

COVID-19 RELATED POLICIES

BREAKAWAY SPORTS AND ENTERTAINMENT, LLC/ROANOKE RAIL YARD DAWGS

THE FOLLOWING APPLIES TO COVID-19 AND ANY OTHER ILLNESS-RELATED SITUATION:

- A. Breakaway Sports and Entertainment, LLC, Roanoke Rail Yard Dawgs, Berglund Center, City of Roanoke, and other related vendors or sponsors are not responsible for patrons contracting COVID-19 or other illness at any game or event. Patrons attend games and events at their own risk and are encouraged to take necessary precautions.
- 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. We will follow state, city, and Southern Professional Hockey League COVID-19 (or other illness related) restrictions, which are subject to change. All patrons will be required to follow the updated COVID-19 (or other illness related) restrictions. Should patrons not agree with updated restrictions, refunds and exchanges will not be afforded to them.
- D. 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.
- E. If a game is officially canceled, patrons will have the option of a credit or a refund for their dated ticket. If the entire season is officially canceled, unused ticket vouchers and dated tickets of canceled 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. Deadlines may apply.
- F. 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.
- G. 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.

**FULL LIST OF POLICIES CAN BE FOUND AT
[HTTPS://WWW.RAILYARDDAWGS.COM/POLICIES](https://www.railyarddawgs.com/policies)**