

Ticket Sales Terms, Conditions, and Privacy Policy

General

The Coeur d'Alene Symphony Orchestra offers ticket purchasing options through our website at www.cdasympphony.org and by way of calling our Box at (208) 660-2958. All purchasers must be at least 18 years of age at the time of purchase.

All telephone and internet purchases shall be made with a valid credit card; purchasers acknowledge that the Coeur d'Alene Symphony Orchestra will not deliver tickets until the credit card transaction has been completed. Additionally, if at any time the credit card transaction is reversed by the card holder or card holders bank the Coeur d'Alene Symphony Orchestra will revoke the right of use of any unused tickets.

Purchases made by personal (or company) check shall be made with a valid check. The purchaser agrees to pay any returned check fees with certified funds if the purchaser's bank does not honor said check. Additionally if the purchaser's bank does not honor said check the Coeur d'Alene Symphony Orchestra will revoke the right of use of any unused tickets.

Purchasers agree that the Coeur d'Alene Symphony Orchestra or its assignees shall at their discretion choose the final delivery methods for all tickets sold. The Coeur d'Alene Symphony Orchestra shall make a best effort attempt to make the purchaser aware of the chosen delivery.

Tickets, while printable multiple times, are only valid for a single use. The Coeur d'Alene Symphony Orchestra will only honor the ticket the first time it is presented.

Tickets are to be printed by the purchaser, or by the Coeur d'Alene Symphony Orchestra; and the purchaser acknowledges that the printed ticket must be readable. If ticket at the time of presentation is not readable, additional verification steps will be required of the purchaser which may delay entry into the performance.

The Coeur d'Alene Symphony Orchestra will cancel all purchases tied to a credit card/personal account and deny all future credit card purchases if a charge back is issued against a transaction. This is done to ensure the security of all purchases against fraudulent credit card use.

The purchaser also agrees that the Coeur d'Alene Symphony Orchestra and its assignees may post additional conditions for entry ticket purchases if deems necessary.

Returns/Refunds

All tickets purchased on the Coeur d'Alene Symphony Orchestra website, by phone, at the office, at the door are final. We do not accept any returns or offer refunds/rain checks for tickets, purchased for any reason.

Privacy Policy

This Privacy Policy applies to the ticketing site where it appears. This Policy describes how we treat personal information we collect both online and offline. This includes on our websites and our box offices or in phone or email interactions you have with us.

We collect information from and about you.

- **Contact information.** For example, we might collect your name and street address. We might also collect your phone number or email.
- **Payment and billing information.** For example, we collect your credit card number and zip code when you buy a ticket.
- **Demographic information.** We may collect information about events you like or products you buy. We might collect this as part of a survey, for example.

We collect information directly from you. For example, if you register for a promotion or buy tickets. We also collect information if you post a comment on our websites or ask us a question.

We use information to respond to your requests or questions. For example, we might use your information to confirm your registration for an event or contest. If you give us your friend's information, we will only use it to provide services you requested.

We use information to look at site trends and customer interests. We may use your information to make our website and products better. We may combine information we get from you with information about you we get from third parties.

We use information for security purposes. We may use information to protect our company, our customers, or our websites.

We use information for marketing purposes. For example, we might send you information about special promotions or offers. We might also tell you about new features or products, for example, if you buy tickets from us we might enroll you in our newsletter.

We use information to send you transactional communications. For example, we might send you emails about your account or a ticket purchase. We might also contact you about this policy or our website terms.

We use information as otherwise permitted by law.

We may share information if we think we have to in order to comply with the law or to protect ourselves. For example, we will share information to respond to a court order or subpoena. We may also share it if a government agency or investigatory body requests. Or, we might also share information when we are investigating potential fraud. This might include fraud we think has happened during a sweepstakes or promotion.

We may share information with any successor to all or part of our business. For example, if part of our business is sold we may give our customer list as part of that transaction.

We may share your information for reasons not described in this policy. We will tell you before we do this.

You can opt out of receiving our marketing emails. To stop receiving our promotional emails by calling the CDA Symphony office at (208) 765-3833, or follow the instructions to opt out in any promotional message you get from us. Your device settings should provide you with instructions on how to turn off push notifications. It may take about ten days to process your request. Don't worry! Even if you opt out of getting marketing messages, we will still be sure to send you transactional messages. For example, we may still contact you about your orders.

You can modify information you have given us. To correct or delete information or update account settings, log into your account and follow the instructions, or contact the CDA Symphony office at (208) 765-3833. We make changes as soon as we can. This information may stay in our backup files. If we cannot make the changes you want, we will let you know and explain why. If you contact us requesting access to your information, we will respond within 30 days.

These sites are not intended for children. Our sites are meant for adults. We do not knowingly collect personally identifiable information from children under 18. If you are a parent or legal guardian and think your child under 13 has given us information, you can email us at info@cdasympphony.org. You can also write to us at the address listed at the end of this policy.

We use standard security measures. We have security measures in place to protect your information. The standard security measures we use will depend on the type of information collected. However, the Internet is not 100% secure. We cannot promise that your use of our sites will be completely safe. We encourage you to use caution when using the Internet. This includes not sharing your passwords. If you think that an unauthorized account has been created using your name, contact us at the address below.

We keep personal information as long as it is necessary or relevant for our business. We also keep information to resolve disputes, enforce our agreements and as otherwise required by law.

We store information in the United States. If you live outside of the United States, you understand and agree that we may transfer your information to the United States. This site is subject to U.S. laws, which may not afford the same level of protection of those in your country.

We may link to third party sites or services we don't control. If you click on one of those links, you will be taken to websites we do not control. This policy does not apply to the privacy practices of those websites. Read the privacy policy of other websites carefully. We are not responsible for these third party sites.

Feel free to contact us if you have more questions. If you have any questions about this Policy or other privacy concerns, you can email us at info@cdasympphony.org. Please do not include your credit card number or other sensitive information in your email. You can also write us at: **Coeur d'Alene Symphony Orchestra, P.O. Box 898, Coeur d'Alene, ID 83816, (208) 765-3833**

What we will do if there is an update to this policy. From time to time we may change our privacy practices. We will notify you of any material changes to this policy as required by law. We will also post an updated copy on our website. Please check our site periodically for updates.

Updated April 14, 2016