



## TICKET POLICY

As a performing arts non-profit, LexPhil's primary mission is to serve our community through providing exceptional musical experiences. In order to uphold that commitment, we rely on ticket sales to support our events and learning programs. We understand that circumstances can change unexpectedly, and while we empathize with these situations, **LexPhil's policy is to not offer refunds on concert tickets or subscriptions.** We kindly ask for your understanding as we operate within the financial limitations inherent to our mission-driven organization.

If you are unable to attend a LexPhil concert, please consider the following options:

- **Donate the value of your tickets.** By converting the value of your tickets into a donation to LexPhil, you'll receive a contribution receipt for tax purposes and you will continue to support our ability to share music with the central Kentucky community. We appreciate your support by donating the value of your tickets!
- **Exchange your tickets for a future performance.** Exchanges valid on tickets of equal value. Exchanges are subject to a \$4 exchange fee and additional fees may apply if you choose to exchange for tickets of higher value than your original tickets. LexPhil donors and subscribers do not pay exchange fees.
- **Request a refund.** Refunds may be issued on a case-by-case basis at the discretion of the Box Office staff. LexPhil will retain all ticket fees from the original purchase and refund requests must be made prior to the event's start time. *Refunds will not be considered following an event.*

For assistance with any of the above options, please contact Patron Loyalty Associate Manager, Sarabeth Graham, by email at [tickets@lexphil.org](mailto:tickets@lexphil.org) or by phone at **859.233.4226**.