

Don't see your question? Contact us at ezseatu@philorch.org and a patron representative will be happy to help you. Please note that our office hours are Monday–Friday, 9:00 AM–5:00 PM. Your request will be reviewed on or within the next business day.

1. What is eZseatU?

eZseatU is an online membership program that allows college students to pay a one-time \$25 membership fee and get access to Philadelphia Orchestra concerts at no additional costs per ticket. eZseatU members can reserve general admission tickets for Philadelphia Orchestra performances the Tuesday before the concert dates. As a member of eZseatU you also receive great eZseatU benefits, such as access to Special College Night events.

2. Are there other college ticket opportunities available for non-eZseatU members?

Yes! Students with a valid full-time college student I.D. also have the opportunity to purchase a student rush ticket for \$8 for most subscription concerts. Tickets may be purchased at the box office on the day of the concert from 6:30 PM to 7:50 PM for 8 PM performances and from 12:30 PM to 1:50 PM for 2 PM. performances. Student rush tickets may not be available for all performances and handling fees apply to all website purchases. Only one ticket may be purchased per I.D., and tickets are subject to availability. All student tickets issued are general admission. Seating location is dependent on availability.

3. What happens when I arrive at the Kimmel Center to attend a concert?

All students will be directed to the eZseatU check-in table located in the Commonwealth Plaza next to the Box Office. Kimmel Center ushers will check student IDs and your general admission ticket will be scanned. Ten minutes before concert start time, ushers will lead students into the hall to fill in available seats. If for some reason, a patron shows up that has a ticket for the seat you are sitting in, please quietly find another available seat or find an usher in a red jacket to assist you. While we do our best to seat you with others in your group, there may be instances where groups need to be separated due to seating availability. Out of respect for our ushers, please do not "seat jump" during the concert or at intermission. Please note that there is no food or drink allowed Verizon Hall.

eZseatU Membership Information

4. What do I receive with my eZseatU membership?

Once you have purchased your eZseatU membership you will automatically have access to your My Account page where you can reserve eZseatU tickets on the Tuesday before a concert as well as update your account information. You will also receive a confirmation e-mail that will include your patron ID account number. Always remember to log into My Account in order to access your tickets each week.

5. Are there requirements to be an eZseatU member?

eZseatU members must be a full-time college student (undergraduate or graduate) and have a valid student ID to participate. You must have access to the internet, a printer, a valid e-mail address, and credit card in order to become an eZseatU member. If you do not meet these requirements, [click here](#) for information on other college student ticket options without these requirements.

6. How many memberships can I buy?

Only one eZseatU membership can be purchased per account. Additional student understudy tickets can be purchased per eZseatU member for most concerts at \$8 each. If you are interested in memberships for classes or for parties of 10 or more please e-mail groupsales@philorch.org.

7. Can I share my membership?

If you plan to attend concerts with a guest, we suggest that you join eZseatU so you are able to purchase additional \$8 student tickets when you reserve your membership ticket under one account. We DO NOT RECOMMEND purchasing one membership to share between multiple people, as you would need to give out your personal log in username and password. Your password should be something only you know in order to keep your personal information secure.

8. How long is my eZseatU membership valid?

Your eZseatU membership is valid from September 2019 through June 2020.

9. What concerts is my eZseatU membership valid for?

eZseatU memberships are only valid for Philadelphia Orchestra performances within the Subscription Series at the Kimmel Center. eZseatU tickets cannot be reserved for special event concerts (i.e. Family Concerts, Opening Night, The Phantom of the Opera, Organ and Brass Christmas, Glorious Sound of Christmas, Messiah, New Year's Eve, Orchestre Métropolitain de Montréal, Disney's Fantasia - Live in Concert, BeethovenNOW: Solo Piano Recital with Evgeny Kissin, and Up—Live in Concert), Family concerts, or Sound All Around concerts unless otherwise indicated. Concerts may lose their eligibility to be in the program at The Philadelphia Orchestra discretion. Retroactive requests for eZseatU tickets, after this determination, will not be honored. To view exactly which concerts are made available, please visit [About the Program](#).

10. Where do eZseatU members sit and can I sit with my friends?

All student tickets are general admission tickets for The Philadelphia Orchestra. Ushers lead students into the hall to fill in available seats and seating is on the various levels of Verizon Hall. While we do our best to seat you with others in your group, there may be instances where groups need to be separated due to seating availability.

eZseatU Log in Information

11. What is my username?

Your username is the unique name associated with your account to be used for online shopping. It is generally the e-mail address you have used for online ticket purchases. If you have recently changed your e-mail address when purchasing tickets, your username may be a former e-mail address. If you do not have a username [click here](#), to register.

12. What if I forgot my username?

Your username is generally the e-mail address you use in an online ticket purchase. If you recently changed your e-mail address when purchasing online tickets or updating your account information, your username may be a formerly used e-mail address. If both your current and former e-mail addresses do not work, please fill out the customer service form and your username can be e-mailed to you. If you have not purchased tickets online from The Philadelphia Orchestra or any Kimmel Center resident company [click here](#) to register.

13. Why do I need a username to log in?

In order to issue tickets, all patrons must have an account. To access your account online you must have a username associated with your account. Your username and password for eZseatU are the same as your username and password for all other Philadelphia Orchestra, Kimmel Center Presents, Broadway at the Academy, and other Kimmel Center resident company online ticket purchases.

14. What if I forgot my password?

If you forgot your password, use this [Forgot password link](#) to have your password e-mailed to you.

I have purchased Philadelphia Orchestra tickets online in the past.

15. Can I use the same username and password?

Yes! Your username and password for eZseatU are the same as your username and password for all other Philadelphia Orchestra, Kimmel Center Presents, Broadway at the Academy, and other Kimmel Center resident company online ticket purchases. Please use it to log in and purchase an eZseatU membership.

16. I'm trying to register for a new account and I am getting the message my e-mail is invalid. What do I do?

This message is appearing because our system has recognized this e-mail address as already belonging to an existing account in our database. You already have an account with us so there is no need to create a new one. Please enter your e-mail address in the log in field and click on the Forgot Password link and your password will then be e-mailed to you so that you can log in.

17. Can I join eZseatU if I do not have an e-mail address?

No, a valid e-mail address is required to join eZseatU. If you do not meet this requirement [click here](#) for information on other college ticket options without e-mail requirements.

18. I'm unable to log in to eZseatU.

If you have tried to log in and are unable or are receiving an error message, please clear the cache and/or cookies in your web browser, and then log in again. If you continue to experience an issue, please fill out the [customer service form](#) with the specific problem you are having and a customer service representative will be happy to assist you. Please note that our office hours are Monday–Friday, 9:00 AM–5:00 PM. Your request will be reviewed on or within the next business day.

19. How do I update my personal information (address, username, e-mail, etc.)?

If you need to make any changes to your account, please contact a Philadelphia Orchestra Representative at ezseatu@philorch.org.

eZseatU Ticket Purchase Information

20. I can't find the concert I'm looking for.

Concerts available for eZseatU ticket purchase can be found on [About the Program](#). We reserve the right to remove any concert that reaches 95% capacity (or sell out), from the eZseatU program. Remember, tickets are made available Tuesday at 4PM for that upcoming weekend only. Important note: eZseatU member discount tickets are not available for special event concerts (Family Concerts, Opening Night, The Phantom of the Opera, Organ and Brass Christmas, Glorious

Sound of Christmas, Messiah, New Year's Eve, Orchestre Métropolitain de Montréal, Disney's Fantasia - Live in Concert, BeethovenNOW: Solo Piano Recital with Evgeny Kissin, and Up—Live in Concert), unless otherwise indicated.

21. I found my concert but when I log in I do not receive my eZseatU discount?

In order to receive your eZseatU discount you must log into your [My Account](#) page. If you select a concert from the general online calendar and then log in, we are unable to verify your eZseatU membership and your discount will not appear. Remember, eZseatU tickets will only become available each Tuesday at 4 PM for that upcoming weekend of concerts.

22. When can I buy concert tickets?

You may reserve eZseatU tickets starting at 4:00 PM on the Tuesday before each concert. E-mails will be sent to the membership base announcing each concert's release for eZseatU ticket reservations. Tickets frequently sell out soon after the email is sent so it is recommended to attempt to reserve your tickets as soon as possible.

23. How many tickets can I buy?

As an eZseatU member you may reserve one ticket per concert at no cost. You may also purchase additional non-member \$8 student tickets for most concerts. You must show a valid full-time college student ID for each eZseatU and non-member rush ticket that is purchased. If you are interested in class discounts for parties of 10 or more contact groupsales@philorch.org.

24. What do I do if I want to buy more tickets than I am allowed with my membership?

Purchasing additional non-member tickets is eZ! Once you have logged in to your eZseatU account page and accessed the concert you wish to reserve tickets for you may select add-on tickets for most performances. You will receive your member discounted ticket first and then you will receive the eZseatU add-on discount on any seats you select beyond your membership. All tickets will be general admission tickets and are print-at-home tickets. Student add-on tickets are subject to availability.

25. What seats do I get as an eZseatU member?

All student tickets are general admission tickets for The Philadelphia Orchestra. Ushers lead students into the hall to fill in available seats. Seating may be on the various levels of Verizon Hall.

26. What is my patron ID?

Your patron ID is a series of numbers that are unique to your account. This ID can be found in the confirmation e-mail from your eZseatU membership purchase, on the [My Account](#) page after logging in at www.philorch.org/ezseatu, or on your printed tickets. If you cannot locate this number, please complete the online assistance form and your patron ID can be e-mailed to you.

27. What is my order number?

Your order number is a series of numbers used to identify a ticket reservation. This number can be found on your printed ticket. If you can not locate this number, please complete the online assistance form and the order number can be e-mailed to you.

eZseatU Ticket Printing Information

28. Where do I pick-up my eZseatU tickets?

All eZseatU tickets are print-at-home tickets. After you have completed your ticket order you can print your tickets from the confirmation screen. If you do not print your tickets directly after purchase, the concert will appear on you're My Account page under Upcoming Concerts. Simply click the "print" link that appears after the concert listing and your tickets will appear for printing. If you complete your ticket order and are not at a location with a printer, your tickets can be accessed at anytime simply by logging into your eZseatU account page at www.philorch.org/eZseatU. **You may also bring up the barcode ticket on any smartphone to have the usher scan your ticket. Please be sure to enlarge the screen and increase the brightness.**

29. Can I pick up my tickets at the Box Office?

No, all eZseatU tickets are print-at-home tickets. After you have completed your ticket order, the concert you have purchased will appear on your account page under Upcoming Concerts. Simply click the "print" link that appears after the concert listing and your tickets will appear for printing. You must have access to a printer. If you complete your ticket order and are not at a location with a printer, your tickets can be accessed at anytime simply by logging into your eZseatU account page.

30. What if I do not have a printer?

If you do not have a printer, you can pull up your ticket with the barcode on any smartphone. You must enlarge the screen and increase the brightness in order for the usher to scan it. eZseatU orders are stored in your account and can be access at any time from the "My Account" page. You also have the ability to log on and print tickets when you are at a location with a printer, such as a local library.

31. I'm having trouble printing my tickets.

If you cannot print your tickets, you can pull up your ticket with the barcode on any smartphone. You must enlarge the screen and increase the brightness in order for the usher to scan it. You may also fill out the online assistance form and a customer service representative will be happy to assist you. Please note that our office hours are Monday–Friday, 9:00 AM–5:00 PM. Your request will be reviewed on or within the next business day. If you cannot print your tickets on a Saturday or Sunday for a performance that evening, go to the Box Office as early as possible before the concert to have your tickets printed.

32. Are the additional non-member tickets I purchase print-at-home tickets?

Yes, all eZseatU tickets (member and non-member) are print-at-home tickets.

33. What do I do if I lose my printed tickets?

If you lose your tickets you may reprint your tickets from your eZseatU account page.

34. How do I reprint my eZseatU tickets?

Log in to your account at www.philorch.org/eZseatU. If you have already printed your tickets, a "reprint" link will appear after the concert listing on you're My Account page under Upcoming Concerts. Simply click the "reprint" link to reprint your tickets. Please note that once you reprint your eZseatU tickets, any previously printed tickets will no longer be valid. Your new reprinted tickets will say "duplicate." If you find your original tickets at any point, you should discard the originals and use the "duplicate" tickets as they will have a valid barcode allowing you entrance to the concert hall.

35. I have two copies of the same ticket. Which one should I bring to the hall?

If you reprint your eZseatU tickets, any previously printed tickets will no longer be valid. Your valid reprinted tickets will say "duplicate." If you find your original tickets at any point, you should discard the originals and use the "duplicate" tickets as they will have a valid barcode allowing you entrance to the concert hall.

eZseatU Membership Communications

36. How/when will I be notified if a concert is selling out?

eZseatU members receive weekly e-mails of upcoming concerts that are available for sale and notification of their availability status. If a concert is sold out, the date will have a message notifying that there are no tickets available when clicked. There is no waitlist for tickets.

37. How do I unsubscribe from e-mails?

You may adjust your e-mail preferences at any time on your [My Account](#) page under e-mail preferences. In addition all e-mails will be sent with a link to unsubscribe in the footer. Simply click the link to be removed from that mailing list. Please note that unsubscribing from informational e-mails means you will not receive notification of sold-out concerts. Remember that all eZseatU ticket information will only be sent by e-mail.

Faculty/Moderator eZseatU Information

38. I am a faculty member/professor and would like to get memberships for my students, how can I do this?

Faculty members can purchase eZseatU class memberships on behalf of their students by contacting Manager of Audience Development Kayla Delgado-Partridge directly at kpartridge@philorch.org.

39. Can I purchase a membership and have my students share the membership?

We DO NOT RECOMMEND purchasing one membership to share between multiple people, as you would need to give out your personal log in username and password. Your password should be something only you know in order to keep your personal information secure.

40. As the chaperone accompanying my class, can I get an eZseatU membership ticket?

For questions, concerning class chaperone tickets please contact groupsales@philorch.org.

41. What if students want to come to the concert, who aren't eZseatU members?

Students with a valid full-time college student I.D. may purchase student rush tickets for \$8 before each subscription music concert. Tickets may be purchased at the box office on the day of the concert from 6:30 p.m. to 7:50 p.m. for 8:00 p.m. performances and from 12:30 p.m. to 1:50 p.m. for 2:00 p.m. performances, or at www.philorch.org/ezseatu. Handling fees apply to all website purchases. Only one ticket may be purchased per I.D., and tickets are subject to availability. All student tickets issued are general admission. Seating location is dependent on availability.

42. Can my eZseatU class sit together at the concert?

All student tickets, including eZseatU member tickets, are general admission tickets. Ushers lead students into the hall to fill in available seats and seating is on the various levels of Verizon Hall. While we do our best to seat you with others in your group, there may be instances where groups need to be separated due to seating availability.