

Frequently Asked Questions:

How do I contact the Ottawa Chamber Music Society?

For additional information on our events and availability please feel free to call or visit
The Ottawa Chamber Music Society box office at:

4 Florence Street, Suite 201

Ottawa, Ontario

(corner of Bank and Florence)

Box Office 613-234-6306

Fax 613-234-7692

Email: boxoffice@chamberfest.com

Website: www.chamberfest.com

Hours of Operation are Monday to Friday 9am – 5pm EST

Florence Street Festival Box Office will be open

May 25 to August 8

Monday to Friday 9:00 to 6:00 PM

Or visit us at **Dominion Chalmers United Church**

355 Cooper Street (Lisgar Street entrance)

May 25 to July 24, 2009

Monday to Friday 9:00 to 5:00 pm

During the Festival – July 25 to August 8, 9:00 am to 8:00 pm

How will I get my tickets?

All tickets purchased on line may be picked up at the
OCMS box office, 4 Florence Street, Suite 201, during regular business hours up to 24
hours before the event or directly at the venue 1 hour prior to the event itself. Please
bring your confirmation page and identification.

Tickets purchased online may be mailed for a nominal fee to the address provided.

Please allow for 10 business to receive your purchase.

If you have any questions about your tickets please call the OCMS box office at
613-234-6306.

We recommend that you arrive at least 30 minutes before the performance to pick up
your tickets and find seating. Please note that latecomers will be seated by an usher at
an appropriate time in the performance.

What is Platinum seating?

Platinum seating is a privilege reserved for our Festival Platinum Pass Holders. Platinum pass holders are entitled to guaranteed seating in our VIP section for all Festival concerts and events except for the Opening and Closing benefit concert. For more information on becoming a Platinum Pass Holder please email boxoffice@chamberfest.com.

What is reserved seating?

Reserved seating entitles you to sit anywhere within the established reserved section. These sections have been pre-determined to offer patrons the best possible vantage points within the venue. It does not guarantee you a specific seat or specific pew rather it is designed to give the patron the added convenience of a guaranteed spot in a desirable location without queuing.

What is pew seating?

Reserve tickets during our Fall/Winter Concert Series are sold by pew rather than by seat. Aisle seating cannot be guaranteed as seating within the pew is on a first come first served basis. Please check with the ushers to ensure that you find your designated pew.

What is the ticketing fee?

The fee charged for online ticketing pays for the costs associated with providing OCMS customers with the convenience of 24 hour online ticketing. If you would prefer to order your tickets in person there are no additional charges. Please call us at 613-234-6306 to order by phone, or visit our box office at 4 Florence Street, Suite 201, Ottawa, Ontario.

How can I request wheelchair seating?

Many of our venues are wheelchair accessible; however, each location offers different amenities. If you require wheelchair seating please contact our box office directly and one of our staff will be happy to assist you with your special seating arrangements. Please call us at 613-234-6306 to order your tickets, or visit our box office at 4 Florence Street, Suite 201, Ottawa, Ontario.

What is your refund and exchange policy?

There are no exchanges or refunds on tickets. If there is a problem with your tickets please phone our box office 613-234-6306 and someone will assist you. In the event of a program cancellation a full refund will be provided less the cost of the internet ticketing fee. Please check our website for changes www.chamberfest.com.

Is GST included in the ticket price?

All tickets bought online include 5% GST.

Will I get a tax receipt for my donation?

As a non-profit charitable organization, the Ottawa Chamber Music Society will provide a tax receipt for all donations \$20 and over. We thank you for your gift.
Charitable Registration Number 89727 4437 RR0001