

# FAQs

## How do I purchase a Locals pass?

You may purchase a pass over the phone or in person at the Box Office. Note that an \$8 order fee applies to all phone orders and your Colorado ID must be verified in person at the Box Office when you pick up your pass. Please see inside for Residency Requirements.

## When and where can I pick up my Locals pass?

Please pick up your pass prior to the start of the Festival season, if possible, as it will take some time to take your photo and print your pass. *Please do not pick up your pass within 1 hour of any AMFS performance.* You must visit the Harris Concert Hall Box Office to show your ID and pick up your pass. The Wheeler Opera House Box Office does not print passes.

## Am I guaranteed a seat at the hall with my pass?

The pass allows you a discounted ticket where seating is still available. Owning a pass does not guarantee you a seat in the venue. To ensure a ticket to any event, you may purchase at your convenience.

## I can no longer come to the Festival. Can I get a refund on my pass?

We do not issue refunds or exchanges on any passes or tickets.

## Can I exchange or return my ticket once I've gotten it using my pass?

Once you redeem or validate your pass for a ticket, there are no exchanges or refunds. If you cannot use your ticket, please call the Ticket Return Line at 970-205-5005.

## Can I give my pass to someone else?

*All purchased passes are non-transferable.* The passholder is the only person who may redeem his or her pass for a ticket.

## My partner also has a Locals Pass. Can I pick up his/her tickets?

You may pick up tickets for your partner only if you are both listed as passholders together in the account and his/her ID is present.

## How will I know what seat location I will get? Do you save seats for passholders?

We do not save seats for passholders. Seats may often become available at the last minute, however the quantity and location is not guaranteed. ADA seating accommodations are available for wheelchair patrons and their companions.

## Can I redeem my Locals Pass over the phone?

If you utilize your pass over the phone, you will incur an \$8 order fee on top of the discounted ticket price.

## What do I do if I lose my pass?

Visit the Box Office and we will take a new photo and print a new pass.

**JUNE 27-AUGUST 18, 2019**

*Have questions or would like to get tickets?*

- **Contact our Box Office**  
970 925 9042
- **Harris Concert Hall**  
960 North 3rd Street  
Aspen, CO 81611, USA

**[www.aspenmusicfestival.com](http://www.aspenmusicfestival.com)**

PHOTOS GRITTANI CREATIVE & ALEX IRVIN

A GUIDE TO AMFS

LOCALS  
PASSES  
2019

**TICKET REDEMPTION,  
TIMING, AND  
PERMISSIBLE EVENTS**

## AMAZING DEAL FOR YEAR-ROUND ROARING FORK VALLEY LOCAL RESIDENTS!

**10-Event Pass Gives HUGE Savings -- Now with more savings, more flexibility.**

**NEW FOR 2019 | The Locals Pass is now valid for ten concerts, up from six, and Sundays cost less—just \$25!**

### HOW IT WORKS

- Pay just \$60 for the pass, and use it to purchase deeply discounted tickets to many events.
- Purchase tickets for up to ten events. Choose from Sundays (\$25—a \$60 savings off the regular price), Fridays (\$20—a \$62 savings off the regular price), or any other regular concert or master class (\$15—up to a \$50 savings off of the regular price). *Some restrictions apply.*
- The following concerts require a premium charge: Final Sunday on 8/18 costs \$50 with Locals Pass; Recitals with Daniil Trifonov on July 31, Sharon Isbin on August 10, and Vladimir Feltsman on August 17 cost \$30 with Locals Pass.
- Pass is not valid for June 29 A Tribute to Nat “King” Cole; July 10 and 11 Complete Brandenburg Concertos; July 22 South Pacific; July 23 Special Event with Sarah Chang; July 30 Master Class with Renee Fleming; August 1 Special event with Renee Fleming and the Emerson String Quartet; August 5 A Feast of Music; August 7 Special Event with Augustin Hadelich and Orion Weiss; August 15 Special Event with Robert McDuffie; August 20 Country Music: An Evening with Ken Burns; Sondheim’s *A Little Night Music*; Mozart’s *The Marriage of Figaro*.

### RESIDENCY REQUIREMENTS

You must show a valid Colorado driver’s license or state-issued ID from one of the following towns:

Aspen (81611, 81612)	Glenwood Springs (81601, 81602)
Snowmass Village (81615)	Meredith (81642)
Woody Creek (81656)	Thomasville (81642)
Snowmass (81654)	New Castle (81647)
Basalt (81621)	Silt (81652)
El Jebel (81628)	Rifle (81650)
Carbondale (80693, 81623)	
<i>includes Redstone &amp; Marble</i>	

### PASS PERMISSIBLE EVENTS AND DISCOUNTS

CONCERT	SINGLE TICKET PRICE	LOCALS PASS PRICE <sup>^</sup>
Tuesday Aspen Conducting Academy Orchestra	Free	Free
Wednesday Aspen Philharmonic Orchestra	\$25	\$15
Friday Aspen Chamber Symphony	\$82-\$90	\$20
Sunday Aspen Festival Orchestra	\$85-90	\$25
Harris Concert Hall Master Class	\$25	\$15
Saturday Opera Scenes Master Class	\$40	\$15
Monday Chamber Music	\$45	\$15
Saturday Chamber Music	\$45	\$15
Friday Aspen Chamber Symphony Dress Rehearsal	\$20	\$15
Sunday Aspen Festival Orchestra Dress Rehearsal	\$20	\$15
Recitals	\$55-\$75	\$15
Staged Operas	\$25-\$75	No discount
Overtures: Preconcert Chamber Music	\$10	No discount
Special Events	Varies	No discount
Artist Dinners	\$500	No discount
House Music	\$60-\$100	No discount

<sup>^</sup> Passes are not redeemable online

**Because of the popularity and great deal of the Locals Pass, we must enforce the following:**

- You must show your own ID in person at the Box Office in order to pick up your Locals Pass.
- The Box Office will not distribute a pass to anyone other than the passholder
- Expired IDs and copies of IDs will not be accepted
- Utility bills, magazine subscriptions, or leases do not count as proof of residency. You must have a Colorado-issued state ID or driver’s license. No exceptions.
- Only 1 Locals Pass per person per ID

**Unlike other purchased passes, Locals Passes can be redeemed for tickets at any time and may redeemed for one or numerous tickets.**

TIMING ALLOWANCES	DAY OF	IN ADVANCE
<b>By phone</b>	You cannot obtain tickets day of a performance over the phone?	Pay the discounted Locals rate, plus an \$8 order fee
<b>In person</b>	Visit the Box Office to use your Locals Pass for any event	Pay the discounted Locals rate

**ALL LOCALS PASSES ARE NON-TRANSFERABLE**

