VCH Volunteer Resources - Vancouver Acute and Residential Care

VCH 2017 VANCOUVER SYMPHONY ORCHESTRA TICKETS TERMS OF SALE

**ELIGIBILITY**: VCH staff, physicians, students, volunteers and employees of VCH contractors are eligible to purchase select Vancouver Symphony Orchestra (VSO) tickets from VCH Volunteer Resources VA.

**FOR SALE:** Volunteer Resources VA has a limited number of tickets to nine VSO concerts in the coming year and is offering to sell these to eligible VCH personnel. Buyers may purchase a maximum of 4 tickets to each concert, or up to 8 tickets if the buyer also purchased VSO tickets from Volunteer Resources VA during the 2015-16 season. Buyers will not be offered a choice of seats. Volunteer Resources VA will do its best to group all the seats purchased by each buyer together (all in a row, or immediately in front or behind) though groups of seats cannot be guaranteed. No PST, GST or handling fee over and above the price listed on the order form will be charged. All tickets are offered on a first-come, first-served basis, while supplies last.

**TO ORDER TICKETS:** To order tickets from Volunteer Resources VA, buyers must submit a completed VCH 2017 VSO TICKETS ORDER FORM. To do this, print the form, complete it legibly by hand, scan and convert it to a PDF, and email it as an attachment to vhvolunteer@vch.ca Include the word VSO in the subject line. It is recommended that buyers follow these instructions and avoid trying to submit the form in any other way. Our technology is dated. Trying to submit the form to us using methods other than those described may prove to be unsuccessful and may simply delay the processing of your order. Only emailed orders will be accepted. Email lets us avoid handling cash or cheques, keeps the buyer’s credit card information secure and allows us to accurately track the order in which the forms arrive. We will only process orders written on the VCH 2017 VSO TICKETS ORDER FORM. This ensures that we know what buyers want, and they get what they paid for. The form must include the number of tickets the buyer wishes to purchase to each concert, and the total number of tickets the buyer wishes to purchase with the form they are submitting, as well as the buyer’s full name, email address, phone number, credit card information, amount authorized, and signature. Volunteer Resources VA will not amend or complete any part of the form for the buyer. Please note that the longer you wait to submit your order, the greater the chance that any given concert may be sold out. Volunteer Resources VA will respond to the buyer via email, as soon as possible, indicating whether or not the order can be filled. Please allow several days for us to respond.

**TO PICK UP TICKETS:** Those whose orders can be filled will have their credit card payment processed, and will receive an email from us indicating when the tickets will be available for pick-up. Tickets must be picked up at the Volunteer Resources VA administrative offices in *Room 104A, on the main floor of the Doctor’s Residence at VGH – 2775 Heather St. - between 10:00 and 16:00 Monday through Friday* (the office is closed on stat holidays). Please do not submit an order if you or a delegate are unable to pick up the tickets at this place and at these times. Please note that this is a different pick-up location than last year.

Buyers must pick up the tickets in person, or must indicate on the VCH 2017 VSO TICKETS ORDER FORM who they have delegated to pick up the tickets for them. Those who pick up the tickets must produce photo ID with their full name on it. Tickets will not be sent to buyers via courier, internal mail, or by any other means.

**ALL SALES ARE FINAL:** Once a buyer’s credit card payment has been processed, there will be no returns, refunds or exchanges on the tickets. Buyers who find they cannot use the tickets should not attempt to re-sell the tickets or to seek a refund from the VSO or a ticket vendor. Doing so may undermine our relationship with the VSO, and could jeopardize this fund raising effort.

We apologize in advance if any of these rules exclude anyone from purchasing VSO tickets from us. Experience has proven that clarifying all of this in advance reduces the potential for miscommunication, and disappointment. If you have any questions about these Terms, please email the manager of Volunteer Resources VA: greg.terpenning@vch.ca Submission of the VCH 2017 VSO TICKETS ORDER FORM to Volunteer Resources VA constitutes acceptance of these Terms.

VCH 2017 VSO TICKETS ORDER FORM

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| --- | --- | --- | --- | --- | --- | --- |
| **EVENT** | **VENUE** | **DATE** | **START TIME** | **PRICE PER TICKET** | **# OF TICKETS\***  | **OFFICE USE****ONLY** |
| **New Music Festival** | **Orpheum** | **Friday,** **January 27th** | **7:30pm** | **$10** |  |  |
| **Lunar New Year** | **Orpheum** | **Wednesday, February 1st** | **7:30pm** | **$10** |  |  |
| **Kirill Gerstein plays Brahms** | **Orpheum** | **Saturday, February 18th** | **8:00pm** | **$10** |  |  |
| **Bramwell Tovey & Alessio Bax perform Bernstein & Copland** | **Orpheum** | **Saturday,** **March 11th** | **8:00pm** | **$10** |  |  |
| **The Music of Mozart and Bruckner** | **Orpheum** | **Monday,** **April 3rd** | **8:00pm** | **$10** |  |  |
| **Spring Festival – James Ehnes with the VSO** | **Orpheum** | **Saturday,** **April 22nd** | **8:00pm** | **$10** |  |  |
| **Pianist Louis Lortie in Recital** | **Orpheum** | **Tuesday,** **May 9th** | **8:00pm** | **$10** |  |  |
| **Mozart and Haydn** | **Chan Centre** | **Friday,** **May 19th** | **8:00pm** | **$10** |  |  |
| **VSO Season Finale – Bramwell Tovey and Mahler** | **Orpheum** | **Monday,** **June 12th** | **8:00pm** | **$10** |  |  |

\* Those who purchased VSO tickets from Volunteer Resources VA in 2015-16 may buy up to 8 seats for each of the nine 2017 concerts listed here. For all others, the maximum number of seats is 4 per concert.

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| CREDIT CARD (circle) | EXP DATE (mm/yy) | CREDIT CARD NUMBER |
| VISA  | \_\_ \_\_ / \_\_ \_\_ | \_\_ \_\_ \_\_ \_\_ - \_\_ \_\_ \_\_ \_\_ -\_\_ \_\_ \_\_ \_\_ -\_\_ \_\_ \_\_ \_\_ |
| MASTERCARD | \_\_ \_\_ / \_\_ \_\_ | \_\_ \_\_ \_\_ \_\_ - \_\_ \_\_ \_\_ \_\_ -\_\_ \_\_ \_\_ \_\_ -\_\_ \_\_ \_\_ \_\_ |
| NAME ON CREDIT CARD (please print) |   |
| AUTHORIZED SIGNATURE  |   |

Total # of tickets I wish to purchase = Total charge to my credit card =

|  |  |  |
| --- | --- | --- |
| NAME (please print) | EMAIL | PHONE |

DELEGATE (optional): will pick up my tickets for me. PRINT full name of your delegate (must bring photo ID)

**WHEN COMPLETE, EMAIL TO:** **vhvolunteer@vch.ca** **INCLUDE THE WORD ‘VSO’ IN THE SUBJECT LINE**