

FAQ (Season 2025 Packages)

1. What is a Season Launch?

The Season Launch is an exclusive invitation, in-person event held at DFP. It is a special day where our Platinum and Gold Friends of DFP (FoDFP) have the early privilege to select seats, enjoy subscriber-only discounts and take part in the *Friend Get Friend* programme.

During this launch, the subscribers can meet our talented MPO musicians, enjoy 'live' performances and connect with fellow members of the DFP/MPO community in the beautiful setting of DFP.

2. Who can attend the Season Launch 2025 physical event on November 3rd?

Only Platinum (min. RM2,500) and Gold FoDFP (min. RM1,500) are eligible. Green FoDFP are eligible if they upgrade their tier by spending the minimum requirement amount for Platinum and Gold.

3. What are the packages that will be there during the promotion period.

There will be three main package tiers:

- **Melody Package:** minimum 5-7 concerts
- **Rhythm Package:** minimum 8-9 concerts
- **Symphony Package:** minimum 10 or more concerts

4. When can I purchase the packages?

- **Platinum Subscribers:**
 - November 3rd, 9 AM - 6 PM at the Season 2025 Launch Event
 - November 3rd, 6 PM onwards - November 7th, 11:59 PM on all sales channels
- **Gold Subscribers:**
 - November 3rd, 2 PM - 6 PM at Season 2025 Launch Event
 - November 3rd, 6 PM onwards - November 7th, 11:59 PM on all sales channels
- **Green Subscribers:**
 - November 5th, 12 PM - November 7th, 11:59 PM on all sales channels

5. Is there a minimum purchase requirement?

Yes, you must purchase minimum five (5) concerts and at least one (1) classical concert in any of the packages.

6. How will I receive my voucher?

DFP Box Office will send the voucher via email before January 1st, 2025.

7. When can I use the voucher?

The voucher is valid from January 1st to December 31st, 2025 for Season 2025 DFP and MPO concerts only.

8. As a Friends of DFP subscriber, how/when can I use my discount privileges during this promotion?

You can use your FoDFP subscribers discount privilege only after purchasing one of the packages. This is only applicable if either you purchase during the Season 2025 Launch event or at Box Office until 7 Nov 2024, 11.59am.

9. What are the benefits of bringing a friend to purchase a package? (Friend-Get-Friend)

You'll receive an additional 5% discount on top of the 20% member discount, and your friend will get a 20% discount (non-subscribers only).

10. Will multiple tickets to the same concert in a package be counted as multiple concerts?

No. Even if a package like **Melody** includes 5-7 tickets to the same concert, it will only be counted as one concert.

We base the count on the *number of different concerts* in a package, not the total number of tickets.

11. Where/how can I submit the booking form?

You must fill in the booking form and bring the hard copy to the counter for submission on the day of the event.

12. Does the booking form guarantee seat reservations?

No, seat reservations are not guaranteed. Seats are assigned on a first-come, first-served basis.

13. Is there a limitation on purchasing the tickets?

There is no limit on the number of tickets you can purchase, but you must buy packages during the launch period. Single ticket sales will begin on 7 November.