

RETURN POLICIES

BREAKAWAY SPORTS AND ENTERTAINMENT, LLC/ROANOKE RAIL YARD DAWGS

THE FOLLOWING APPLIES TO ALL TICKETS:

- A. A ticket of any kind that has been scanned will be considered a redeemed ticket and will not be afforded any refunds, credits, or exchanges. An official box office scan report will be conducted and provided upon request. No exceptions.
- B. If a patron is unable to attend a game due to COVID-19 illness or exposure, they must communicate this to marketing@railyarddawgs.com before gates open to that game (Gates open 60 minutes before puck drop). Arrangements will be made to trade the single ticket to a future regular season game of the same season. Any unused tickets at the end of the regular season will not roll over into the postseason or future seasons.
- C. If a game is officially cancelled, patrons will have the option of a credit or a refund for their dated ticket. If the entire season is officially cancelled, unused ticket vouchers and dated tickets of cancelled games will be offered a credit or refund. If a patron selects credit, it may not be switched to a refund at a later date. Patrons requesting refunds and credits will be asked to provide proof of purchase by presenting the original receipt and tickets or vouchers.
- D. Tickets to postponed games will be credited to another regular season game of the same season if the patron is unable or unwilling to attend the rescheduled game. Restrictions may apply and will be posted on a case-by-case basis.
- E. Rail Yard Dawgs and Berglund Center are not responsible for crediting or refunding the original purchase price if the transaction was not made through Rail Yard Dawgs or Berglund Center. This includes tickets that may have been donated to a local fundraiser, purchased from a third party website or person, etc.

THE FOLLOWING APPLIES TO DIFFERENT TYPES OF TICKETS:

- A. **SINGLE GAME TICKETS** – Single game tickets are defined as a ticket purchased to one game that is not part of a package or group outing.
 - a. Single game tickets are not refundable under any circumstances. The only exception is if a game is officially cancelled.
 - b. Tickets to postponed games will be credited to another regular season game of the same season if the patron is unable or unwilling to attend the rescheduled game.
- B. **COMPLIMENTARY TICKETS** – A complimentary ticket is defined as a ticket that has a zero dollar cash value. This includes tickets that may have been donated to auctions, raffles, etc.
 - a. Complimentary tickets are not refundable under any circumstances. The only exception is if a game is officially cancelled by the Rail Yard Dawgs, then a ticket for a future game will be provided at no additional cost.
 - b. Tickets to postponed games will be credited to another regular season game of the same season if the patron is unable or unwilling to attend the rescheduled game.

- C. GROUP TICKETS – Group tickets are defined as tickets that are purchased as a part of a group outing to one or more games. Official group outings are organized by Rail Yard Dawgs staff.
- a. Group tickets are non-refundable under any circumstances. The only exception is if a game is officially cancelled by the Rail Yard Dawgs, in which case refund and credit options will apply as stated under THE FOLLOWING APPLIES TO ALL TICKETS.
 - b. We will attempt to reschedule a group outing for another regular season game in the same season if a group has legitimate concerns about weather conditions. Based on availability.
 - c. Tickets to postponed games will be credited to another regular season game of the same season if the patron is unable or unwilling to attend the rescheduled game.
 - d. A deposit paid to reserve seats for a specific game in the Bud Light Party Deck is non-refundable, unless that game has been officially cancelled. A deposit is not transferable to a different game date if there is not an official cancellation or postponement. If the selected game has been officially postponed to a new date, patrons will receive an equal value in credit towards Bud Light Party Deck tickets to another regular season game of the same season. If no dates are available in the Bud Light Party Deck, patrons may opt for equal value in credit towards different tickets or a full refund.
- D. TICKET PACKAGES & VOUCHERS – Ticket packages are defined as any package of one or more tickets that is not a half season ticket or full season ticket.
- a. Family Four Packages – Tickets as a part of Family Four Packages are not refundable under any circumstances. The only exception is if a game is officially cancelled by the Rail Yard Dawgs, in which case refund and credit options will apply as stated under THE FOLLOWING APPLIES TO ALL TICKETS.
 - b. Quarter Season Packages – This package is not refundable after purchase date. Ticket vouchers that are exchanged for select games are subject to the aforementioned SINGLE GAME TICKETS policy. All vouchers must be used during the season that is printed on them. Unused vouchers do not roll over into future seasons or postseason games.
 - c. Vouchers – Vouchers are defined as undated tickets that can be redeemed for a specific game in a specified season. Vouchers must be redeemed and used for that particular season. Unused vouchers will not be rolled over into postseason or future season games. Lost or stolen vouchers will not be replaced, credited, or refunded.
- E. FULL AND HALF SEASON TICKETS – A full season ticket is defined as a pre-purchased package that includes a single ticket to 28 regular season games. A half season ticket is defined as a pre-purchased package that includes a single ticket to 14 regular season games.
- a. Full and half season ticket packages 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. If any of the full or half season tickets have been scanned, the account is not eligible for a refund.

- b. Full and half season ticket holders may exchange unscanned tickets for future regular season games of the same season. Unused tickets will not roll over into postseason or future season games.
 - i. Free Friend Friday ticket vouchers are not refundable or exchangeable for any date other than what is listed on the ticket.
- c. Half season ticket holders who have opted for 14 vouchers instead of selecting 14 games are subject to the aforementioned TICKET PACKAGE – VOUCHERS policy.
- d. Corporate partners and sponsors that have tickets included in their Partnership Agreement are subject to all ticket policies.

THE FOLLOWING APPLIES TO ALL CORPORATE PARTNERS AND SPONSORS

- A. Once a Partnership Agreement is signed, both parties are locked into the elements outlined therein.
- B. If a game is officially cancelled and affects elements in the Partnership Agreement, partners will have the option of a credit or a refund for unfulfilled elements. If the partner selects credit, it may not be switched to a refund at a later date.
- C. All ticket policies listed above apply to any and all tickets included in a Partnership Agreement.

MERCHANDISE RETURN POLICIES CAN BE FOUND AT WWW.RYDMERCH.COM