



HOW TO RENEW YOUR 7-CONCERT CLASSICAL OR FAMILY SERIES SUBSCRIPTIONS ONLINE

WHAT CAN BE RENEWED ONLINE

- 7-Concert Classical Series subscriptions renew with same seats (no seat/day change requests)
- Family Series subscriptions renew with same seats (no seat change requests)

WHAT CANNOT BE RENEWED ONLINE

- 7-Classical Series with seat/day change requests.
- 4-Concert Mini Series.
- Come As You Can (CAYC) Series.
- Discovery Rehearsal Series.

To renew Mini, CAYC or Discovery, please fill out the form you received with your renewal packet and send it with payment to: 50 Santa Rosa Ave, Suite 410, Santa Rosa, CA 95404 OR call SRS Patron Services (707) 546-8742.

Renewals for the 4-Concert Mini Series begins March 4, 2024. Renewals for Come As You Can, Discovery Rehearsal and Family Series begins on May 28, 2024.

WHAT TO DO BEFORE YOU RENEW ONLINE

- Have your form handy.
- Review your email address that is printed on the renewal form. You will login with this email.
- An email indicates you have an on-line account, even if you have never set one up.
- Enter your password, if you have one. If not, see below.

HOW TO RENEW ONLINE

STEP 1

1. To begin the process: go to srsymphony.org then click Buy Tickets in the top blue bar and click Subscriptions at the top
2. Click the **blue** button, "Login to renew existing subscriptions."
3. Enter the email address on the form and your password, click the **green** button, "Login."
4. If you do not know your password, click the **orange** button, "Forgot my Password" and follow the instructions. If you have trouble resetting your password, please call the SRS Patron Services and leave a message for a return call (707) 546-8742.

STEP 2 – SEASON SUBSCRIPTIONS

1. Once you log in, your season subscriptions will be listed.
2. Carefully review your subscription(s) and if all is satisfactory, click the **green** button, "Renew."

PLEASE NOTE: If you click the **red** button, "Cancel Subscription" by accident, please call SRS Patron services and we can reset it for you. Don't worry!

STEP 3 – SHOPPING CART

Clicking "Renew" will put all concerts in your series in a shopping cart. Please review carefully.

1. A \$500/seat donation is required Parterre Box 1 & 3-9 or Balcony Center Rows A or B. Please be sure to add the donation. If you prefer, to not add the donation when you renew online, Patron Services will contact you to add later.
2. A \$250/seat donation is required for Parterre Box 2. If you prefer, to not add the donation when you renew online, Patron Services will contact you to add later.
3. Subscription handling fees are required and are automatically added. Fees cannot be removed.
4. If you would like to include a donation for the 2024-2025 season with your order, please click on "Donate" at the top.
5. Once you have everything in your cart you wish to purchase, please click the **green** button at the bottom, "Checkout & Pay."

STEP 4 A – Step 1 of 3: Provide Credit Card Information

1. If you would like to pay with a Gift Certificate, please click the **blue** button at the top left corner, “Redeem with a Pass/Gift Certificate.” You will need to have the control number and password. Follow the instructions.
2. **Payment Method:** Select card type.
3. **Card Number:** Enter your credit card number.
4. **Expiry:** Select the Month and Year.
5. **Name on card:** Enter the name exactly as it appears on the card.
6. **CVV2:** Enter the 3 or 4 digit security code
7. **How Did you Hear About Us?:** Select Season Renewals
8. **Comments:** optional
9. **Check the box** at the bottom in the **yellow** box to indicate you have read and accept all Terms and Conditions of Sale
10. Click the **green** button, “Continue to Step 2 of 3”

STEP 4 B – Step 2 of 3: Confirm That Your Card Can Be Charged Now

- Click **green** button, “Charge \$XX USD to my credit card NOW”

STEP 4 C – Step 3 of 3: Order #XXXXXX Successful

- This screen will display your order. You will receive a confirmation receipt via email.
- You may also print the receipt from this screen. Click the **orange** button on the left, “Print Receipt.”

Please disregard the button to print tickets.

PLEASE NOTE: All season tickets will be mailed in September.

Please disregard the attached ticket pdf you will receive in the email confirmation.