2020 Subscription Tickets go on sale at 3pm on Thursday, March 28, 2019.

Conventions:
Renewing your BSO subscription online is relatively straight forward and quick, provided you are aware of certain conventions that we use on the Boston Symphony Orchestra website.

1. Unless you do not place your order by June 7, 2019, or you cancel your subscriptions outright, we will hold your seats for you and you do not risk losing your seats if you cannot renew your subscription online. Please contact the BSO Subscription Office at 888-266-7575, if you are unable to renew your order online.

2. Your renewal is a pre-packaged order in our ticketing system, which contains the ticketing information based on your subscription from the previous year. To access your renewal, simply log into your account on our website, and access your purchase history. The first order in your purchase history will be the renewal order for your 2020 BSO subscription.

3. When renewing your subscription, you essentially have four options: a) renew your unchanged subscription, b) change the seats for your subscription, c) change the series for your subscription, or d) cancel your subscription. If you wish to change your series, please select the change series option, please do not cancel your existing series and add a new series. Once the renewal period is over on June 8, we will be able to determine if we can accommodate your change request(s) and we will communicate this to you at that time.

4. We cannot commence seating and/or accommodate change requests till orders are paid in full or a payment plan has been selected. If you are making a change and we can accommodate the change, we will credit or debit your credit card when seating takes place in June.

5. Cancellations of orders are immediate. This means that seats from cancelled orders are placed back into inventory as soon as a cancellation is completed. You will need to "add" your renewal cancellation to your shopping cart and complete the check out process in order for your cancellation to be complete.

6. If you would like to ADD a series and/or parking subscription to your renewal, you will be able to do so after you have made the appropriate decision(s) on the series in your renewal order and have added them to your shopping cart. Once your renewal is in the shopping cart, you will see the prompt in gray at the top of the shopping cart to add further series and/or parking to your
order.

7. If you would like to make a donation with your renewal order, there will be a prompt in the shopping cart where you can add your donation to your order.

8. You can pay for your renewal by leveraging a payment plan. Payment plans are available for up to 4 installments. You can also designate if you would like to make your installment payments on the 1st of 15th of each month. Please note, tickets will not be sent until all payments have been received. Also, donations are not eligible for payment plans. If you want to make a donation and utilize a payment plan, please contact the BSO Subscription Office at 888-266-7575 to complete your renewal.

9. Please note that all 2020 BSO subscription tickets will be mailed in late June/early July, pending all payments have been received.

Troubleshooting:
There may be situations where you are unable to complete your renewal. Below are the common issues that arise when attempting to renew online.

1. Logging in to your account.
   a. Some patrons will have trouble logging into their account. This could be a result of never conducting business online with the Boston Symphony, Boston Pops, Tanglewood or Symphony Hall. If you are one of these patrons, please contact SymphonyCharge, so that they can activate your account for online use. (See contact information below.) Please do not register a new account, as it will not be associated with your renewal.

   b. Some patrons have conducted business online with the Boston Symphony, Boston Pops, Tanglewood or Symphony Hall, however, we may have multiple accounts in our ticketing system for you. As a result, when you attempt to log in, the system may not know which account to access. If you cannot log in despite knowing you have an account, please contact SymphonyCharge so that they can de-duplicate your accounts for you. (See contact information below.)

   c. Some patrons may not know their account password. If you do not know your account password, then please use the Forgot Password link (https://www.bso.org/Constituent/ForgotLogin) on the Account Log On page. If you receive an error saying that the system cannot reset your password, then you likely have multiple accounts in our system using the same email address. Please refer to bullet point B above.

2. Not seeing your subscription renewal in your Purchase History.
   Typically the reason why you cannot see your renewal order in your Purchase History is because you have logged into an account, which does not contain the renewal order. Please verify the information that we have sent to you. If the information is correct or if you are unsure, please contact SymphonyCharge so that they can verify your account information.

Contact Information for assistance in logging in to your account:
If you any problems or have questions, we recommend you call SymphonyCharge for assistance. You can contact SymphonyCharge at 888-266-1200 (Monday-Friday 10am-5pm, Sat 12:30pm-4:30pm).
Instructions for Renewing:

   Upon visiting the link above, you will be directed to a web page on the BSO website which will provide you up-to-date information regarding the renewal process. Additionally, there will be a button on the page, which will allow you to begin the renewal process.

2. Log into your account.
   Click on My Account in the top left corner of any page on our website.

   Enter your email address and password and click on the SIGN IN button. Please make sure “Yes, I have a password:” is selected. If you do not know your password, click on the Forgot Password link. Please do not register a new account.
3. **Go to your Purchase History in your account.**

4. **Click on the RENEW SUBSCRIPTION button for your 2020 BSO subscription.** Your renewal will appear above your purchase history listing (see below).
5. **Select a renewal option.**

There are four (4) options for renewing a subscription:

- **Renew (unchanged).**
  You are not making a change to your renewal. Skip down to item 6 below.
b. **Change Seats.**
You are making a seat change request for the existing series in your renewal. You can choose up to three preferences for this change. Your change seat request is prioritized from top to bottom (see example on next page).

c. **Change Series.**
You wish to make change the series from your previous series to a different series. PLEASE NOTE: online renewals can only accommodate change requests to fixed seat subscriptions only. If you wish to change your series to a Choose Your Own subscription, please contact the BSO Subscription Office are 888-266-7575.
d. **Cancel Series.**
You wish to cancel your series outright. Please note that by canceling your series, your seats will be returned to inventory immediately. If you wish to change your series, please do not cancel your series and add a new series. Please use the Change Series function noted above.

6. **Specify any changes to your renewal in the “Other Requests” area.**

Attention Subscribers: If you are subscribing to 5 or more performances, you will automatically receive a $20 voucher to the Symphony Cafe. Vouchers will be mailed before the season starts. SSS Please note, if you would like to change one or more of your series to another series, online renewals can only accommodate series changes to Fixed Seat subscriptions only. If you would like to change your series to a Flex Seat series or to a Choose Your Own series, please contact the subscription office at 888-266-7575.
7. Click on the SUBMIT REQUEST button to add your subscription renewal order to your Shopping Cart.

   a. If you are renewing your subscription, it will look like this:

   ![Renewal Request]

   b. If you are changing your seats, it will look like this:

   ![Seat Change Request]

   c. If you are changing your series, it will look like this:

   ![Series Change Request]

   d. If you are cancelling your subscription, it will look like this:

   ![Cancel Subscription Request]
8. Your renewal is in your Shopping Cart.
Once your renewal is in your shopping cart, you can add a new subscription and/or parking to your renewal, make a donation, or click the "PROCEED" button to check out.

Upon checking out, if you are renewing your subscription, you will be asked to enter/confirm your Shipping Information.

If you are cancelling your subscription, once you click on the PROCEED button, then you will be taken directly to the Order Confirmation page.
You can choose from 4 payment plans when renewing a BSO subscription. One payment results in the entire order being charged to your credit card now. Multiple payments will result in equally divided payments over the next 2-4 months.

If you have a donation in your cart, you will be ineligible for a payment plan. Please contact the BSO Subscription Office (888-266-7575) if you would like to make a donation and utilize a payment plan.

You can choose to have your monthly payments made on the 1st of 15th of each month. Please click on the "1st" or "15th" button to select a date. Please note, tickets will not be sent until your order is paid in full.

10. Upon specifying your Shipping and Payment information, you will be taken to the "Finalize" page. This is the last page in the checkout process. Click on the PLACE ORDER button to complete your transaction.
Your order will be complete when you get to the "Order Confirmation" page. You will receive an order confirmation email as well.

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