

MILLER THEATRE

COLUMBIA UNIVERSITY SCHOOL OF THE ARTS

Subscription Ticket Exchange Policy

Subscribers may exchange their subscription tickets for another performance using the three convenient methods detailed below. Tickets must be exchanged at least 24 hours before the concert you are exchanging out of. There is no fee to exchange tickets.

Exchange by phone:

Once you know the show you would like to exchange into, please call the Box Office at 212.854.7799 with your current seat number and last name of the ticket reservation.

Exchange in person:

You may exchange your tickets in person at the Miller Theatre Box Office during box office hours Monday through Friday noon-6:00p.m. or during the intermission of a Miller event. Please note that exchanges cannot be processed one hour prior to events.

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

Please include the below information in your letter:

Name, address, and phone number

Name, date, and seat number(s) of the performance you are exchanging out of

Name, date, and time of the performance you wish to attend

Please 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.

When exchanging, please keep in mind the following:

- Past-date and lost tickets cannot be exchanged.
- Tickets will be exchanged into the same price section, if available.
- Exchanges must be completed 24 hours before the date on the tickets to be exchanged.
- We do not offer refunds, except in the case of a cancelled performance.
- 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.