

Box Office Policies

Accessibility Needs:

Please contact the box office prior to event/performances at 315-475-5915 or 315-226-4667 to communicate accessibility needs.

Pricing:

A \$3.00 fee applies to each individual ticket sales. There are no ticket fees applied to subscription package sales.

Discounts and Ticket Comps:

- Youth under 18 years old are eligible for free tickets if they are accompanied by an adult who purchases a ticket to the performance. Each ticket-holding adult may reserve up to four youth tickets. To reserve these tickets, the accompanying adult must purchase tickets in-person at our box office window or by phone at 315-475-5915 (option 1).
- Syracuse Opera is pleased to offer \$10 Student Rush tickets for post-secondary (college, university, and trade school) students with a valid student I.D. Student Rush tickets may be purchased at the Box Office of the performance venue 1 hour before each performance - subject to seat availability.
- K-12 Teachers who would like to bring a school group to the opera can enjoy the production at a Student Preview or a General Public performance (based on availability) for free. Reserved spots are available ahead of performances to all teachers and educators by contacting office@syracuseopera.com.

Youth Performance/Preview Dates for the 23/24 Season:

- I Am a Dreamer Who No Longer Dreams: Oct. 18, 2023 (preview)
 - All Is Calm: The Christmas Truce of 1914: Dec. 13, 2023 (preview)
 - The Fantasticks: Feb. 14, 2024 (preview)
 - The Barber of Seville: April 28, 2024 (mainstage)
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- Seniors, veterans, and members of the military are entitled to a 10% discount on individual tickets. These discounts do not apply to subscription sales.
 - Groups of 10-19 people may request a 25% discount on tickets purchased through the phone or in-person box-office.
 - Groups of 20 or more persons may request a 35% discount on tickets purchased via the phone or in-person box-office.
 - Online ticket-sales and door sales will continue until 15 minutes prior to show start.

Box Office hours:

Telephone Box-Office Hours:

9:30 AM to noon, and 1:00 PM to 3:15 PM Monday, Wednesday, Friday.

12:30 PM to 6:15 PM Tuesday, Thursday

In Person Box-Office Window Hours, at 411 Montgomery Street.

12:30 PM to 6:15 PM, Every Tuesday and Thursday.

The Box Office will be closed on all Federal and Major Holidays, including, but not limited to: New Years Day, President's Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, Christmas Day.

Refund and Exchange policy:

There is a No-Refund policy. However, exceptions can be made on a case-by-case basis with the General Director's approval. Subscribers may exchange tickets for another performance of the same title up to 24 hours before curtain. Purchased tickets may also be converted into donations up to show time.

Customer support:

Customer support may be reached at our main office number, 315-475-5915 or 315-226-4667. For online support, please email info@syracuseopera.com or operations@syracuseopera.com.

Attire:

Formal-wear and casual-wear are both acceptable at the opera.