

Tickets and Packages FAQs

What is a package?

Previously called a subscription, a package is a booking of three or more eligible concerts within a single year in the same transaction. Package holders receive multiple benefits, including discounted concerts, ticket exchanges and priority booking period.

Can I pay by instalments?

Yes, fortnightly instalments or 50/50 split payment options are available. For more information speak to our Box Office team, or review the instalment options when booking online.

When are bookings due?

Bookings, including packages, are available all year, however the sooner you book, the better your seats will be.

Can I change my mind / can I exchange tickets?

Yes, enjoy up to three complimentary ticket exchanges each year. You can exchange between different nights of the same concert, or into a new concert within the same season. Please note we cannot exchange tickets after the concert has passed (if you missed the concert). Contact the ASO Box Office to arrange an exchange.

Can I get a refund if I change my mind or go away?

No, you cannot receive a refund or credit for unused tickets except as required by Australian Consumer Law. Exceptions are made for patrons who cannot attend concerts due to COVID-19.

Handling fee

A handling fee of \$2.50 per person applies to any tickets that the ASO will print and handle. Avoid the fee by selecting E-tickets.

When will I receive my ticket?

E-tickets will be sent as a PDF attachment via email, usually the Sunday prior to each performance. Physical tickets will be sent when fully paid.

What happens if I lose my ticket(s)?

Please arrive at the Box Office 30-45 mins prior to the concert for replacement tickets.

Pre-purchase printed programs

Enhance your concert experience with a printed Symphony Series concert program, now available for pre-purchase either online or on the booking form. ASO will provide a program voucher with your tickets to easily collect your program from the venue on the concert night. Digital concert programs remain free to download from aso.com.au

Do you accept Companion Card?

Yes, we are proud members of the Companion Card Program and honour the card for both package and individual concert bookings.

Do I have to list my concert companion?

No, it is not compulsory to include details of your concert companion. However, if we have their details they'll receive benefits, including free digital concert programs.

What qualifies as Concession discount?

Holders of a Centrelink or DVA pension, full-time students or individuals receiving unemployment benefits. Seniors and Health Care Cards not accepted.

Do you have cheaper tickets for youth and students?

Yes, please see ticket prices at time of purchase for 30 and Under, child and family pricing.

Do babies need tickets?

Children under 2 are free, however you must book a complimentary ticket for them during purchase. Some performances are unsuitable for children so please check with the Box Office if you are in doubt.

What happens if a concert is cancelled due to COVID-19?

ASO will contact all patrons to discuss refund, exchange, credit or donate options for any cancelled performances.

Contact Us

Find more information on our website at aso.com.au Alternatively, email us at aso@aso.com.au or call 08 8233 6233.

Full ticket purchase conditions can be accessed at aso.com.au/terms-and-conditions

Individual Concert Pricing

→ ON SALE 1 DEC 2022

	RESERVE	ADULT	CONC.	CHILD	30 & UNDER	FAMILY SAVE 25%
Symphony Series	Prem	\$127	\$122	\$30	\$30	\$235
Orchestra Unwrapped <small>→ ON SALE 1 SEPT</small>	A	\$101	\$88	\$30	\$25	\$189
Christmas Unwrapped	B	\$86	\$75	\$30	\$25	\$166
	C	\$71	\$62	\$30	\$25	\$144
Rachmaninov: The Piano Concertos	Prem	\$132	\$127	\$30	\$30	\$243
	A	\$106	\$92	\$30	\$25	\$196
	B	\$91	\$79	\$30	\$25	\$174
	C	\$76	\$66	\$30	\$25	\$151
Creation Sacred & Profane	All seats	\$60	\$55	\$30	\$25	\$127
Emily Sun in Recital	Prem	\$70	\$66	\$30	\$30	\$150
	A	\$50	\$43	\$30	\$25	\$112
Harry Potter and the Order of the Phoenix™ in Concert	Prem	\$130	\$125	\$100	\$65	\$292
	A	\$100	\$88	\$80	\$50	\$225
	B	\$85	\$75	\$70	\$45	\$195
	C	\$70	\$62	\$60	\$40	\$165
Matinée Series	All seats	\$40	\$35	\$30	\$20	\$90
Sanctuary Series <small>→ CONCERT 1 ON SALE 1 SEPT</small>	Yoga Mat	\$70	\$66	\$30	\$30	\$150
	Standard	\$50	\$43	\$30	\$25	\$112
Lights! Camera! Symphony!	All seats	\$30	\$30	\$30	\$15	\$67

Package Ticket Pricing

→ ON SALE 1 SEPT 2022

	12+ CONCERTS (SAVE 20%)				9-11 CONCERTS (SAVE 15%)				6-8 CONCERTS (SAVE 12.5%)				3-5 CONCERTS (SAVE 10%)			
RESERVE	ADULT	CONC.	30 & UNDER	CHILD	ADULT	CONC.	30 & UNDER	CHILD	ADULT	CONC.	30 & UNDER	CHILD	ADULT	CONC.	30 & UNDER	CHILD
Prem	\$101	\$97	\$24	\$24	\$107	\$103	\$25	\$25	\$111	\$106	\$26	\$26	\$114	\$109	\$27	\$27
A	\$80	\$70	\$24	\$20	\$85	\$74	\$25	\$21	\$88	\$77	\$26	\$21	\$90	\$79	\$27	\$22
B	\$68	\$60	\$24	\$20	\$73	\$63	\$25	\$21	\$75	\$65	\$26	\$21	\$77	\$67	\$27	\$22
C	\$56	\$49	\$24	\$20	\$60	\$52	\$25	\$21	\$62	\$54	\$26	\$21	\$63	\$55	\$27	\$22
Prem	\$105	\$101	\$24	\$24	\$112	\$107	\$25	\$25	\$115	\$111	\$26	\$26	\$118	\$114	\$27	\$27
A	\$84	\$73	\$24	\$20	\$90	\$78	\$25	\$21	\$92	\$80	\$26	\$21	\$95	\$82	\$27	\$22
B	\$72	\$63	\$24	\$20	\$77	\$67	\$25	\$21	\$79	\$69	\$26	\$21	\$81	\$71	\$27	\$22
C	\$60	\$52	\$24	\$20	\$64	\$56	\$25	\$21	\$66	\$57	\$26	\$21	\$68	\$59	\$27	\$22
All seats	\$48	\$44	\$24	\$20	\$51	\$46	\$25	\$21	\$52	\$48	\$26	\$21	\$54	\$49	\$27	\$22
Prem	\$56	\$52	\$24	\$24	\$59	\$56	\$25	\$25	\$61	\$57	\$26	\$26	\$63	\$59	\$27	\$27
A	\$40	\$34	\$24	\$20	\$42	\$36	\$21	\$21	\$43	\$37	\$26	\$21	\$45	\$38	\$27	\$22
Prem	\$104	\$100	\$80	\$52	\$110	\$106	\$85	\$55	\$113	\$109	\$87	\$56	\$117	\$112	\$90	\$58
A	\$80	\$70	\$64	\$40	\$85	\$74	\$68	\$42	\$87	\$77	\$70	\$43	\$90	\$79	\$72	\$45
B	\$68	\$60	\$56	\$36	\$72	\$63	\$59	\$38	\$74	\$65	\$61	\$39	\$76	\$67	\$63	\$40
C	\$56	\$49	\$48	\$32	\$59	\$52	\$51	\$34	\$61	\$54	\$52	\$35	\$63	\$55	\$54	\$36

Notes:

Concert details, artists, and ticket prices are correct at the time of publishing. Prices subject to change, based on demand. Transaction fees may apply, please check at time of purchase.

Your details

→ In 2023 it's more important than ever that we have accurate contact details for you.
Please fill in all contact information including phone number and email.

Personal Details

Mr Mrs Ms Miss Other...

First Name

Surname

Date of Birth

ASO Customer No. (if known)

Address

Street

PO Box

Suburb

State

Postcode

Contact

Email

Mobile

Telephone

Telephone A/H

Please email me the ASO's fortnightly eNewsletter, eNotes.

I wish to claim a concession (Pensioner/Unemployed/Full-time student.*)

Please send me information about the Grainger Circle and how I can remember the ASO in my will.

*Please enclose photocopied proof of concession details and proof of age if under 30, if not previously supplied.

Note: Seniors and Seniors' Health Care Cards are not accepted. Child is 14 years and under.

Special assistance: Please attach requirements to this form if you require special seating.

Companion Details

Mr Mrs Ms Miss Other...

First Name

Surname

Date of Birth

ASO Customer No. (if known)

Address

Street

PO Box

Suburb

State

Postcode

Contact

Email

Mobile

Telephone

Telephone A/H

Please email me the ASO's fortnightly eNewsletter, eNotes.

I wish to claim a concession (Pensioner/Unemployed/Full-time student.*)

Please send me information about the Grainger Circle and how I can remember the ASO in my will.

**Return your
booking form:**

Post: ASO Bookings
Reply Paid 2121
Adelaide SA 5001

In Person: If you need help with your booking, please phone us on
8233 6226 or drop in for some personalised assistance at our home,
the Grainger Studio, 91 Hindley Street Adelaide

Personal Information Collection Statement:

The Adelaide Symphony Orchestra (we, us, our) is bound by the Privacy Act 1988 (Cth) (Privacy Act). We collect and hold your personal information, that is, information about you such as your name, contact details and records of our dealings with you. We collect this information for the purpose of providing our products and services, seeking support, otherwise engaging with you as one of our contacts, and generally running the Orchestra. You can access our Privacy Policy at <http://www.aso.com.au/privacy-policy>. If you have any questions, comments or complaints about how we handle your personal information, you may contact our Privacy Officer on 08 8233 6233 or on privacy@aso.com.au

1A. Ticket types

→ To book before 1 December 2022, you must book a package of three or more concerts.

Ticket Type	No. of People	Seating Requirements/Requests ⁴
Adult		
Concession ^{1,3}		
30 & Under ³		
Child ²		
Companion Card ³		

¹ Concession is Pensioner, Student, Unemployed (not senior),

⁴ Broadly, that apply to the entire booking. I.e. wheelchair, left aisle mandatory etc...

² Child is 2–14 years inclusive

Note: ASO will call if we cannot meet seating requirements before tickets are provided.

³ Must attach copy or eligibility unless previously supplied

1B. Choose your concerts and dates

- All concerts in 1B count towards your package size and discount level, although concerts marked with * do not receive a package discount.
- Select at least 3 concerts to qualify for a package.
- Count the number of concerts in 1B to determine your package discount band (3–5, 6–8, 9–11 or 12+ concerts).
- Pre-purchase \$5 printed Symphony Series concert programs using the checkboxes below.

SYMPHONY SERIES – ADELAIDE TOWN HALL		RV—RESTRICTED VIEW · L— LIMITED AVAILABILITY	
Stalls: A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> Alcoves: B <input type="checkbox"/> C <input type="checkbox"/> Dress Circle: Prem ^L <input type="checkbox"/> Gallery: A ^L <input type="checkbox"/> B <input type="checkbox"/> CRV <input type="checkbox"/>	Program		
Panorama	<input type="checkbox"/> Fri 31 Mar, 7.30pm	<input type="checkbox"/> Sat 1 Apr, 6.30pm	<input type="checkbox"/> p.7
Wild	<input type="checkbox"/> Fri 21 Apr, 7.30pm	<input type="checkbox"/> Sat 22 Apr, 6.30pm	<input type="checkbox"/> p.9
Skyward	<input type="checkbox"/> Fri 23 Jun, 7.30pm	<input type="checkbox"/> Sat 24 Jun, 6.30pm	<input type="checkbox"/> p.11
Embrace	<input type="checkbox"/> Fri 7 Jul, 7.30pm	<input type="checkbox"/> Sat 8 Jul, 6.30pm	<input type="checkbox"/> p.13
Vitality	<input type="checkbox"/> Fri 28 Jul, 7.30pm	<input type="checkbox"/> Sat 29 Jul, 6.30pm	<input type="checkbox"/> p.15
Paradise	<input type="checkbox"/> Fri 25 Aug, 7.30pm	<input type="checkbox"/> Sat 26 Aug, 6.30pm	<input type="checkbox"/> p.17
Dreams	<input type="checkbox"/> Fri 22 Sep, 7.30pm	<input type="checkbox"/> Sat 23 Sep, 6.30pm	<input type="checkbox"/> p.19
Ecstasy	<input type="checkbox"/> Fri 3 Nov, 7.30pm	<input type="checkbox"/> Sat 4 Nov, 6.30pm	<input type="checkbox"/> p.21
SHOWCASE SERIES – FESTIVAL THEATRE			
Stalls: Prem <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> Dress Circle: Prem <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> Grand Circle: A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>			
Orchestra Unwrapped	<input type="checkbox"/> Fri 10 Feb, 7.30pm	<input type="checkbox"/> Sat 11 Feb, 7.30pm	<input type="checkbox"/> p.31
Christmas Unwrapped	<input type="checkbox"/> Fri 15 Dec, 7.30pm	<input type="checkbox"/> Sat 16 Dec, 7.30pm	<input type="checkbox"/> p.33
SPECIAL EVENT – ADELAIDE TOWN HALL		RV—RESTRICTED VIEW · L— LIMITED AVAILABILITY	
Stalls: A <input type="checkbox"/> B <input type="checkbox"/> CRV <input type="checkbox"/> Alcoves: B <input type="checkbox"/> C <input type="checkbox"/> Dress Circle: Prem ^L <input type="checkbox"/> Gallery: A ^L <input type="checkbox"/> B <input type="checkbox"/> CRV <input type="checkbox"/>			
Rachmaninov: The Piano Concertos – Concert 1	<input type="checkbox"/> Wed 24 May, 7.30pm		<input type="checkbox"/> p. 25
Rachmaninov: The Piano Concertos – Concert 2	<input type="checkbox"/> Sat 27 May, 7.30pm		<input type="checkbox"/> p. 25
Rachmaninov: The Piano Concertos – Concert 3	<input type="checkbox"/> Wed 31 May, 7.30pm		<input type="checkbox"/> p. 25
Rachmaninov: The Piano Concertos – Concert 4	<input type="checkbox"/> Sat 3 Jun, 7.30pm		<input type="checkbox"/> p. 25
SPECIAL EVENT – GRAINGER STUDIO			
Front: Floor <input type="checkbox"/> Rear: Tiered <input type="checkbox"/>			
Creation	<input type="checkbox"/> Fri 14 Jul 8pm		<input type="checkbox"/> p.27
SACRED & PROFANE – ST PETER'S CATHEDRAL			
General Admission: <input type="checkbox"/>			
Magnificence	<input type="checkbox"/> Fri 14 Apr, 7.30pm		<input type="checkbox"/> p.41
Glory	<input type="checkbox"/> Fri 27 Oct, 7.30pm		<input type="checkbox"/> p.41
SPECIAL EVENT – ELDER HALL			
Front Stalls: Prem <input type="checkbox"/> A <input type="checkbox"/> Rear Stalls: Prem <input type="checkbox"/> A <input type="checkbox"/> Gallery: Prem <input type="checkbox"/> A <input type="checkbox"/>			
Emily Sun in Recital	<input type="checkbox"/> Sat 9 Sep, 7.30pm		<input type="checkbox"/> p. 28

SHOWCASE SERIES – ADELAIDE ENTERTAINMENT CENTRE ARENAArena Floor: Prem A B Arena Elevated: Prem A B C Harry Potter and the Order of the Phoenix™ in Concert Sat 19 Aug, 7pm p.35**MATINÉE SERIES* – ELDER HALL**Front Stalls: Rear Stalls: Gallery: Radiance Wed 5 Apr, 11.30am p.38Elegance Wed 28 Jun, 11.30am p.38Carefree Wed 9 Aug, 11.30am p.39Splendour Wed 18 Oct, 11.30am p.39**SANCTUARY SERIES* – GRAINGER STUDIO**Yoga Mat: Standard Seat: Tranquillity Fri 3 Feb, 6pm Sat 4 Feb, 1pm Sat 4 Feb, 6pm p.43Eternal Beauty Fri 8 Dec, 6pm Sat 9 Dec, 1pm Sat 9 Dec, 6pm p.43**FAMILY CONCERT* – GRAINGER STUDIO**General Admission: Lights! Camera! Symphony! Sat 17 Jun, 10am Sat 17 Jun, 11.45am p.45**Note:** Adelaide Festival events cannot be purchased via this form.

→ Use this number to calculate your package discount bracket for prices shown on page 3.

Total Number of Concerts:**2. Calculate your ticket prices**

- Refer to page 3 for prices in your selected reserve, remembering to calculate your package discount based on the number of concerts in 1B.
- Use this table to calculate the total tickets by price (adult, concession etc...) per concert or series. For example, 2 adults to 3 Symphony Series concerts would price up 6 adult tickets to the Symphony Series at the appropriate discount level.
- You may leave this section blank and ASO will calculate prices for you. We will contact you by phone before taking payment.

SERIES/CONCERT	ADULT		CONCESSION		30 & UNDER OR CHILD (PLEASE CIRCLE)		SUB-TOTAL
	\$/TICKET	QUANTITY	\$/TICKET	QUANTITY	\$/TICKET	QUANTITY	
Symphony Series	\$		\$		\$		\$
Orchestra Unwrapped / Christmas Unwrapped	\$		\$		\$		\$
Rachmaninov: The Piano Concertos	\$		\$		\$		\$
Creation	\$		\$		\$		\$
Sacred & Profane	\$		\$		\$		\$
Emily Sun in Recital	\$		\$		\$		\$
Harry Potter and the Order of the Phoenix™	\$		\$		\$		\$
Matinée Series	\$		\$		\$		\$
Sanctuary Series	\$		\$		\$		\$
Lights! Camera! Symphony!	\$		\$		\$		\$
SUB-TOTAL							

3. Add any additional tickets for friends or family

- You can bring additional friends or family to any of your selected concerts.
- Additional tickets are priced at full price, found on page 2.
- All additional tickets are guaranteed to be seated with your package tickets, if selecting the same reserve and seating area.
- Do not include additional tickets for the per person fee calculation.
- Please attach an extra piece of paper with details of all additional tickets required.

Would you like to sit with another patron who is completing their own booking? Submit your booking forms together (either enclosed in the same envelope or hand-deliver to ASO), and where you are attending the same performance, ASO will seat you together.

4. Support

→ Please consider adding a donation and help us perform world class orchestral music across South Australia.

I wish to donate \$_____ to support my orchestra

I would like to support acknowledged under the name:

I would like my support to remain anonymous

5. Delivery method

→ Please specify how you would like to receive your tickets.

A handling fee applies to any tickets that the ASO will print and handle.

E-TICKETS (receive in your inbox 2-6 days prior to each event – can be printed at home or shown on mobile device) – **FREE**

STANDARD MAIL – \$2.50 handling fee, per person

HOLD AT BOX OFFICE (collect prior to each performance at the applicable venue Box Office) – \$2.50 handling fee, per person

6. Sub totals

→ You may leave this section blank and ASO will calculate prices for you. We will contact you by phone before taking payment.

Section 3 – Ticket pricing subtotals	\$
Section 4 – Any additional tickets (attach separate detail)	\$
Section 5 – Donation	\$
Add Symphony Series printed programs – \$5 per program	\$
Add booking fee – \$5 per person	\$
Add handling fee – \$2.50 per person (unless selecting E-tickets)	\$
Total	\$
Would you like to round this up to the nearest: (please circle)	\$10 · \$20 · \$100 · \$200
REVISED TOTAL	\$

7. Payment details

Use credit I held from 2020/2021 cancellations

- If you know the amount of credit you have available, and are sure it will cover your booking, no further payment information is required.
- If you do not know if the amount of credit you hold will cover your booking, please either add credit card details to cover balance, or contact the ASO to confirm.
- ASO will always check and apply held credit towards your booking, even if you supply alternate payment details.
- Cards will only be charged for any outstanding balances after credit has been applied.

50% Now and 50% in January 2023

- Form must be lodged by Monday 9 January 2023.
- If paying by credit card, card will automatically be charged for balance when due.
- If paying by cheque, please include a second cheque for balance that the ASO can present from 9 January 2023.
- Tickets will only be sent once final payment has been received.
- Contact ASO to bring forward final payment if desired.

Equal fortnightly payments until 2 weeks prior to your first performance

- Only available to credit card purchasers.
- ASO will schedule the maximum number of fortnightly payments between lodgement date and first performance.
- Credit card will automatically be charged for balance when due.
- Tickets will only be sent once final payment has been received.
- Contact ASO to bring forward final payment if desired.

Electronic Funds Transfer

- Payment can be made via EFT/ Bank Transfer to the account as follows:
Adelaide Symphony Orchestra
BSB: 065 000
Account No: 11844648

Include Surname and/or customer number if known as reference.

EFT Payment Confirmation

Date Paid:

Reference/Description:

Remitter/Payer Name:

Please attach payment confirmation if possible

CHEQUE

Payable to Adelaide Symphony Orchestra (please staple to form)

CASH

Do not mail, please pay in person at Adelaide Symphony Orchestra Box Office, 91 Hindley St, Adelaide

EFTPOS

Savings and cheque, please pay at Adelaide Symphony Orchestra Box Office, 91 Hindley St, Adelaide

FULL CREDIT CARD PAYMENT (fill in card details below)

VISA

MASTERCARD

AMEX

Name on card

Card number

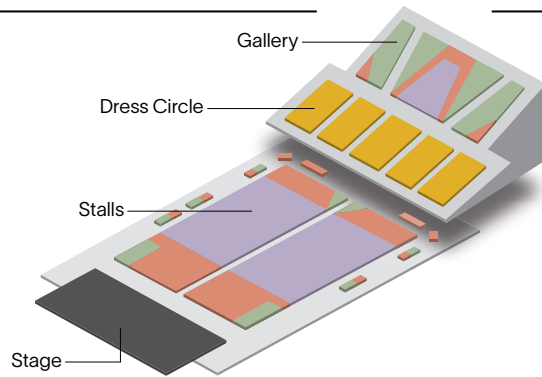
Expiry date

Cardholder's signature

Venue Maps

Adelaide Town Hall

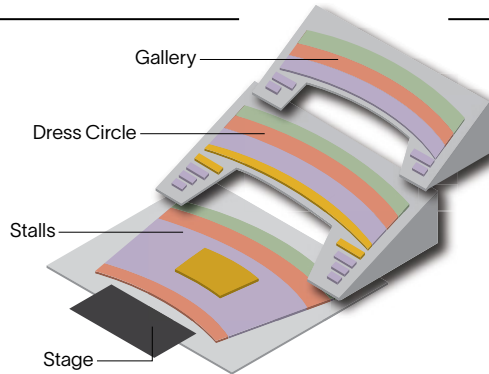
- Premium
- A Reserve
- B Reserve
- C Reserve (Restricted view)



Festival Theatre

- Premium
- A Reserve
- B Reserve
- C Reserve

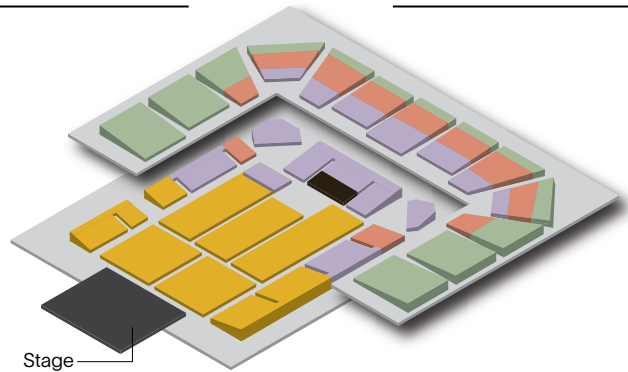
Seating reserves vary.
Check during purchase.



Entertainment Centre Arena

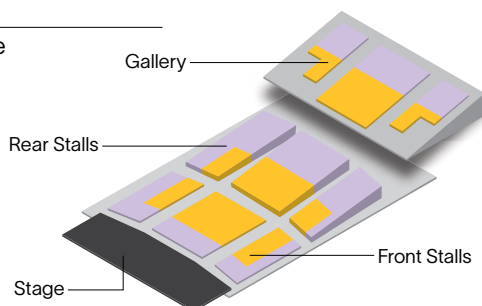
- Premium
- A Reserve
- B Reserve
- C Reserve

Seating reserves vary.
Check during purchase.



Elder Hall

- Premium
- A Reserve



Grainger Studio

- Yoga Mat
- Seat

