

# FORT WAYNE PHILHARMONIC

Andrew Constantine, Music Director



Dear patron,

Thank you for your continued patience, flexibility, and dedication during this challenging time. In July, we made the difficult decision to suspend subscription and previously advertised concerts scheduled September through January 30, 2021. Please know that the Philharmonic is committed to a safe and viable return to stage as soon as possible. **As promised, I am reaching out today to let you know we have additional information regarding your tickets for the 2020-21 Season.**

When we return to the stage our programming choices may be different; therefore, the Box Office has created a plan to make your ticket transactions as simple as possible. **For your convenience, the funds from tickets purchased for the 2020-21 Season have been placed on your account to be available for future ticket purchases through December 2022.**

We hope this option is satisfactory; however, we understand that instead you may like to donate your tickets or receive a refund. If you would like to choose a ticket option other than keeping your ticket credit on your account for future ticket purchases, you may do so. **Please see the frequently asked questions to the right and the form on the bottom of this page for further directions.**

We thank all of our dedicated patrons, donors, foundations, sponsors, volunteers, and friends. **You can further support your Philharmonic over the next several months by making a contribution, engaging with us virtually, and keeping in touch about upcoming events.**

The Philharmonic staff is hard at work planning a condensed season for the Spring. **We are very appreciative of your generosity and support during this difficult time.**

Sincerely,

Daniel Cavalancia,  
Ticket Operations and Sales Manager

## FREQUENTLY ASKED QUESTIONS

### What is On Account Credit?

Funds on hand from returned tickets from both the 19/20 and 20/21 seasons comprise your own personal On Account Credit account. These funds can be used to cover the total cost of tickets, subscriptions, gift certificates, and cover applicable fees. Credit is tracked in your Philharmonic account handled by the Box Office.

### When does On Account Credit expire?

The credit is good through December 31, 2022. After that date, all funds remaining in your account will expire. The Box Office will periodically send updates about your account totals.

### How do I redeem my On Account Credit?

Please e-mail the Box Office at [tickets@fwphil.org](mailto:tickets@fwphil.org) or call 260.481.0777 to use these funds. The Box Office will need your name and patron ID on the account to redeem the funds.

### What will happen to my regular subscription seats?

If you are a regular subscriber, the Box Office saved your seats in its database. When the time comes once again to mount a full season, your renewal form will arrive with your regular seats.

### What if I want to donate my tickets back to the Philharmonic or a refund?

Please fill out the form below with your choice and mail it in the enclosed envelope.

**Questions? Email [tickets@fwphil.org](mailto:tickets@fwphil.org) or leave a message at 260.481.0777.**

## RETURN AND MAIL NO LATER THAN 10/31/20 ONLY IF YOU WANT TO SELECT OTHER TICKET OPTIONS OR MAKE A CONTRIBUTION.

- DONATE THE VALUE OF MY TICKETS
- REQUEST A FULL OR PARTIAL REFUND IN THE AMOUNT OF \$ \_\_\_\_\_
- MAKE A TAX-DEDUCTIBLE CONTRIBUTION TO THE PHILHARMONIC IN THE AMOUNT OF \$ \_\_\_\_\_
- Enclosed is my check, payable to the Fort Wayne Philharmonic**
- Charge the balance in full by credit card (circle one):**    **Visa**    **Mastercard**    **Amex**    **Discover**

Name on card: \_\_\_\_\_ Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ CVV: \_\_\_\_\_ Signature: \_\_\_\_\_

You will receive a receipt of confirmation by email or phone.