



General terms of purchase using gift certificates

The following terms govern all ticket reservations made through Opéra de Montréal. Any person who makes a ticket reservation through the Opéra de Montréal box office is understood to have freely agreed to these terms.

1. Customers must carefully check their show choice and performance date BEFORE reserving. NO REFUNDS, EXCHANGES OR CANCELLATIONS are possible once the reservation is made. Information about programming, dates, schedules and show casts are subject to change without notice.
2. To be eligible, the gift certificates must be used for a performance in the Opéra de Montréal 2011-2012 season. Gift certificates must be exchanged by telephone with Opéra de Montréal, or by coming in person to Opéra de Montréal with the gift certificate in hand.
3. Gift certificates may not be combined with any other offer.
4. Gift certificates may be used for ticket purchase only.
5. Only the discounts indicated on the form are available for this method of payment. For all other rates, customers must contact the Opéra de Montréal box office at 514 985-2258.
6. All purchases are submitted for approval to Opéra de Montréal and the financial institutions that issue the accepted credit cards.
7. In case of discrepancy between the information confirmed at the time a reservation is made through the box office and the information recorded by the Opéra de Montréal central box office system, the information judged to be accurate and treated as such is that recorded by the Opéra de Montréal central box office system.
8. Opéra de Montréal disclaims all responsibility should it be impossible to complete a reservation or transaction due to a power outage, computer system error, Internet outage or other ticket sales network outage.

Confidentiality and information security policy

Opéra de Montréal customers recognize that the information they provide us is accurate and complete.

Opéra de Montréal customers agree to and are entirely responsible for payment of all fees they incur, as well as all applicable taxes as appropriate for all transactions they carry out.

Opéra de Montréal is not responsible for the fees that Opéra de Montréal customers incur in carrying out transactions on the Opéra de Montréal website.

All transactions carried out through the customer's account are understood to be carried out by the account holder for and in the name of the account holder's business.

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