



We are so excited to celebrate the Boulder Phil's upcoming season with you!

All subscriptions must be renewed before April 1st, 2024.

After that date, any unrenewed seats will be released and made available to the public.

THREE WAYS TO RENEW YOUR SUBSCRIPTION:

- **Renew online via our ticketing system [HERE!](#)** See below for detailed instructions and your login information!
- **Call the Box Office** at 303.449.1343 during our business hours of 10am to 5pm, Monday through Friday.
- **Traditional Form:** Your personal subscription packet will be in your mailbox in the months to come. Complete the form included in your subscription packet and return it to the address listed.

If you would like to alter your subscription in any way, including changing or canceling your seats, you must call the Box Office!

RENEWING ONLINE & LOGIN INFO:

STEP 1: LOG IN

Your individual email address associated with your subscription has been included in your renewal letter.

Please contact the Boulder Phil Box Office at info@boulderphil.org if you have trouble accessing your account, *so that we can reset your password or username.*

*****CLICK HERE TO RENEW*****

STEP 2: REVIEW CONTACT INFO AND CHANGE PASSWORD

After successfully logging in, review and confirm your email, shipping, and billing addresses as well as any other contact preferences with our system. There will also be a link at the end of the form for you to change your password if you would like to. When you have completed this review, please click "Continue".

Note: After you've logged in, do not hit "Back" during this process. Clicking "Back" in your browser will force you to start the renewal process over again and can cause errors to occur in the cart.

STEP 3a: SELECT RENEWAL OPTIONS


Upon clicking "Continue", you will be directed to the renewal screen, where you will see your current subscription seats and price listed next to each. To the left of your seats there will be three options: "Same", "Better", and "Renew Later".

**Select the dot to the LEFT of "Same"
DO NOT select "Better" or "Renew Later"**

**If you would like to move, alter, or cancel your seats,
please call the Box Office.**

See the image the following page for a thorough visual explanation:

RENEWING ONLINE & LOGIN INFO:



Step 3 Select Renewal Options and Checkout. After selecting "Same" for all tickets, click "Check Out"

Renewal Options	Series Name	Loc	Sec	Row	Seat	Discount	Price
<input checked="" type="radio"/> Same <input type="radio"/> Better <input type="radio"/> Renew Later	2023-24 Masterwork Season	●	●	●	●	REG	●
<input checked="" type="radio"/> Same <input type="radio"/> Better <input type="radio"/> Renew Later	2023-24 Masterwork Season	●	●	●	●	REG	●
<input checked="" type="radio"/> Same <input type="radio"/> Better <input type="radio"/> Renew Later	2023-24 Masterwork Season	●	●	●	●	CHI	●

Don't forget to select **SAME** for **EVERY** ticket.

If you would like to change your ticket in any way, please call the Box Office.

DO NOT SELECT BETTER OR RENEW LATER!

If your subscription includes a child ticket, it will be listed here as "CHI". If there is an error and the subscription is missing a child's ticket, you will be able to change this on the next screen.

Please note that child subscription discounts are **not** offered in Opera Box or Gold Circle sections.

As noted in the diagram above, after selecting "Same" for all tickets, click "Check Out". This will take you to the cart to review everything again.

STEP 3b: GET YOUR "WELCOMEBACK" DISCOUNT & REVIEW CART

To receive your discount, for each seat subscription change the far right pull down menu(s) to read "WELCOMEBACK" instead of "Regular". **Please note, this discount offer ends after April 1, 2024.**

Review the contents of the cart. Keep in mind that you have a time limit in which items can stay in the cart. If the timer runs out, your subscription can still be renewed and you will not lose your seats, however you will have to start the process again by returning to the first screen.

Shopping Cart

Time left to complete page: 11:19

Do not click any of these options! You will be directed away from the page and may have to start again. Review your cart and then click checkout

Step 3 Please verify the items in your cart. You can either add more items to your cart or check out.

<input type="checkbox"/>		2023-24 Masterwork Season	Regular	●
<input type="checkbox"/>		2023-24 Masterwork Season	Regular	●
<input type="checkbox"/>		2023-24 Masterwork Season	Children's subscrip	●

If any of your tickets should be for a child (under 18) and are not indicated here, you can use the drop down menu to select "Children's Subscription". Note that children must be accompanied by an adult and tickets will be checked at the door.

SubTotal: ●

Subscription Facility Fee: \$15.00

Total: ●

RENEWING ONLINE & LOGIN INFO:

STEP 4: CHECK OUT

FINAL STEPS!

- Select "2024/25 Subscription Renewals" as a Delivery Option
- Review your addresses and enter your Credit Card information
 - Hit "Submit" and you're all done!

Ticket Delivery Option Choose the "2022/23 Subscription Renewals" option for Ticket Delivery. Any other option will have additional fees associated with it and may cause errors in the system.

2023/24 Subscription Renewals - This option is for Subscription Renewals ONLY. Single-ticket buyers should NOT select this option as they will not receive their tickets ahead of their concert. Subscription Renewals will be sent via USPS in early September.

Will Call - Will Call tickets are for non-subscribers only and will be available to collect at the Macky box office one hour prior to the concert. **DO NOT CHOOSE THIS ONE!** If you would like tickets held at Will Call, please contact the Box Office.

Shipping Address [Redacted]

Billing Address [Redacted]

How did you hear about us?

Payment Info

Credit Card Type:

Card Number:

Credit Card Expire: 04 2023

CVC:

REVIEW THROUGH EVERYTHING!
Make sure your address is correct in both shipping and billing, as well as your ticket selections. Then enter your CC information here and click **SUBMIT!**

As always, please do not hesitate to call or email the Box Office if you have any questions or concerns. We hope that this online renewal feature provides more convenience and security to our valued subscribers.

Thank you for your continued patronage!
– The Boulder Phil Team