



SEASON TICKET GUIDEBOOK

**Information & Important Dates for
Full and Half Season Ticket Holders**

2023-2024

I. FULL SEASON TICKETS

A. DEPOSITS & PAYMENTS

A minimum deposit of \$100 will be required to reserve your same seats and parking pass for the 2023-2024 season. This deposit is non-refundable. See deposit deadlines at the end of this document.

You have the option to (1) pay your account in full or (2) set up a payment plan. Your entire account balance must be satisfied by October 16, 2023. We reserve the right to withhold your season ticket packet until the balance is satisfied.

Following your \$100 non-refundable deposit, you may opt to set up a monthly payment plan. For payment plans, we will require you to put a card on file. Payments will be automatically withdrawn on the 15th of each month.

During the month of February 2023, there will be a 5% discount off the ticket amount for any cash or check payments. This is not available for card payments.

B. CHANGING SEAT LOCATIONS

Seating changes for the 2023-2024 season will open February 1, 2023 for Full Season Ticket Holders. Seating requests are accepted on a first come, first served basis.

All current season ticket holder seats and parking passes will be secured within your account until May 26, 2023 with or without a deposit. Starting June 5, 2023 any seats that do not have a deposit will be released and will be made available to the public.

C. PARKING PASSES

Parking passes are not included with season tickets. Any full season ticket account that received a parking pass for the 2022-2023 season will be guaranteed the opportunity to purchase a parking pass, now called **Parking Pass A**, for 2023-2024 until the deposit deadline of May 26, 2023. After the deposit deadline of May 26, 2023, you may be added to the parking pass waitlist upon request, but you are no longer guaranteed a parking pass of any kind.

Starting the 2023-2024 season, there are two types of parking passes for full season ticket holders. **Parking Pass A** is \$85 per pass and is a single season-long pass that must be shown upon entry at each game. Parking Pass A will be accepted for pre and postseason games. We have a limited number of these and are based on availability. **Parking Pass B** is \$140 per pass and consists of 28 dated parking passes, one for each of the 28 regular season home games. A pass with the correct date must be shown upon entry at each game. Dated passes are not exchangeable. Parking Pass B does not cover pre or postseason games. Full season ticket holders on the parking pass waitlist will be offered a Parking Pass B while still available. The Parking Pass B option is not guaranteed for the 2024-2025 season. Both Parking Passes A and B will be distributed with your season tickets at time of pick up.

New accounts or accounts without a parking pass may be added to the parking pass waitlist in order of deposit date with Full Season Ticket Holders prioritized. Accounts that have been waitlisted will be contacted beginning July 31, 2023. Payment for pass(es) is due by October 16, 2023. This amount may be added to monthly payment plans or may be paid in full at the time of notice.

D. CLUB 611 PASSES

Club 611 is an exclusive area off the concourse that provides a different menu of options, including alcoholic and non-alcoholic beverages. Each patron must have a pass and game ticket for admission. There are a limited number of passes available, therefore they will be afforded to accounts on a first come, first served basis. Pass price may be included in your payment plan. As of July 31, 2023, we are no longer selling Club 611 passes for the 2023-2024 season. Club 611 passes are not guaranteed from season to season.

E. CORPORATE PARTNERS

Corporate partners that have full season tickets do not need to participate in the same renewal process as non-corporate accounts. Your existing seats, parking pass, and club passes will be held until your renewal meeting in Spring/Summer of 2023. Please contact Alexandra Crutchfield at marketing@railyarddawgs.com or 540-853-6824 for more information.

F. BENEFITS

Full season ticket holders receive the following benefits:

Giveaways: Full season ticket holders will receive all team giveaways. Some of these giveaways may apply to adult tickets or children tickets only. Accounts must have a \$100 deposit by August 18, 2023 to be guaranteed these giveaways. This benefit does not apply to complimentary ticket accounts. Giveaway items and dates are subject to change. Giveaways must be redeemed by the date listed on the voucher.

Ticket Booklets: Full season ticket holders will receive a booklet with their tickets if they deposit by August 18, 2023. This benefit may not apply to complimentary ticket accounts. Digital season tickets via email are available upon request. Once digital tickets are requested, physical ticket booklets will no longer be available.

Free Friend Fridays: Full season ticket accounts will receive five vouchers for designated Friday games. There will be one dated general admission voucher per seat in your account. (For example, if you have three full season tickets, you will receive three Free Friend Friday tickets per select game.) Free Friend Friday vouchers must be redeemed at the Berglund Center Box Office in order to receive game tickets. Seat upgrades may be completed at the Berglund Center Box Office for the difference in price. These tickets are not able to be exchanged for different game dates. Free Friend Friday tickets are not provided for complimentary or corporate partner accounts.

Exchanging Unused Season Tickets: Season ticket holders may exchange any unused 2023-2024 season ticket for a future regular season home game of the 2023-2024 season. Previously, the exchange process was completed at the Berglund Center Box Office. **All exchanges must now be completed through Rail Yard Dawgs staff via email at least 24 hours prior to the event.** Requests sent on the day of the event may not be satisfied. Each exchange is subject to an Scan Count Report, which displays the number of unused tickets per account.

Merchandise: Full season ticket holders may receive a 10% discount on full price Dawgs merchandise. Discounts are not available online. Must

have a valid discount card present at time of purchase. We reserve the right to exclude items. These guidelines also apply to all off ice officials.

Playoff Packages: If the Rail Yard Dawgs make the playoffs and host a home game at Berglund Center, season ticket holders may purchase a Playoff Package to guarantee their season ticket seats by the posted deadline (TBD). Seats that are not secured through a Playoff Package are not guaranteed to be available through Berglund Center Box Office or online. You may choose to automatically add playoff packages to your card on file at the time of your season ticket renewal.

G. RETURN POLICIES

Full season tickets are fully refundable, except for the \$100 non-refundable deposit, until the season ticket packets have been picked up by the account holder or authorized person. There are no refunds on corporate sponsor tickets. Additionally, full season tickets are subject to all exchange & return policies outlined in the “Exchange & Return Policies – All Ticketing” document found online at <https://www.railyarddawgs.com/policies>.

II. HALF SEASON TICKETS

A. DEPOSITS & PAYMENTS

A minimum deposit of \$100 will be required to reserve your same seats and parking pass for the 2023-2024 season. This deposit is non-refundable. Please see applicable deadlines listed at the end of this document.

You have the option to (1) pay your account in full or (2) set up a payment plan. Your entire account balance must be satisfied by October 16, 2023. We reserve the right to withhold your season ticket packet until the balance is satisfied.

Following your \$100 non-refundable deposit, you may opt to set up a monthly payment plan. For payment plans, we will require you to put a card on file. Payments will be automatically withdrawn on the 15th of each month.

B. CHANGING SEAT LOCATIONS

Seating changes for the 2023-2024 season will open March 1st, 2023 for Half Season Ticket Holders. Seating requests are accepted on a first come, first served basis.

All current season ticket holder seats will be secured within your account until May 26, 2023 with or without a deposit. Starting June 5, 2023 any seats that do not have a deposit will be released and will be made available to the public.

H. PARKING PASSES

Parking passes are not included with season tickets. Any half season ticket account that had a parking pass for the 2022-2023 season will be guaranteed the opportunity to purchase a 2023-2024 parking pass until May 26, 2023. After the deposit deadline of May 26, 2023, you may be added to the parking pass waitlist upon request, but are no longer guaranteed a parking pass.

New accounts or accounts without a parking pass may be added to the parking pass waitlist in order of deposit date with Full Season Ticket Holders prioritized. Accounts that have been waitlisted will be contacted beginning July 31, 2023. Payment for pass(es) is due by October 16, 2023. This amount may be added to monthly payment plans or paid in full at time of notice.

I. CLUB 611 PASSES

Club 611 is an exclusive area off the concourse that provides a different menu of options, including alcoholic and non-alcoholic beverages. Each patron must have a pass and game ticket for admission. There are a limited number of passes available, therefore they will be afforded to accounts on a first come, first served basis. Pass price may be included in your payment plan.

J. BENEFITS

Half season ticket holders receive the following benefits. Items noted with * are subject to deadlines.

Giveaways: Half season ticket accounts will giveaways if they select those game dates as a part of their 14 games. Some of these giveaways may apply to adult tickets or children tickets only. Accounts must have a \$100 deposit by August 18, 2023 to be guaranteed these giveaways. This benefit does not apply to complimentary ticket accounts. Giveaway items and dates are subject to change. Half season ticket holders who select undated vouchers are not guaranteed giveaways.

Exchanging Unused Season Tickets: Season ticket holders may exchange any 2023-2024 unused season ticket for a future regular season home game of the 2023-2024 season. Previously, the exchange process was completed at the Berglund Center Box Office. **All exchanges must now be completed through Rail Yard Dawgs staff via email at least 24 hours prior to the event.** Requests sent on the day of the event may not be satisfied. Each exchange is subject to an Scan Count Report, which displays the number of unused tickets per account.

Playoff Tickets: If the Rail Yard Dawgs make the playoffs and host a home game at Berglund Center, season ticket holders may purchase a Playoff Package to guarantee their season ticket seats by the posted deadline (TBD). Seats that are not secured through a Playoff Package are not guaranteed to be available through Berglund Center Box Office or online.

K. SELECTING YOUR 14 GAMES

Half season ticket holders will receive a form to select their 14 games once the team has released their promotional schedule (Summer 2023) . From here, the staff will prepare your tickets for selected games and giveaway vouchers accordingly. This form will be due to our offices by September 13, 2023. Packets will be ready for pick up October 11, 2023.

L. RETURN POLICIES

Half season tickets are fully refundable, except for the \$100 non-refundable deposit, until the season ticket packets have been picked up by the account holder or authorized person. There are no refunds on corporate sponsor tickets. Additionally, half season tickets are subject to all exchange & return policies outlined in the “Exchange & Return Policies – All Ticketing” document found online at <https://www.railyarddawgs.com/policies>.

III. IMPORTANT DATES

All dates are subject to change

February 1	Full Season Ticket Renewals & New Sales Begin for 2023-2024 Full Season Ticket Holders May Submit Seating Change Requests
March 1	Half Season Ticket New Sales Begin for 2023-2024 Half Season Ticket Holders May Submit Seating Change Requests
May 26	Deposit Deadline – Seats Without Deposit Released to Public Deposit Deadline – Parking Passes Without Deposit Released
June 5	Seats without Deposit Available to Public Quarter Season Ticket Renewals & New Sales Begin for 2023-2024
July 31	Parking Pass Waitlist Contacted, If Passes Are Available
August 18	Deadline For Deposit – Guaranteed Giveaways Deadline For Deposit – Guaranteed Ticket Booklets (FST Only)
September 13	Select Your Games Form Due (HST and QST only)
September 20	Single Game Tickets Go On Sale at Box Office
October 11	Season Ticket Packet Pick Up Begins at Berglund Center
October 16	All Balances Must Be Paid in Full (or at time of Pick Up)
October 17	Season Ticket Holder Meet & Greet With Team (FST and HST only)