



HOW TO USE THE CONCIERGE SERVICE

ORDER TICKETS MONDAY-FRIDAY

9:00 am - 5:00 pm

The delivery day for your building is every Friday by 12:00 pm; **all orders**

must be placed by 2:00 pm on

Thursday, the day before.

3 WAYS TO ORDER

PHONE

972-770-4045

EMAIL

services@conciergeconnection.org

WEB

www.cciservices.org

WE DO NOT ACCEPT PERSONAL CHECKS OR CASH.

We do accept ALL major credit cards, debit cards and company checks.

PLEASE have your credit card ready when calling. There is a \$25 NSF fee for all returned checks.

Candace Rozell

President & CEO

candace@conciergeconnection.org

(Please do not send ticket orders to this email.)

Concierge Connection

"Helping Professionals Get Back to Business"

Make A Note

The Concierge Desk will be closed on

Monday, May 28 in observance of Memorial

Day. Have a safe and happy holiday!

Dallas Zoo

Mother's Day Brunch

Saturday, May 12 (Begins at 9am)

Treat Mom to a scrumptious brunch with all the trimmings while dining at the Dallas Zoo! Allow them do all the work so that you can show how special Mom is to your family. After your delicious meal, enjoy the Zoo for the afternoon. Reservations required. For more information regarding cost or to make reservations, call 469-554-7470.

Mother's Day Overnight – Special Overnight for Families

Saturday, May 12 - Sunday, May 13

7:30pm through 10:30am the next day

Is your mother the adventurous type? Sign up for a special adventure at the Mother's Day Lights Out! Mom and children ages 7 - 10 will get a special, after-hours tour of ZooNorth, a live animal encounter, a craft, and a Monorail Safari tour. The overnight includes an evening snack and a continental breakfast the next morning. Reservations required. For more information, go to www.dallaszoo.com or call 469-554-7300. Cost: \$45 per participant

Fort Worth Zoo

Mother's Day Brunch

Sunday, May 13 (Seatings at 9:30am and Noon)

Bring the whole family to celebrate Mom! Cost: Adults \$65, Child (17 & under) \$25, Toddlers (2 & under) FREE. Each family in attendance will:

- Enjoy brunch in the Zoo's Portraits of the Wild Art Gallery
- Receive an adoption package of their favorite animal

- Get an up-close-and-personal visit with some of the Zoo's animals
- Explore the Fort Worth Zoo on Mother's Day

Adoption Package details:

Adopt your family's favorite animal! Your package will include:

- Personalized adoption certificate
- Animal fact sheet
- One Zoo publication
- Photo of adopted animal
- You may add a plush animal with an animal carrier box for an additional \$20

Please note:

- Brunch tickets will be mailed upon purchase.
- Fort Worth Zoo admission tickets will be distributed at the Mother's Day Brunch.
- Doors WILL NOT OPEN until 10 minutes prior to seating.
- Seating is assigned.
- All seating is indoors.
- All adoption packages will be at the brunch for you to take home unless you chose to ship your adoption.
- Cancellation policy: All ticket purchases are final and non-refundable. Brunch will be held rain or shine. Zoo admission passes will be honored through the end of the 2012 calendar year if there is inclement weather or you do not go into the Zoo on the day of the brunch.

Ticket sales end at noon, Wednesday, May 9, or when sold out.

Mother's Day Brunch is limited to 80 people per seating, so purchase your tickets now! All proceeds benefit the Zoo's Adoption program and help support the care and feeding of our animals.

For more information or to purchase tickets: Please log onto www.fortworthzoo.org.

NOTES FROM THE PRESIDENT – (PLEASE READ)! IMPORTANT INFORMATION WHEN ORDERING THROUGH YOUR CONCIERGE

When placing orders for “theater”, such as (Dallas Summer Musicals, AT&T Performing Arts Center, Dallas Symphony Orchestra, Dallas Children’s Theater, Dallas Black Dance Theater, Dallas Theater Center, Texas Ballet Theater, Dallas Opera, Fort Worth Opera, Fort Worth Symphony, Bass Hall, Casa Mañana, etc), or ANY events that we offer at the American Airlines Center, and certain sporting venues, such as (Texas Rangers), there are some things to consider.

We work very hard to build relationships within the community and obtain discounts for our clients. However, when doing so we have to abide by any policies put in place by the venue. Therefore, there may be a bit of a trade off when ordering those types of tickets through your concierge.

In most cases you will save on the actual ticket price, pay no service fees, and no shipping fees, which can be a significant savings per ticket. At the very least, you will save on the service fees charged by Ticketmaster, which is not less than \$7-\$8 per ticket at final checkout. There are other times, as with Dallas Summer Musicals each year, you are able to place your orders through us BEFORE they go on sale to the general public! For all venues mentioned above (and any others that come on board in the future), namely any venue where you would have “assigned seating”, this is how it works:

- 1). You DO NOT get to “choose” your exact seats! We generally give you “seating areas” and prices for those areas.
- 2). All orders are sent to the venue immediately after you place your order. We ONLY work with one person at each venue (generally the box office manager or group sales rep assigned to our account). That individual will fill the orders in which they are received with the next “best available” set of tickets for the seating area/price range you have chosen.
- 3). To save time and less risk of your order not being filled, we will usually ask you to give us your 1st, 2nd, or even 3rd choice for (seating options or possibly date options). We are also willing to add ANY “special notes” such as (prefer seats as close to this section as possible, or prefer isle seats, handicap accessible seats, etc.). In the rare instance (of overwhelmingly popular shows, games, or events) when our rep still cannot fill your order, they will contact us immediately to go over additional options.
- 4). You will ONLY hear back from us if there is a problem filling your order. If not, we will call you once your tickets have arrived in our office and let you know when they will be available for you to pick up. We do follow up on all of our orders. Should you place an order extremely far in advance, as encouraged, your order will be pulled right when you order. However, many of our venues will hold our orders until they accumulate several prior to shipping them to us. This saves them on shipping costs (allowing you to pay nothing).
- 5). This process DOES NOT mean you get bad seats! Remember, we are working directly through the venue. For many “special shows or events,” we will have an area on hold specifically for our orders. This is why we will post a “deadline to order” for those in our newsletter. Any seats we do not fill by that date will be released to Ticketmaster and sold to the general public.

In closing, please know that we offer concierge services to over 50 office buildings in the metroplex. We have an extremely large volume of orders that we place through each of these venues. It is because of that they need to have a system in place that controls the amount of calls/emails they receive in order to process your orders in a timely manner. At times because of that buying power, we will obtain “exclusive” discounts to events for our customers only. I assure you that our reps appreciate the working relationship that we have in place and go above and beyond to pull great seats for our customers! Although you do not have the ability to choose “exact seats”, in my 20 years in the business, I can count on one hand how many customers were not satisfied with the seats they received. In most of those cases it was because they ordered seats to an extremely popular show or event at the last minute.

However, we realize this ordering process will not be good for everyone. So, for those of you who feel much better knowing exactly where you will sit when placing your order, you may log onto www.ticketmaster.com. For others, as always we are here and anxiously awaiting to be of assistance. Should you have additional questions, please feel free to contact us.

Sincerely,
Candace D. Rozell
President & CEO

Calling All Golf Fans



Your concierge is now taking orders for discounted tickets to the 2012 Byron Nelson Classic.

The tournament

is May 17-20 at the Four Seasons Resort and Club in Las Colinas.

► Daily Tickets are **\$35** (reg. \$45)

All tickets provide access to:

- Championship grounds
- Pavilion After Dark
- The Pavilion: where the party is
- HP Technology Zone
- KidsZone

All orders must be placed by May 9. Tickets will be delivered no later than May 11.

Tickets are limited and all sales are final.

Scarborough Renaissance Festival

Through May 28; 10am-7pm

(Parking is FREE); Saturdays, Sundays, and Memorial Day Monday;

www.SRFestival.com

Contact your
concierge for
discount tickets:
ADULT:

Regular - \$24;
Discount - \$18

**CHILD (ages
5-12):**

Regular - \$9;
Discount - \$8



Michael Jackson THE IMMORTAL World Tour by Cirque du Soleil

American Airlines Center

June 26 and 27, 8pm



Regular Prices,
with Service Fees
(\$192.46, \$141.21,
\$95.13, \$64.27)

Discount Prices,
no Service Fees
(\$160.50, \$115.50,
\$75.00, \$48.00)

There are a limited number of \$48 tickets available. A \$1 service charge (per order) will apply, per the AA Center. Children (under 2) do not need a ticket. **Deadline to order is Wed, June 6 at 2pm.**

Ringling Bros., Barnum & Bailey Circus

American Airlines
Center

August 1-12

Fort Worth
Convention Center

August 15-19



SAVE 20% off the \$30, \$22, and \$15 tickets! Ages (2 and up) must have a ticket. Children (under 2) do not need a ticket and can sit on a lap.

Deadlines to order:

American Airlines Center -

Tues, July 24 @ 2pm

Fort Worth Convention Center -

Tues, Aug 7 @ 2pm

Don't miss the All Access Pre-show!

Pre-show starts one hour prior to show time and is available to all ticket holders. See the animals up close, visit with the performers, get autographs, try on costumes and enjoy circus fun.

Performance dates available with discounted rates are listed below. All other dates are available at full price through Ticketmaster.

American Airlines Center

\$24 (reg \$30) – lower level

\$17.60 (reg \$22) - 200 level

\$12 (reg \$15) – 300 level

Thursday, August 2, 7:30pm

Friday, August 3, 7:30pm

Saturday, August 4, 11:30am, 3:30pm

Sunday, August 5, 2:30pm, 6:30pm

Wednesday, August 8, 7:30pm

Thursday, August 9, 7:30pm

Friday, August 10, 7:30pm

Saturday, August 11, 11:30am, 3:30pm

Sunday, August 12, 3:00pm

Fort Worth Convention Center

\$24 (reg \$30), Sec 306-314

\$17.60 (reg \$22), Sec 304-305, 315-316

\$12 (reg \$15), Sec 302-303, 317-318

Thursday, August 15, 7:30pm

Friday, August 16, 7:30pm

Saturday, August 18, 11:30am,
3:30pm, 7:30pm

Sunday, August 19, 3:00pm

Note: The 300 level seating in FW is like being in 100 level seating at the AA Center.

Hertz

The concierge has a great rate for you. You can save **5 to 20%** on car rentals with this Hertz discount. Call 1-800-654-3131 or visit **hertz.com** and give them the Corporate Discount Program ID Number (**CDP-ID# 1831182**)*. Save **\$10 per day** on any car class. Code: **PC114925***

* Additional terms and conditions apply. Up to \$40 Max/Rental

Houston Ballet

Stanton Welch, Artistic Director

Special Offer for Concierge Connection Clients!

Made in America - 50% off

Sunday, May 27 @ 2:00pm

Friday, June 1 @ 7:30pm

A mixed repertoire featuring American dance master Mark Morris's breezy Drink to Me Only With Thine Eyes, George Balanchine's classical tutu fest Theme and Variations, and a world premiere by one of the world's hottest young Choreographers, Nicolo Fonte.

Romeo & Juliet - 25% off

Thursday, June 7 @ 7:30pm

Grand Tier and Balcony only

Friday, June 15 @ 7:30pm

Grand Tier only

Set in 16th century Verona, Romeo and Juliet chronicles Shakespeare's tale of two beautiful teenagers from families on opposing sides of a bitter feud. With impassioned dance and bold theatrics, it's an ideal showcase for the company's newest stars.

Call Pam Perry with the Houston Ballet directly, 713-535-3258 to order your discounted tickets.

Great Wolf Lodge



FIRST TIME EVER & LIMITED TIME ONLY!!

Great Wolf Lodge in Grapevine is offering a special discount of 30% off

of their best available rate to our clients. This discount is for stays that take place (on a Sun-Thurs only by May 24) and reservations **MUST be made no later than May 11**. All other reservations will still be eligible for our standard **20% discount** (some blackout dates may apply). Also, another new perk is that 2 reservations can be made per person.

In order to make a reservation, you may call our representative Dawn Harrison directly at 817-722-3881 or email dharrison@greatwolf.com (Mon-Fri, 9am-5pm, excluding holidays). You may also contact our main office if you prefer at 972-770-4045 or email services@conciergeconnection.org. When contacting Dawn, you will need to mention you are a client of Concierge Connection to get your discount (this discount is not available to the general public)! This offer is valid at the Grapevine location and for new reservations only; no previously made reservations will be adjusted. The toll free central reservations line will NOT be able to take your reservations and apply the discount. This is a promotion made directly with the Grapevine location and rooms must be reserved as mentioned above.

MORE DISCOUNT TICKETS & PASSES!

We have many discounts to theaters, sporting events, attractions, etc.; however, due to space limitations in our newsletter, we update and post those to our website on the 1st of each month. To access this list, please log onto www.cciservices.org and click on the **newsletter tab** at the top of the page, then scroll down to the hyperlink that says **Discount Tickets** to view or print a copy.

Cowboys Stadium Tours

Two Special offers for Concierge Connection clients!

Discounted VIP Guided Group Tours are \$20 per person (and only require groups of 10 or more). The regular price is \$27.50 (and must have groups of 20 or more).

A Knowledgeable Tour Guide will lead and educate you on: Cowboys Stadium Luxury Suites, Radio and Media Press Boxes, Party Plazas, Largest HD Video Board in the World. You will also have access to the field, Dallas Cowboys & Cowboys Cheerleader Locker Rooms, plus much more! Tour stops are subject to availability. **These tours can ONLY be purchased via phone at 817-892-TOUR or by email at groupsales@dallascowboys.net (mention you are a client of Concierge Connection, Inc. to get the discount).**

Discounted Self-Guided Tours are \$13.25 per person (reg. \$17.50). Contact your concierge for a special link and offer code to purchase and print out tour vouchers online.

These vouchers can ONLY be purchased on-line with our special link/ offer code! Cowboys Stadium Tours are available Mon-Sat: 10am-4:30pm and Sun: 11am-3:30pm. Your tour voucher can be redeemed at the Cowboys Stadium Box Office on a first come, first serve basis. Vouchers cannot be redeemed for day before Cowboys home games, please check the website for any blackout dates. Tour locations are subject to change, based on availability. No refunds. Vouchers expire December 31, 2012.





Waterpark Season is Here!



NOW OPEN! The World's Longest Waterpark Ride (New Braunfels)

The Falls - challenge the world's longest waterpark ride filled with raging rapids, careening waterfalls and giant waves. Enter the 3,600 foot-long whitewater Transportainment river at a variety of locations including Blastenhoff, Surfenburg and new beach areas surrounding the Riverbend heated pool situated at the far end of Schlitterbahn East. The Falls is a continuous rushing river that also features a ride up the park's first Aqua Veyer® (conveyor belt lift hill) back to the beginning of the ride allowing for an endless float.

The company operates three waterparks in Texas - Schlitterbahn Beach on South Padre Island, Schlitterbahn Galveston Island, and Schlitterbahn New Braunfels. All parks offer family amenities including free parking and free inner tubes. Guests are also welcome to bring picnic lunches into the parks with the exception of alcoholic beverages and glass containers.

Contact your concierge for discount tickets, season passes and package deals to all parks!

Hurricane Harbor

Have all the fun in the sun you can handle at Six Flags Hurricane Harbor.

You can experience the thrill of the chase on Sea Wolf™, the fastest and tallest water slide of its kind. Check out MEGA WEDGIE (don't let the name scare you); the newest waterslide with a whimsical name gives thrill-seekers an exhilarating ride. Then head over to Boogie Beach, or the family-friendly Hook's Lagoon, before floating your cares away along the Lazy River. No matter what you're into, you'll find what you're looking for. Hurricane Harbor kicks off the 2012 season on May 12-13. They will operate 10:30am-6pm (weekends only) and on Memorial Day during the month of May. **Contact your concierge for discount tickets.**



Bahama Beach

Cool Off and Have a Blast at the Same Time!

Bahama Beach Waterpark is the perfect place to cool off this summer. Open Memorial Day weekend through August 19. The park is closed many days throughout the season, CHECK website for calendar and hours of operation. Conveniently located only ten minutes south of downtown Dallas, you can get away from it all without ever leaving town.



They have everything from 45 foot tall slides for the big kids and adults, to an interactive water playground with a 1,000 gallon dumping bucket for the little ones. And for those who want to kick back and relax, grab a tube, wade into one of two zero depth entry beaches, and take a float down the lazy river.

Located at 1895 Campfire Circle, Dallas, TX 75232. For more park information, log onto www.bahamabeachdallas.com.

SplashTown (Houston)

SplashTown's Stingray Racer is the longest, largest and ONLY 6-lane Octopus Racer in Texas! Take turns competing with your friends as you slip and slide down the loops and hills of this thrill ride. For more excitement, you can try the Tornado. As you ride the ultimate storm, it begins on a platform set 75 feet in the air where daring riders are set in motion down a 132 foot long tunnel and thrown into the giant open-ended funnel splashing back and forth on 5,000 gallons of swirling water. If you prefer to do something a little more relaxing, try Treehouse Island with three stories of interactive fun for the whole family! Climb net ladders, slide down slippery slides, and get soaked as 1,000 gallon bucket blasts water over everyone below. Guadalupe River Adventure is a family favorite! Grab a tube, catch some rays and relax as you float along this refreshing "lazy river". The park is conveniently located less than 30 minutes from Downtown Houston on I-45 and is open May 4 - September 16. Be sure to check website calendar for hours of operation.

Gate prices for daily tickets are (AD) \$38.96 and (CH) \$30.30, (2 and under are FREE). **Contact your concierge to receive a special link, user name and password to purchase discount tickets online for only \$24.89 (tax inclusive). There will be a \$5 online processing fee per order (NOT per ticket).**



Hawaiian Falls



Make plans to visit Hawaiian Falls this season. They now have 5 locations, North Garland, The Colony, Mansfield, Roanoke,

and the newest location in Waco. Opening Memorial Day weekend through Labor Day, September 3. Dates and hours may vary, so log onto www.hfalls.com for accurate hours and directions to each park. Parking is always FREE.

Hawaiian Falls offers you the option to purchase a "Cooler Day Pass" at the gate for \$10. Valid one day only for a cooler, container, or bag of "any size" containing food and drinks. Another option is to purchase the "Season Cooler Pass" at the gate or online for \$30 (valid for 2012 season at all 5 parks). **Contact your concierge for discount admission tickets. You may choose to use our "daily ticket" at any one of the parks or a 2012 "season pass" is valid at ALL 5 PARKS!**

NRH2O

Opening May 12, NRH2O Family Water Park is conveniently located between Dallas and Fort Worth (in North Richland Hills). Dedicated to providing a safe, clean and fun environment for guests of all ages, the park is specifically designed with families in mind. At 17 acres large, they offer plenty of attractions to entertain all ages, including the world's largest uphill water coaster, a 5-level interactive water playground and the world's first Viper (which opened last year).



The Viper, a \$1.7 million ride, is a 430-foot slide that's 43.2 feet high. The slide was the first major addition to the park since 2009. The Viper is a family oriented thrill ride. It takes four riders (instead of two) and you're all facing one another so you can see the excitement on faces while you're riding.

For additional park information, log onto www.nrh2o.com. **Contact your concierge for discount tickets. NRH2O offers FREE PARKING, FREE TUBES, FREE LIFEJACKETS, AND COOLERS ARE WELCOME!**

