Some Customer Service Complaints & Feedback.

Patron came to the office to exchange ballet tickets in his subscription. He asked me to pass on that the Merriam Theater should have railings in the balcony for safety reasons.

Update: patron called back to inquire about his check refund and received information from MB that it should be approximately another 2 weeks before he receives his checks.-bcm 5/21.

Patron is expecting a refund check from the PBA, it shows a note his vouchers were redeemed and a check was issued, they were redeemed 4/16- I let him know I’d look into it and get back to him. sent email to SA.

When patron called to renew her subscription today she had some feedback that she would like to pass along.  She does not want to go to any performances in the Merriam.  She called the venue a "disgrace" because it is difficult to walk in and you can't see anything.  She would like to see some more old ballets.  Swan Lake and Carmina Burana were here a few years and while they were beautiful, she is tired of the repetition.  Also does not approve when there is not an Orchestra present for the performances.  She doesn't want any "canned" music. Does not like the choreography of Matthew Neenan.  Feels as though he is "brainwashing Philadelphia"with only one type of choreography.  I told patron that I would be happy to pass along her feedback.

Also, she wants ice cream to be available for purchase from food vendors.

16236686 - Patron is concerned about her upcoming performance of Swan Lake. She always come to the Ballet for their show around St. Patrick's Day, and she complained that the police always block streets around the Irish Bars on Locust Street and 15th Street**.** She insists the ballet should consider this when scheduling their performances, or work with the PhilaPD to allow their patrons to park with ease.- mc 3.12

Some Direct Emails (to our info box). Inquiries, some complaints and praise.

I am trying to buy a ticket to the 2 p.m. October 24 performance.  In attempting to register, I have been rejected with a request for a different email address.

I only have one address to give.  What shall I do?

I will be in Philadelphia and would like to attend a performance of "Speed and Precision", preferably on Sunday, Oct. 25 at 2 pm. When will single seats go on sale? Thank you.

Hi,When will you be selling individual tickets online for The Nutcracker. I want online to purchase 2 tickets to it as a gift but wasn't able to make a purchase. The only option was to subscribe to 2-15-2016 season. <http://www.paballet.org/upcoming-programs>. Please advise. Thanks.

It is not clear to me whom I should be addressing this complain and requestt, but the current policy for late-seating at the Academy is not in the interest of either the audience or dancers.

I attended a Sunday March 8 matinee and sat in the Balcony, Section E, Row F, Seat 116.  15 minutes into the performance of Swan Lake, the usher was still seating late arrivals, disrupting and distracting all of us in that part of the balacony.  At the first intermission, the usher explained to me that seating "could continue at appropriate times" at the usher's discretion..

Late seating at a dance performance--or any performance, for that matter--simply is not correct.  You may know that this Spring, the New York City Ballet has instituted a strict "No Late Seating" policy.  I hope that Pennsylvania Ballet and the Academy of Music will follow this very good example.

I hope you will consider changing seating policy, and I thank you for your attention.

I attended the current program on Thursday and it was the most delightful evening in the almost 40 years I have been attending the PA Ballet!!! I thought the backgrounds were terrific and clever; the costumes were amusing and appropriate, the steps and combinations were different and the constant tongue in cheek and humor were ever present....all combined to create the MOST Wonderful and FUN evening ever!!

Heaps of praise to all involved!! I hope you will repeat In G Major and The Concert again soon!  Even Fancy Free was better.

So many thanks for a great night and all to whom I recommended it felt the same.

Thank you!!