



975A Alston Street
Victoria, BC V9A 3S5
www.jazzvictoria.ca

(250) 388-4423
FAX (250) 388-4407

To all ticket holders for TD JazzFest Hermann's Jazz Club shows:

Hermann's Jazz Club has changed from its previous general admission, first-come-first-served seating to an *assigned seating* policy, where Hermann's staff will be assigning where you sit for your show. Here's what this means for you:

- If there is somewhere in the venue you want or need to sit, you must make a seating request. **All seating requests for Hermann's Jazz Club must be submitted to the Victoria Jazz Society box office.** We will be taking seating requests from patrons until **3 days before the show dates**. Then, we will be sending these requests to Hermann's so that the seating can be organized. These requests will be processed on a first come, first served basis.
- This will make getting your desired seat possible, but not guaranteed, and we apologize for this inconvenience. This policy change also means that getting to the venue early **will not** guarantee a particular seat.
- We will prioritize seating requests that accommodate disabilities, and also group seating requests, so if you are a group who have bought tickets **separately** but are coming to the show together, **if we are made aware** of all the members of your party, you will be seated together.
- Tickets purchased from the Royal and McPherson Box Office are still valid. However, the RMTS cannot process seating requests - you must go through the VJS.
- We will not be issuing revised tickets for the shows. We recognize that the tickets that have been provided for the Hermann's Jazz Club shows read General Admission. However, the VJS was not aware of this policy when the ticket order was placed.
- Tickets will still be available for purchase at the door, as long as the show is not sold out. Front of house staff will then seat night-of purchasers where there is space available.

If there is somewhere in the venue that you would prefer to sit, **AND/OR** you and your party have made your ticket purchases separately, please contact us (the VJS) with your request.

The Box Office Coordinator can be reached at 250-388-4423, at boxoffice@jazzvictoria.ca or in person at our office (975A Alston St, 9:30-5:00 PM Mon-Fri).

Thank you for your understanding, and see you at JazzFest!

The Victoria Jazz Society