



Renewing Your Boulder Philharmonic Subscription

We're excited to celebrate another season with you!

Renew by April 1, 2025 to keep your current seats. After this date, any unrenewed seats will be released to the public.

TWO WAYS TO RENEW OR UPDATE YOUR SUBSCRIPTION:

1. **Renew online** via our ticketing system – see below for step-by-step instructions.
 2. **Contact the Box Office** at **303.449.1343** or **info@boulderphil.org** (Monday–Friday, 10 AM–5 PM).
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STEP 1: LOG IN

Use the email associated with your subscription (included in your renewal letter).

If you have trouble logging in, contact the Box Office at **info@boulderphil.org** for a password reset.

[➡ CLICK HERE TO RENEW](#)

STEP 2: REVIEW & UPDATE YOUR INFO

Once logged in:

- ✓ Confirm your email, shipping, and billing addresses.
- ✓ Update your contact preferences.
- ✓ Change your password (optional) using the link at the end of the form.
- ✓ Click “**Continue**” when finished.

⚠ **Do not use your browser’s “Back” button** during this process, as it may cause errors.

STEP 3a: SELECT YOUR RENEWAL OPTION

On the renewal screen, your current seats and pricing will be listed. To the left of each seat, choose:

- ☒ **“Same”** – Keep your current seats.
- ☐ **Do NOT** select **“Better”** or **“Renew Later.”**

If you’d like to move, change, or cancel your seats, **please call the Box Office.**

After selecting **“Same”** for all seats, click **“Check Out.”**

Please see the image below for a visual explanation:

The screenshot shows the 'Step 3 Select Renewal Options and Checkout' screen. At the top right is a 'Check Out' button. Below the title bar is a table with columns: Renewal Options, Series Name, Loc, Sec, Row, Seat, Discount, and Price. There are three rows, all for '2023-24 Masterwork Season'. Each row has radio buttons for 'Same' (selected), 'Better', and 'Renew Later'. The 'Discount' column shows 'REG' for the first two rows and 'CHI' for the third. The 'Price' column has a button for each row. Annotations include: a red arrow pointing to the 'Check Out' button with the text 'After selecting "Same" for all tickets, click "Check Out"'; a red arrow pointing to the 'Same' radio button in the first row with the text 'Don't forget to select SAME for EVERY ticket.'; a red arrow pointing to the 'CHI' discount with the text '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.'; and a red arrow pointing to the 'Better' radio button with the text 'DO NOT SELECT BETTER OR RENEW LATER!'.

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.

STEP 3b: APPLY YOUR “WELCOMEBACK” DISCOUNT

To receive your discount before April 1, 2025:

- ✓ Enter **WELCOMEBACK** in the promo code box
- OR
- ✓ Use the pull-down menu and select **“WELCOMEBACK”** instead of “Regular.”

Review your cart before checking out. **Seats in your cart are held temporarily**—if the timer runs out, you won’t lose your seats, but you’ll need to restart the renewal process.

The screenshot shows the 'Shopping Cart' screen. At the top right is a 'Checkout' button. Below the title bar is a navigation bar with links: Remove Item, Empty Cart, Select Another Event, Renewals, and Logout. Below the navigation bar is a table with columns: Item, Price, and Quantity. There are three rows, all for '2023-24 Masterwork Season'. Each row has a 'Regular' dropdown menu and a button. Annotations include: a red arrow pointing to the 'Checkout' button with the text 'Review your cart and then click checkout'; a red arrow pointing to the 'Select Another Event' link with the text 'Do not click any of these options! You will be directed away from the page and may have to start again.'; and a red arrow pointing to the 'Children's Subscript' dropdown menu with the text '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.'.

Shopping Cart

Time left to complete page: 11:19

Remove Item Empty Cart Select Another Event Renewals Logout

Checkout

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

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

Review your cart and then click checkout

Item	Price	Quantity
2023-24 Masterwork Season		Regular
2023-24 Masterwork Season		Regular
2023-24 Masterwork Season		Children's Subscript

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: \$15.00

Subscription Facility Fee: \$15.00

Total: \$30.00

STEP 4: CHECK OUT

- ✓ Select your **delivery option** (mailed tickets incur a \$5 fee).
- ✓ Review your information and enter payment details.
- ✓ Click “**Submit**”—you’re all set!

If you have any questions, don’t hesitate to reach out. We hope this online renewal process makes things easier for you!

Thank you for being a valued subscriber!

— The Boulder Philharmonic Team