**SUBSCRIPTION TERMS & CONDITIONS**

*Updated August 2024*

New Subscribers

Subscribe by Wednesday 18 September 2024 to go in the draw to win two premium tickets, flights and accommodation to see Mountain in Sydney, Melbourne, Brisbane or Canberra. T&Cs apply.

Renew Your Subscription

Renew your subscription by Wednesday 18 September 2024 to keep your seats. After this date your seats will be released for sale. Seating change requests must be made when renewing. Changes, where possible, will be made primarily in date order of receipt. Where it is not possible to satisfy a change request, the original seats will be allocated.

Concession Tickets

Veterans’ Affairs pensioners, Centrelink-issued Pension, and Health Care card holders are eligible for concession price tickets. Seniors cards are not eligible for concession prices. Valid concession identification must be provided at the time of your booking, and must be with you when attending performances.

Under 30s & Student Tickets

Under 30-year-olds save up to 60% and full-time Students save up to 80% off the cost of a full-price subscription. Under 30 subscription seats are available in all price reserves, and Student subscription seats are available in all price reserves except for Premium. Valid proof-of-age/full-time Student identification must be provided at the time of your booking, and must be with you when attending performances.

Processing Your Order

Tickets will be emailed to you 48 hours before the concert. Seats are subject to availability .Your credit card will be debited or your cheque banked on receipt of your application. If you choose to pay in two instalments, you will be charged 50% on receipt of your application and 50% in late November 2023.

Exchanges & Replacements Tickets

After 1 November 2024, subscription tickets can be exchanged for different concerts, subject to availability. Subscribers can exchange their tickets at no cost when exchanges are made up to 14 days before 2025 performances. After that time, a fee of $8.50 is charged per transaction. Tickets are transferable and able to be replaced if you lose them. Tickets are not refundable and all sales are final once payment has been processed (except in accordance with the Live Performance Australia Code of Practice for the Ticketing of Live Entertainment in Australia – liveperformance.com.au). Please note that ticket exchanges must be for performances in the same calendar year.

Donations

We ask for a tax-deductible donation to be included with your subscription to help us maintain the ACO as Australia’s finest orchestra and to help us provide essential support for our education work. We receive less than 10% of our funding from government sources so we rely on the generosity of our supporters. Thank you for your contribution.

Subscriptions as Gifts

Experiences make the best gifts. Consider giving friends and family an ACO subscription for Christmas, or a birthday. You may also visit aco.com.au/shop for gift certificates and CDs.

Single Tickets

Tickets for Full Season Subscriptions and Flexi-subscriptions go on sale on 21 August 2024. Single tickets go on presale on 16 October 2024, and general sale 18 October 2024. Sign up to the ACO Newsletter to receive pre-sale announcements.