

FAQs

How do I purchase a 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.

When and where can I pick up my pass?

Please pick up your pass prior to the start of the Festival season 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 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 free ticket on the day of the performance where seating is still available. Owning a pass does not guarantee you a seat in the hall. To ensure a ticket to any event, you may validate your pass prior to the day-of.

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.

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

We do not save seats for passholders. Seating is not guaranteed and is best available the day of a performance. 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. Other non-ADA requests may not be filled day-of. To guarantee a particular seat in advance, please validate your pass.

Do I have to pay an \$8 order fee if I validate my pass over the phone?

If you pay to validate your pass over the phone prior to the day of a performance, you will also incur an \$8 order fee on top of the \$15 validation fee.

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

PHOTOS ELLE LOGAN & ALEX IRVIN

A GUIDE TO AMFS

**PURCHASED
PASSES 2019**

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

PURCHASED PASS DESCRIPTIONS

GOLD SEASON PASS

Admittance to all regularly scheduled events. Reserve your seats by phone the day of the event.

For the frequent attendee who values the convenience of calling ahead and wishes to be able to choose from a wide menu of concerts, including three orchestral concerts a week, three or four recitals, chamber music, master classes with world-renowned artists, and more. This pass entitles the passholder to a free ticket on the day of the event, either in person or by phone; all tickets reserved before that require a \$15 validation per seat. Admission to events is subject to availability. Not valid for special events, collaborations, staged operas, benefits, house musics, artist dinners, or films. If purchased by phone, passes must be picked up in person at the box office.

FULL SEASON PASS

One price for access to an entire summer of music (all regularly scheduled events). Reserve your seats in person the day of the event. If you'd like to attend more than a dozen concert this summer, this pass saves you a ton, plus gives you the fun of dropping in on a variety of events to sample and experiment. Choose from including three orchestral concerts a week, three or four recitals, chamber music, master classes with world-renowned artists, and more.

This pass entitles the passholder to a free ticket to all regularly scheduled events on the day of the event in person at the box office; tickets reserved in advance or over the phone require a \$15 validation per seat. Not valid for special events, collaborations, staged operas, benefits, house musics, artist dinners, or films. If purchased by phone, passes must be picked up in person at the box office.



SEASON KICKOFF PASS

An open invitation to all regular AMFS events through July 10, including three orchestral concerts a week, three or four recitals, chamber music, master classes with world-renowned artists, and more. This pass entitles the passholder to a free ticket on the day of the event; tickets reserved in advance require a \$15 validation per seat. Not valid for special events, collaborations, staged operas, benefits, house musics, artist dinners, or films. If purchased by phone, passes must be picked up in person at the box office.

SELECT SEASON PASS

Full event access except Friday evening and Sunday afternoon performances, including two orchestral dress rehearsals a week, one orchestral performance, three or four recitals, chamber music, master classes with world-renowned artists, and more. This pass entitles the passholder to a free ticket on the day of the event; tickets reserved in advance require a \$15 validation per seat. Admission to events is subject to availability. Not valid for special events, collaborations, staged operas, benefits, house musics, artist dinners, or films. If purchased by phone, passes must be picked up in person at the box office.

YOUTH SEASON PASS

This special pass for ages 4-18 allows full access to events, including three orchestral concerts a week, three or four recitals, chamber music, master classes with world-renowned artists, and more, except for special events, collaborations, staged operas, benefits, house musics, artist dinners, or films. This pass entitles the passholder to a free ticket on the day of the event; tickets reserved in advance require a \$15 validation per seat. Admission to events is subject to availability. If purchased by phone, passes must be picked up in person at the box office.

PURCHASED PASS TICKETING AND REDEMPTION POLICIES

PASS TYPE*	COST	INCLUDED EVENTS	EXCLUSIONS	TIMING	VALIDATION FEE**
Gold Season	\$1,250	One ticket per event, pending availability	Special events, collaborations, Some Operas, house music, artist dinner, opera gala performance	By phone or in person, day of the	Yes
Full Season	\$935	One ticket per event, pending availability	Special events, collaborations, Some Operas, house music, artist dinner, opera gala performance	In person only , day of the	Yes
Select Season	\$425	One ticket per event, pending availability	Fridays & Sundays , special events, collaborations, Some Operas, house music, artist dinner, opera gala performance	In person only , day of the	Yes
Season Kickoff	\$190	One ticket per event, pending availability between June 27-July 10, 2019	Special events, collaborations, Some Operas, house music, artist dinner, opera gala performance	In person only , day of the	Yes
Youth (ages 4-18)	\$50	One ticket per event, pending availability	Special events, collaborations, Some Operas, house music, artist dinner, opera gala performance	In person only , day of the	Yes

ALL PASSES ARE NON-TRANSFERABLE

* Passes are not redeemable online

** A \$15 per ticket Validation Fee can be paid to acquire your ticket prior to the day of a performance

All of the above passes are 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*.