

VCH Vancouver Volunteer Resources
VCH 2017-18 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 Vancouver Volunteer Resources.

FOR SALE: Vancouver Volunteer Resources is raising money for patient comforts and volunteer recognition by selling a limited number of tickets to fourteen VSO performances in the coming season and is offering to sell these to eligible VCH personnel. This fund raising endeavor is made possible through the generous support of the VSO. Buyers may purchase a maximum of 4 tickets to each performance, or up to 8 tickets if the buyer also purchased VSO tickets from Volunteer Resources during the 2015-16 or 2016-17 seasons. Buyers will not be offered a choice of seats. Vancouver Volunteer Resources 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. Tickets are \$10.00 each, and are offered on a first-come, first-served basis, while supplies last.

TO ORDER TICKETS: To order tickets to the Nov. 4 and 6 performances, go to the web page indicated on the attached VCH 2017-18 VSO TICKETS ORDER FORM, and enter the code BTELGAR. To order tickets to any or all of the other concerts listed on that form, print the form, complete it legibly by hand, scan and convert it to a PDF, and email it as an attachment to yhvolunteer@vch.ca. Include the word VSO in the subject line. Please do not send the form in JPEG or any other format. Our technology is dated. Submitting the form in any way except as described here will delay the processing of your order, and any delay may result in you not getting the tickets you want. 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 requests for tickets arrive. We will only process orders written on the VCH 2017-18 VSO TICKETS ORDER FORM. This ensures that we know what each buyer wants, and they get what they paid for. Incomplete forms will not be processed. The form must include the number of tickets the buyer wishes to purchase to each performance, 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. Please note that the longer you wait to submit your order, the greater the chance that any given performance may be sold out. Vancouver Volunteer Resources will respond to the buyer via email, as soon as possible, indicating whether or not the order can be filled. Please allow up to a week for us to respond.

Buyers are forewarned that the number of seats available at the Nov. 8 performance are very limited. We only have 20 tickets and they will go very fast. Those who wish to attend that performance are advised to submit their order for those tickets on a separate form from any other request. That way, we can process your order for the other performances, even if the Nov. 8 performance is sold out.

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 Vancouver Volunteer Resources 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.

Buyers must pick up the tickets in person, or must indicate on the VCH 2017-18 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 Vancouver Volunteer Resources: greg.terpenning@vch.ca. Submission of the VCH 2017-18 VSO TICKETS ORDER FORM to Vancouver Volunteer Resources constitutes acceptance of these Terms of Sale.

VCH 2017-18 VSO TICKETS ORDER FORM

EVENT	VENUE	DATE	START TIME	PRICE PER TICKET	# OF TICKETS	OFFICE USE ONLY
Elgar's Dream of Gerontius	Orpheum	Nov. 4	8:00pm	Go to: http://www.vancouversymphony.ca/concert/17MWD02/ click on 'Buy Now' and enter code BTELGAR		
Elgar's Dream of Gerontius	Orpheum	Nov. 6	8:00pm			
ISCM World New Music*	Orpheum	Nov. 5	7:30pm	\$10.00		
VSO Chamber Players*	Pyatt Hall ⁱ	Nov. 8	7:30pm	\$10.00		
Rachmaninoff Piano No 2*	Orpheum	Nov. 25	8:00pm	\$10.00		
Rachmaninoff Piano No 2*	Orpheum	Nov. 27	8:00pm	\$10.00		
Berlioz, Brahms and Dvorak*	Orpheum	Jan. 13	8:00pm	\$10.00		
Berlioz, Brahms and Dvorak*	Orpheum	Jan. 15	8:00pm	\$10.00		
Lalo's Symphonie espagnole*	Orpheum	Feb. 3	8:00pm	\$10.00		
Lalo's Symphonie espagnole*	Orpheum	Feb. 5	8:00pm	\$10.00		
Mendelssohn and Bruckner*	Orpheum	March 3	8:00pm	\$10.00		
Mendelssohn and Bruckner*	Orpheum	March 5	8:00pm	\$10.00		
Sibelius Violin Concerto*	Chan Centre	April 13	8:00pm	\$10.00		
Sibelius Violin Concerto*	Chan Centre	April 14	8:00pm	\$10.00		
Spanish Classics*	Orpheum	May 5	8:00pm	\$10.00		
Spanish Classics*	Orpheum	May 7	8:00pm	\$10.00		

* Those who purchased VSO tickets from Volunteer Resources in 2015-16 or 2016-17 may buy up to 8 seats for each of the performances indicated. For all others, the maximum number of seats that may be purchased is 4 per performance.

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

NAME (please print)	EMAIL	PHONE
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CREDIT CARD (circle)	EXP DATE (mm/yy)	CREDIT CARD NUMBER
VISA	___ / ___	_____ - _____ - _____ - _____
MASTERCARD	___ / ___	_____ - _____ - _____ - _____
NAME ON CREDIT CARD (please print)		
AUTHORIZED SIGNATURE		

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

ⁱ Pyatt Hall is at 843 Seymour Street, Vancouver. Seating is limited. Please submit a separate order form for the Nov. 8 performance.