



**St. Louis Symphony
Orchestra**

stéphane denève : music director

We want to ensure you receive the best possible service at the best prices. Please purchase your tickets directly through the St. Louis Symphony Orchestra (SLSO) – by phone at (314) 534-1700 or online only at slo.org.

Some websites want you to believe that you are purchasing tickets from the SLSO, however they drastically overcharge for those tickets to make a profit at your expense. It appears your recent ticket purchase was through one of those websites.

The SLSO cannot verify the authenticity of tickets purchased through third parties, whether purchased through ticket brokers or individuals. Tickets purchased through these non-authorized websites could be lost, stolen, or otherwise not valid and may not grant you admittance to the performance. In addition, these tickets are likely priced much higher than the actual face value, and because they were not purchased directly through us, we cannot contact you with information regarding program changes, cancellations or other important information.

If you feel that you have been overcharged or misled, here are some steps you can take:

- Contact the third-party ticket broker directly to request a refund for your tickets (provided they supplied contact information). Or, if that is ineffective:
- Contact your credit card provider and request a charge back on the original purchase

There are also a couple of steps that you can take to help our effort to eliminate this problem in the future:

- Contact your State Attorney General
Missouri:
 - Online at www.ago.mo.gov/app/consumercomplaint
 - Call 800-392-8222
- Illinois:
 - Online at www.illinoisattorneygeneral.gov/consumers
 - Call 800-243-0618
- File a Google AdWords complaint to report the third-party sellers for misrepresenting themselves as the SLSO
 - www.support.google.com/adwords/contact/thirdparty_complaint

Ticket purchases for SLSO events are guaranteed by using one of these official channels:

- Online at www.slo.org or through the SLSO mobile app
- By phone at 314-534-1700
- In person at the Powell Hall Box Office at 718 N Grand Blvd, St. Louis, MO 63103

September 2019