



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; please pick up your tickets no later than 4:00 pm that same day.

All orders must be placed by 2:00 pm on Thursday, the day before, to make the Friday delivery.

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 Office will close at 2pm on Friday, December 21 and remain closed through January 1.

We will re-open on Wednesday, January 2. Keep in mind many management offices may close early on Friday, the 21st as well. Therefore, to allow our customers time to pick up and verify all final orders for the year, **ALL orders for the week of December 17-21 must be placed by 2pm on Wednesday, the 19th and will be delivered by noon on Thursday, the 20th.** Please pick up your orders promptly and contact our office immediately should there be a discrepancy so we may correct it prior to the close of business the next day. Have a safe and happy holiday!

Grapevine North Pole Express

December 1-2, 7-9, 14-16, 21-23

The North Pole Express experience includes:

- A pre-boarding venue filled with holiday splendor
- A journey through the Christmas tree maze
- Caroling on-board
- A visit from jolly ol' Saint Nick
- A commemorative gift for all the kids
- And as a special treat, a complimentary hot chocolate will be given to all passengers

The event area opens each day one hour before the first train departs and closes one hour after the last train returns to the station. The event area includes a fantastic display of holiday decorations and free ornament making factory. Bring your list for Santa and capture the moment with a picture!

Enjoy shopping at the North Pole Express General Store. Food and beverages are available for purchase in the event area. As always, children are encouraged to wear their pajamas for the North Pole Express experience!

Location: Grapevine Depot (705 Main St., Grapevine, TX 76051), near the intersection of Main Street and Dallas Road

To claim your tickets:

On the day of travel, please present your confirmation letter and photo ID at the Will Call Booth located inside the event grounds. Tickets are non-refundable/non-exchangeable. Missed trains cannot be refunded or rebooked. All tickets must be claimed prior to 20 minutes before departure. Tickets not claimed 20 minutes prior to departure time will be forfeited. Additional tickets may be purchased online or at the on-site ticket booth depending on availability.

Parking information:

Parking is available at the corner of Dallas Road and Main Street. Free shuttles and parking are provided at (2) locations, the Grapevine Convention Center at 1201 S. Main St. and Grapevine Public Library at 1201 Municipal Way. Please plan appropriately to ensure your party will arrive in plenty of time prior to departure. Due to holiday shopping, Christmas Capital of Texas® events, as well as road construction and highway closures, you may encounter traffic delays. The DFW Connector project may impact travel on IH 635, SH 121 and SH 114. For an updated list of road closures, visit www.dfwconnector.com.

Please note regarding the train and seating:

All North Pole Express trains depart from and return to the Grapevine Depot. Trains are enclosed and heated and will run regardless of weather conditions. Seating is offered on a first come, first served basis. There is no reserved seating. There will be two (2) ticket holders per seat. Groups will need to board together. Late arrivals will be seated as space is available. Non-ticketed infants must be held in an adult's lap. For safety reasons, strollers, infant car seats and carriers are not allowed on the train. Stroller parking will be available at the Grapevine Depot.

For questions please call 817-410-3557. Business hours are Monday (closed); Tue-Fri (10am-5pm), and Sat-Sun (11am-5pm).

Concierge Connection, Inc.

Dallas Business Journal

A gift subscription to *The Dallas Business Journal* is a gift which will prove to your customers your level of commitment to the growth of their business. If you purchase gift subscriptions to *The Dallas Business Journal* through Michelle Botzau, your customers will be invited to attend a FREE Business Edge Seminar in January 2013—as noted in the personally handwritten gift card from her—compliments of YOU.

They offer digital-only subscriptions that are less expensive and are perfect for the “always on the go” types who need their business news but never have time to read the paper.

Take advantage of giving *The Dallas Business Journal* to your valued clients—available ONLY THROUGH Michelle before it is too late—and let her do the work for you! Call her directly at 214-706-7134 or mboztzau@bizjournals.com.

House of Blues Gospel Christmas Brunch

Sunday, December 23

Take your friends and family to the House of Blues Gospel Christmas Brunch, Sunday, December 23 at 12:30pm. Enjoy a delicious southern buffet, great desserts and an

exciting show with Lady Diamond and Marquinn Middleton & the Miracle Chorale for a “HAND CLAPPIN’ GOOD TIME!” For reservations, visit

www.ticketmaster.com. Group reservations are also available by calling 214-978-2583. House of Blues is located at 2200 N. Lamar, Dallas, Texas 75202 (Downtown Victory Park).



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.



The All-New 2013 Shen Yun Show Returns to the Dallas/Fort Worth Metroplex, Presented by Southern USA Falun Dafa Association
January 2-3, 2013 at AT&T Performing Arts Center's Winspear Opera House
February 20, 2013 at Bass Performance Hall

“A mesmerizing performance of singers, dancers and musicians reclaiming the divinely inspired cultural heritage of China.”

- Donna Karan, Creator of Donna Karan New York and DKNY

After a successful showing the past 2 years at the Winspear Opera House in Dallas, the New York based Shen Yun Performing Arts returns for a 3rd time to bring the audience another spectacular night of traditional Chinese culture. This year's tour will include performances at both the AT&T Performing Arts Center's Winspear Opera House in downtown Dallas and for the first time at the Bass Performance Hall in downtown Fort Worth. Every year, Shen Yun unveils an entirely new lineup of dances, songs, and musical scores. To audiences who have seen it, they recall it as an experience of a lifetime—a moment so powerfully beautiful that it touches the soul.

“In a collection of short pieces, audiences travel from the Himalayas to tropical lake-filled regions; from the legends of the culture's creation over 5,000 years ago through to the story of Falun Dafa in China today; from the highest heavens down to the dusty plateaus of the Middle Kingdom.”

“Shen Yun Performing Arts was established in 2006 with the mission of reviving 5,000 years of divinely inspired Chinese culture. Unfortunately, over the past 60 years, this cultural treasure has been persecuted and co-opted by the Chinese Communist Party. It is outside of China that Shen Yun's artistic creators have the ability to freely express themselves and their ancient culture. Their courage to speak up is an integral part of Shen Yun's spirit. Today, Shen Yun counts many winners of international dance and vocal competitions among its artists and the orchestras include many musicians from world-renowned symphonies and conservatories.” *Quotations copyrighted by Shen Yun Performing Arts*

For additional information, visit the Shen Yun Official Site, ShenYun2013.com. Order your tickets (**no discounts available**) by website at www.ticketingbox.com or by calling (888) 907-4697.



January 2-3, 2013
AT&T Performing Arts Center's Winspear Opera House (403 Flora St., Dallas, TX 75201)



February 20, 2013
Bass Performance Hall (525 Commerce St., Fort Worth, TX 76102)

DEEPEllum BREWING & DEEP EDDY VODKA PRESENT

Reindeer games

A CRAWL FOR KIDS PRODUCTION

DECEMBER 8, 2012 2-7 PM

PARTICIPATING BARS: (each with their own reindeer games and prizes)

THE DEN / RUMOR LOUNGE • 6th STREET • SFUZZI

PRIMEBAR • BLACK FRIAR • TROPHY ROOM

KUNG FU SALOON • CONCRETE COWBOY • RENFIELD'S CORNER

AFTER PARTY & AWARD CEREMONY 7PM - 9PM
@ THE DEN / RUMOR LOUNGE (2710 McKinney Ave.)

\$40 PER PERSON TEAMS OF 5 + 2 PITCHERS AT EACH STOP + COMMEMORATIVE GLASS & MORE FUN THIS SOUTH OF THE NORTH POLE

*NORTH POLE ATTIRE REQUIRED

CRAWLFORKIDS.COM

Reindeer Games benefits Crawl for Kids, a startup organization whose goal is to organize and host fundraising pub crawls in an effort to support the many local children's charities in the DFW Metroplex and beyond.

Log onto www.crawlforkids.com for more information or to sign up and use **(PROMOTIONAL CODE: snowman)** to save \$10 per person.

Dallas Mavericks

The Dallas Mavericks 2012-13 season is here and we have a special offer just for you. As a customer of Concierge Connection you have the opportunity to purchase discounted tickets for select games without any processing fees!



At this time they are rolling out games through the end of December, some with limited availability already and others with

a good supply of tickets. The process is simple, the seats are great, and you can print out your tickets as you buy, so it's also convenient. Many of the games will sell out quickly so we encourage you to place your orders NOW to get the seats you want!

They will be adding additional games at a discount throughout the season, so make sure you check back often. **Simply contact your concierge to email you a special link and offer code to take advantage of this offer.**

Discounted tickets are available in all three levels of the arena, and are as follows:

Lower bowl seats (100 level):

\$76 (regular \$84)

Platinum club seats (200 level):

\$90 (regular \$99)

Upper bowl seats (300 level):

\$14 (regular \$17), \$29 (regular \$33)



Currently, 2013 New Braunfels summer-season tickets and season passes are available at 2012 rates. Contact your concierge to email you information and a promotional code that will remain active through December.

Dallas Cityscape at Galleria Dallas

Through January 6

Mon-Sat (10a-9p), Sun (12p-6p)

**Hours are subject to change due to specific holiday events*

Galleria Dallas welcomes DALLAS CITYSCAPE, an engaging and whimsical view of Dallas created entirely of LEGO® brick! Over 3 million blocks will be used to build over a dozen memorable Dallas landmarks. Located on Level 1, across from Grand Lux Café. Ticket prices are \$5 for adults and children ages 2 and up (children under 2 are FREE). Child's ticket will come with a special prize!

DALLAS CITYSCAPE benefits East Dallas Community Schools, a nonprofit organization which operates early childhood learning centers with programs to meet the needs of children from birth to age nine. For more information visit, www.dallascityscape.com.



The Heart of Dallas Bowl

The Heart of Dallas Bowl presented by PlainsCapital Bank will kick off at Cotton Bowl Stadium on January 1, 2013 at 11am. It will be broadcast live on ESPNU-TV and the match-ups have been set through 2014. A Big 12 team is due to face off against a Big Ten team in 2013, and a Conference USA team set to play a Big Ten team in 2014. For tickets and more information, visit TheHeartofDallas.org.

The Heart of Dallas Bowl Game presented by PlainsCapital Bank benefits the Metro Dallas Homeless Alliance (MDHA). MDHA exists to end homelessness in Metropolitan Dallas through advocacy, planning, and education that creates and sustains needed change. Learn more at mdhadallas.org.

HOLIDAY CONCIERGE

(11.18 thru 12.24)

1264 Main Street
(Next to MiCocina)

Monday - Saturday 10 am - 8 pm, Sunday 12 pm - 6pm



give them the gift
you know
they will love....

Available in any denomination above
\$20.00 at the Concierge or online

www.SouthlakeTownSquare.com



ICE! featuring DreamWorks'

Merry Madagascar

Through January 1, 2013

Sunday-Thursday: 10am-9pm

Friday-Saturday: 10am-10pm

Gaylord Texan's popular ICE! winter holiday attraction returns with an all-new, hilarious theme: ICE! featuring DreamWorks' Merry Madagascar. The DreamWorks animated holiday TV special will be brought to life in an interactive world of colorful ice sculptures and 20-foot tall ice slides (hand carved by 40 artisans from Harbin China)

entirely from TWO MILLION pounds of ice. Relive the story of how Alex the Lion and his friends saved Christmas after Santa and his reindeer crash onto the island of Madagascar. ICE! featuring DreamWorks' Merry Madagascar at Gaylord Texan will be open daily through January 1, including holidays.



Additionally, Lone Star Christmas at Gaylord Texan will provide a winter wonderland including 1.5 million holiday lights, a 54-foot rotating Christmas tree, a life-sized Gingerbread House, 12,000 ornaments, and Santa Claus himself, just to name a few. Enjoy a magical holiday experience your family won't soon forget!

Your concierge has a promotional discount code and documents which explain in detail how to utilize that online code to purchase discounted ICE! tickets (for select dates). Please contact us to email that to you. For more information, visit www.gaylordtexan.com.

The Trains at NorthPark

Through January 6: Mon-Sat (10a-9p), Sun (12p-6p)

Early closings will apply on some days

Each holiday season, over 80,000 visitors watch the most elaborate toy train exhibit in Texas, with locomotives whizzing on a journey across America—past the skyline of Dallas, New York City, San Francisco, New England and Washington, D.C.

This year, the annual Trains Exhibit (located on level 2 near Barney's New York) is celebrating its 25th year supporting the Ronald McDonald House of Dallas, which serves as a home away from home for families of ill or injured children who are receiving critical medical care in Dallas. More than just another seasonal attraction, the Trains at NorthPark experience will immerse visitors in a brilliantly themed holiday train environment the moment they walk through the door. The sights and sounds of the American railroad combined with hand crafted scenery, offer an exclusive and thrilling destination for visitors who wish to experience the art of the train. **Tickets are AD (\$6), CH/SR (\$3), CH/under 2 (FREE).** Discount tickets are at Tom Thumb (\$1 off regular admission).

Since 1987, this fundraiser, presented for the 4th year in a row by Bank of Texas, has raised money for the Ronald McDonald House of Dallas. Currently, this annual event is the largest fundraiser for the organization.



25th Annual Partyfest

The 25th Annual Partyfest "Spring Showcase" is the largest one-day exhibition and tradeshow of its kind held in the Southwest... a spectacular one-day event featuring over 250 of DFW's top party and event suppliers. Check out the hottest industry trends while networking with the pros. Educational seminars, food and beverage samplings, silent auction and exciting new product demonstrations will be highlighted throughout the day to help YOU plan your next special event. **MARK YOUR CALENDAR! Partyfest: "Where Great Parties Begin!"**

Date: Wednesday, January 9, 2013
Place: Dallas Market Hall (2200 N. Stemmons Frwy. at Market Center Blvd.)
Times: 11am-4pm Tradeshow & Silent Auction,
12pm-3pm Three FREE Educational Seminars
Admission: \$10 at the door - FREE PARKING
Contact your concierge to email you a VIP pass for complimentary admission, then register to attend at www.ApplauseProductions.com. For more information, visit applauseproductions.com/partyfest-tradeshow.

Movie Ticket Price Increase

The following theaters raised prices last month. Angelika increased \$0.75 per ticket and AMC Gold & Silver by \$0.50 per ticket. We were given one last opportunity to place an order at the lower price. So, we will continue to sell that inventory at the lower price until we run out. The new AMC stock will have a new design when we reorder and those will be at the higher prices. So, if you visit the theater often or plan to use movie tickets as stocking stuffers this year, be sure to stock up at the lower price while they last. These two theaters do not have expiration dates on their tickets.

