

# TICKET EXCHANGE QUESTIONS AND ANSWERS

**Q: Are all performances available for exchange?**

A: The majority of the season is eligible for exchange with the following exceptions (see below). These performances are available by single ticket purchase only.

MON SEPT 21 TOSCA OPENING NIGHT GALA

SAT MAT OCT 10 TOSCA

TUE OCT 13 DER ROSENKAVALIER

MON OCT 19 DER ROSENKAVALIER

THU DEC 3 LES CONTES D'HOFFMANN GALA PREMIERE

MON DEC 7 LES CONTES D'HOFFMANN

SAT MAT DEC 19 LES CONTES D'HOFFMANN

THU DEC 31 CARMEN NEW YEAR'S EVE GALA PREMIERE

SAT MAT JAN 9 DER ROSENKAVALIER

SAT MAT JAN 16 CARMEN

SAT MAT FEB 6 SIMON BOCCANEGRA

TUE FEB 23 ATTILA METROPOLITAN OPERA PREMIERE

SAT MAT FEB 27 LA BOHÈME

TUE MAR 2 LA BOHÈME

TUE MAR 16 HAMLET NEW PRODUCTION PREMIERE

SAT MAT MAR 20 LA BOHÈME

MON APR 12 ARMIDA GALA PREMIERE

SAT MAT APR 24 TOSCA

SAT MAT MAY 1 ARMIDA

THU MAY 13 TOSCA

**Q: Why are these performances not available for exchange?**

A: These performances are in great demand and are not included in ticket exchange. You may purchase single tickets for these dates.

**Q: How do I exchange tickets for performances I can't attend?**

A: Exchanges may be made by mail or in person. Mailing in your exchange is the easiest way to submit your request. Exchanges can be made up to one week prior to the performance date. We have enclosed an additional form should you wish to mail exchanges later in the season.

**Q: If I decide to go to the box office, what do I need to bring?**

A: Please bring the tickets you would like to exchange, your Subscriber ID card, and completed exchange form.

**Q: Will I have a better chance of exchanging my seats if I show up the first day the box office opens?**

A: Not necessarily. Inventory fluctuates on a daily basis, and seat availability will continue to change throughout the season. We will always do our best to accommodate your request based on availability at the time you submit it. However, the best way to secure a seat is to purchase a single ticket.

**Q: When can I expect to receive my ticket after mailing in my exchange request?**

A: In general, we process exchange requests upon receipt. You should expect to receive your tickets within a few weeks after sending them to us for processing. During periods of high volume, you may not receive your tickets until approximately three weeks prior to the earliest performance in your exchange request. All exchanges are subject to availability and are processed throughout the season.

**Q: When will I be notified if tickets for the performance I requested are unavailable?**

A: You will be notified once we identify we are unable to accommodate your request. To minimize the possibility that tickets will not be available, please provide alternate choices.

**Q: Are there any exceptions to the exchange fee policy?**

A: Yes. The exchange fee will be waived if you have an opera in your subscription package that was in your subscription the previous season, or if you have purchased multiple subscription packages and have duplicate performances. Please be sure to write this on your exchange form or mention it to the box office staff.

**Q: Why do Patrons get priority seating and their own box office window during the priority ticketing week?**

A: Contributions provide approximately half of the Met's annual operating costs. In recognition of their generous support, members of the Patron Program are rewarded with priority ticketing benefits. For more information on the Patron Program, please call 212-870-4502 or visit [metopera.org/membership](http://metopera.org/membership).