

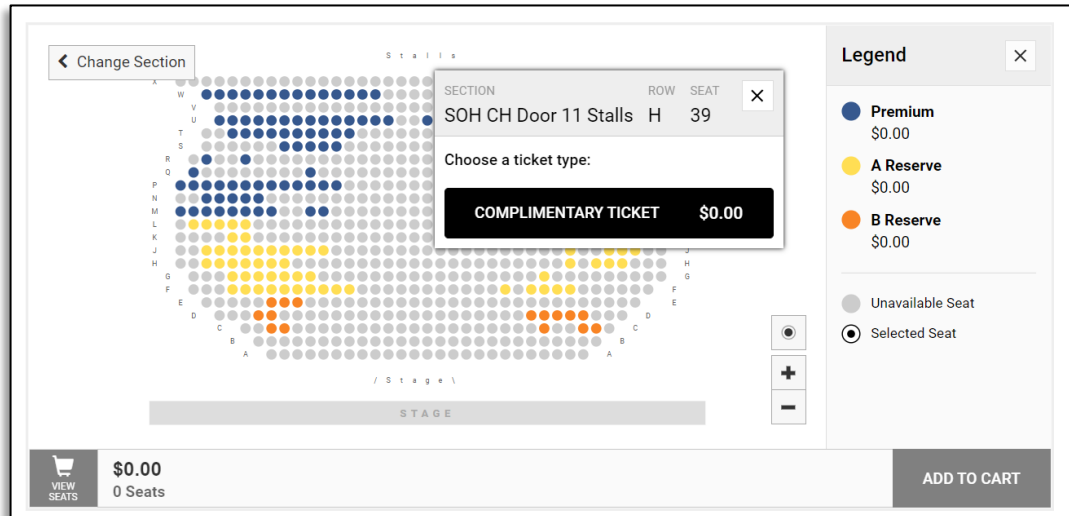
Ticket Booking Manual
Version 2022-1

This manual will explain the steps to be taken to select and book complimentary tickets to Sydney Symphony Orchestra concerts.

1. Follow the link included with the offer.
2. Select the right concert date you would like to attend.
 - a. Add in the **Promo Code** box (right upper corner) the promo code included with the offer.

3. Select seat(s) in available areas.

4. Select the **Complimentary Ticket** option and **Add** it to the cart.



5. You will be directed to your cart and get the following message.

Thank you for selecting your seat(s) to *People's Choice Concert with Simone Young* at the Concert Hall, Sydney Opera House.
Please, select Check Out to finalise your booking.

6. The price of the seat(s) you selected should have been changed to \$0.00
7. Select **Check Out**
8. If you have an account login, if you don't create an account by following the steps as directed by the website.
9. Check your order and agree to the Terms and Conditions before you select **Pay Now**.
10. Your tickets will be sent to the email address on your account, about 48 hours before the start of the performance.

Trouble shooting

- A. The price of the seats selected in the cart has not been changed to \$0.00, what do I do?
Make sure the correct promo code is submitted to the order *before* you select seats. The best is to empty your cart, close your browser and start again.
- B. I might have an account with the Sydney Symphony, but I cannot remember my login details?
You can request a Forgot Password if you remember the email address you used before. If you are unsure, please give our Customer Service team a call on 02 8215 4600 (Mon-Fri, 9am-4pm). They can assist you with your account and login details.
- C. I booked tickets, but I am unable to attend, what do I do?
Please email our Customer Service team if you are unable to attend. Our address is info@sydneysymphony.com (or reply to the confirmation email you received).
- D. What if I haven't received a confirmation email?
If you haven't received a confirmation email within 1 hour after you finalised the booking, there might be a problem with your booking. Please contact our Customer Service team, you can call or email us.
- E. What if I forget, misplace, or never receive my tickets?
Please go the venue if your booking is confirmed (see point D if not) and ask at our **Customer Service Desk** for a replacement ticket. You can find our **Customer Service Desk** near the *venue Box Office* from one (1) hour before the start of the performance.