miller Theatre. (Rental events are not included.)
- Tickets are subject to availability; there may be some concerts for which exchanges are not possible; we cannot guarantee comparable seating.
- Tickets exchanged by mail and/or fax will be held at the Box Office for pick up.