



SEASON TICKET GUIDEBOOK

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

2021-2022

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 2021-2022 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 15, 2021. 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 Payments will be automatically withdrawn on the 15th of each month.

If you have an account credit from previous seasons, this amount will be automatically applied to your 2021-2022 season ticket balance. All credited amounts are not available for cash refunds. There will not be a 5% pay in full discount for the 2021-2022 season.

B. CHANGING SEAT LOCATIONS

Seating changes for the 2021-2022 season will open January 4, 2021 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 June 4, 2021 with or without a deposit. Starting June 7, 2021 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 had a parking pass for the 2019-2020 season will be guaranteed the opportunity to purchase a 2021-2022 parking pass until June 4, 2021. After the

deposit deadline of June 4, 2021, you may be added to the parking pass waitlist upon request and 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 August 2, 2021. Payment for pass(es) is due by October 15, 2021. This amount may be added to monthly payment plans.

D. CLUB 611 PASSES

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

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.

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 2, 2021 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 2, 2021 This benefit may not apply to complimentary ticket accounts.

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 exchanged at 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 2021-2022 season ticket for a future regular season home game of the 2021-2022 season. Previously, the exchange process was completed at Berglund Center Box Office. **All exchanges must now be completed through Rail Yard Dawgs staff via email at least one day 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. This discount program will resume June TBD, 2021. Discounts are not available online. Must have a valid discount card present at time of purchase. We reserve the right to exclude items.

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 available through Berglund Center Box Office or online.

G. RETURN POLICIES

Full season ticket holders are subject to our Return Policies that can be found on our website 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 2021-2022 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 15, 2021. 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.

If you have an account credit from previous seasons, this amount will be automatically applied to your 2021-2022 season ticket balance. This amount is not refundable.

B. CHANGING SEAT LOCATIONS

Seating changes for the 2021-2022 season will open February 1, 2021 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 June 4, 2021 with or without a deposit. Starting June 7, 2021 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 2019-2020 season will be guaranteed the opportunity to purchase a 2021-2022 parking pass until June 4, 2021. After the deposit deadline of June 4, 2021, 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 August 2, 2021. Payment for pass(es) is due by October 15, 2021. This amount may be added to monthly payment plans.

I. CLUB 611 PASSES

Club 611 is an exclusive area off the concourse that carries a different menu, including alcoholic and non-alcoholic beverages. Each patron must have a pass for admission. There are a limited number of passes available, therefore 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 2, 2021 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 that select undated vouchers are not guaranteed giveaways.

Exchanging Unused Season Tickets: Season ticket holders may exchange any 2021-2022 unused season ticket for a future regular season home game of the 2021-2022 season. Previously, the exchange process was completed at Berglund Center Box Office. All exchanges must now be completed through Rail Yard Dawgs staff via email at least one day 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 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 2021) 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 17, 2021. Packets will be ready for pick up October TBD, 2021.

L. RETURN POLICIES

Full season ticket holders are subject to our Return Policies that can be found on our website at <https://www.railyarddawgs.com/policies>

III. IMPORTANT DATES

All dates are subject to change

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| January 4 | Full Season Ticket Renewals & New Sales Begin for 2021-2022 Full Season Ticket Holders May Submit Seating Change Requests |
| February 1 | Half Season Ticket New Sales Begin for 2021-2022 Half Season Ticket Holders May Submit Seating Change Requests |
| June 4 | Deposit Deadline – Seats Without Deposit Released to Public Deposit Deadline – Parking Passes Without Deposit Released |
| August 2 | Parking Pass Waitlist Contacted, If Passes Are Available Deadline For Deposit – Guaranteed Giveaways |
| August 27 | Deadline For Deposit – Guaranteed Ticket Booklets (FST Only) |
| September 17 | Select Your Games Form Due (HST and QST only) |
| September 24 | Single Game Tickets Go On Sale at Box Office |
| October TBD | Season Ticket Packet Pick Up Begins at LSC Offices |
| October 12 | Season Ticket Holder Meet & Greet With Team (FST and HST only) |
| October 15 | All Balances Must Be Paid in Full |

Please contact the Dawgs front office staff with questions about this process or to renew your account. We are happy to renew your seats in person, by phone, or by videochat.

To speed up the renewal process, you may complete a Renewal Form found on our website's ticket pages.