



# **SEASON TICKET GUIDEBOOK**

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

## **2024-2025**

# **I. FULL SEASON TICKETS**

## **A. DEPOSITS & PAYMENTS**

A minimum deposit of \$100 per account 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.

Your entire account balance must be satisfied by October 15, 2024. We reserve the right to withhold your season ticket packet until the balance is satisfied. Unpaid seats may be voided from the system without notice after October 15, 2024.

You will be given the option to (1) pay your account in full or (2) set up a 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 Payments will be automatically withdrawn on the 15th of each month unless otherwise requested. The initial deposit may not be included in your payment plan.

During the month of February 2024, there will be a 5% "pay in full" discount off the ticket amount for any cash or check payments. This is not available for card payments.

## **B. CHANGING SEAT LOCATIONS**

Full season ticket holders wishing to change their seat location for the 2024-2025 season may submit requests starting February 1, 2024. Seating requests are accepted on a first come, first served basis. New seat location requests may or may not be able to be fulfilled.

All current season ticket holder seats and parking passes will be held for you until May 24, 2024 with or without a deposit. Starting June 3, 2024 any seats and parking passes that do not have a deposit will be made available to the public.

## **C. PARKING PASSES**

Parking passes are not included with season tickets, however if you purchase one it will be included in your season ticket packet at time of pick up on October TBD, 2024. Any full season ticket account that purchased a parking pass for the

2023-2024 season will be guaranteed the opportunity to purchase a parking pass for the 2024-2025 season until the deposit deadline of May 24, 2024.

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 also be accepted for preseason, postseason, and exhibition games. We are only afforded a limited number of these per our agreement with Berglund Center. If you have been a season ticket holder since the beginning, you likely have a Parking Pass A.

Parking Pass B is \$140 per pass (equates to \$5 per game) 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 any game outside of the 28 regular season home games.

New accounts or accounts without a parking pass may request to be added to the parking pass waitlist in order of deposit date with Full Season Ticket Holders prioritized. If any passes open up, waitlisted accounts will be contacted beginning July 29, 2024. Payment for pass(es) is due by October 15, 2024. This amount may be added to monthly payment plans or may be paid in full at the time of notice.

#### **D. CLUB 611 PASSES**

Accounts that had purchased Club 611 passes for the 2023-2024 season may purchase passes for the 2024-2025 season. New Club 611 passes will not be sold for the 2024-2025 season.

#### **E. CORPORATE PARTNERS**

Corporate partners and sponsors 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 611 passes will be held until your renewal meeting in Spring/Summer of 2024. Please contact Alexandra Crutchfield at [marketing@railyarddawgs.com](mailto:marketing@railyarddawgs.com) 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 16, 2024 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.

Free Friend Fridays: Full season ticket accounts will receive free 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: Full season ticket holders may exchange any unused 2024-2025 season ticket for a future regular season home game of the 2024-2025 season. All exchanges 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 Tickets: If the Rail Yard Dawgs make the playoffs and host a home game(s) at Berglund Center, season ticket holders may purchase a Playoff Package to guarantee their season ticket seats by the posted deadline. Seats that are not secured through a Playoff Package are not guaranteed

to be available through Berglund Center Box Office or online. Season ticket holders may opt to allow their card on file to be used for Playoff Packages at the time of 2024-2025 renewals.

Early Entry At Games: Full and half season ticket holders may enter 30 minutes earlier than other patrons by using Gate 7 and Gate 8. For example, at a 7:05 P.M. game Gates 7 and 8 will open at 5:30 P.M. All other gates will open at 6:00 P.M. Gate 7 is ADA-friendly. Gate 8 access will be based on availability and is not guaranteed. Please help us keep these gates exclusive by not allowing non-season ticket holders to utilize these entrances.

## **G. TICKET OPTIONS**

Beginning for the 2024-2025 season, we will offer season ticket holders three options when receiving their tickets. Each account must specify their preference at time of renewal. Seats in the same account must all select the same option. All requests are final by August 16, 2024. The ticket booklets option will be the default selection if no preference was specified. Accounts that deposit after the deadline of August 16, 2024 will have the option to receive standard printed tickets on standard ticket stock or digital tickets.

Ticket Booklets consist of a single booklet per seat that contains 28 single-use tickets (one ticket per game.) Ticket booklets also includes your giveaway vouchers and Free Friend Friday tickets. After the deadline of August 16, 2024, ticket booklets will not be available. Lost or stolen ticket booklets will be replaced with printed or digital tickets for free.

Digital Tickets are sent via a single email to the account holder. One email address per account. Digital tickets may be printed at home on a standard sheet or white paper or shown on a mobile device upon arrival to the game. Those who select the Digital Ticket option will still receive Free Friend Friday tickets, giveaway vouchers, and other passes as printed tickets/passes. There is no deadline or cost associated with digital tickets. Digital tickets may be requested at any point in the season.

Lanyards are a new option for full season ticket holders in 2024-2025 season. The lanyard option consists of a single pass attached to a lanyard designed to be worn around your neck. Accounts that select this option

will receive one lanyard per seat. Lanyards will display the seat location and a singular barcode that may be scanned once per game. Those who select the lanyard option will still receive Free Friend Friday tickets, giveaway vouchers, and other passes as printed tickets/passes. Lost or stolen lanyards may be replaced for \$20 or printed/digital tickets may be provided for free.

## **H. RETURN & OTHER 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 posted policies found online at <https://www.railyarddawgs.com/policies>. Season ticket holders are encouraged to review our policies prior to purchasing season tickets.

## **II. HALF SEASON TICKETS**

### **A. DEPOSITS & PAYMENTS**

A minimum deposit of \$100 per account 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.

Your entire account balance must be satisfied by October 15, 2024. We reserve the right to withhold your season ticket packet until the balance is satisfied. Unpaid seats may be voided from the system without notice after October 15, 2024.

You will be given the option to (1) pay your account in full or (2) set up a 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 unless otherwise requested. The initial deposit may not be included in your payment plan.

### **B. CHANGING SEAT LOCATIONS**

Full season ticket holders wishing to change their seat location for the 2024-2025 season may submit requests starting March 1, 2024. Seating requests are accepted on a first come, first served basis. New seat location requests may or may not be able to be fulfilled.

All current season ticket holder seats and parking passes will be held for you until May 24, 2024 with or without a deposit. Starting June 3, 2024 any seats and parking passes that do not have a deposit will be made available to the public.

### **I. PARKING PASSES**

Parking passes are not included with season tickets, however if you purchase one it will be included in your season ticket packet at time of pick up on October TBD, 2024. Any half season ticket account that purchased a parking pass for the 2023-2024 season will be guaranteed the opportunity to purchase a parking pass for the 2024-2025 season until the deposit deadline of May 24, 2024.

New accounts or accounts without a parking pass may request to be added to the parking pass waitlist in order of deposit date with Full Season Ticket Holders prioritized. If any passes open up, waitlisted accounts will be contacted beginning July 29, 2024. Payment for pass(es) is due by October 15, 2024. This amount may be added to monthly payment plans or may be paid in full at the time of notice.

## **J. CLUB 611 PASSES**

Accounts that had purchased Club 611 passes for the 2023-2024 season may purchase passes for the 2024-2025 season. New Club 611 passes will not be sold for the 2024-2025 season.

## **K. BENEFITS**

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

Giveaways: Half season ticket holders will receive giveaways for the games that have giveaways listed IF they select that game as one of their 14 games. Some giveaways may apply to adult tickets or children tickets only. Accounts must have a \$100 deposit by August 16, 2024 to be guaranteed these giveaways. Giveaway items and dates are subject to change. Giveaways must be redeemed by the date listed on the voucher.

Exchanging Unused Season Tickets: Half season ticket holders may exchange any unused 2024-2025 season ticket for a future regular season home game of the 2024-2025 season. All exchanges 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(s) at Berglund Center, season ticket holders may purchase a Playoff Package to guarantee their season ticket seats by the posted package deadline. Seats that are not secured through a Playoff Package are not guaranteed to be available through Berglund Center Box Office or online.



Season ticket holders may opt to allow their card on file to be used for Playoff Packages at the time of 2024-2025 renewals.

Early Entry At Games: Full and half season ticket holders may enter 30 minutes earlier than other patrons by using Gate 7 and Gate 8. For example, at a 7:05 P.M. game Gates 7 and 8 will open at 5:30 P.M. All other gates will open at 6:00 P.M. Gate 7 is ADA-friendly. Gate 8 access will be based on availability and is not guaranteed. Please help us keep these gates exclusive by not allowing non-season ticket holders to utilize these entrances.

## **L. 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 (TBD, Summer 2024.) 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 11, 2024. Packets will be ready for pick up on October TBD, 2024.

## **M. 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. Additionally, half season tickets are subject to all posted policies found online at <https://www.railyarddawgs.com/policies>. Season ticket holders are encouraged to review our policies prior to purchasing season tickets.

### **III. IMPORTANT DATES**

*\*All dates are subject to change\**

<b>February 1</b>	Full Season Ticket Renewals & New Sales Begin for 2024-2025 Full Season Ticket Holders May Submit Seating Change Requests
<b>March 1</b>	Half Season Ticket Renewals & New Sales Begin for 2024-2025 Half Season Ticket Holders May Submit Seating Change Requests
<b>May 24</b>	Deposit Deadline – Last Day to Reserve your 2023-2024 Seats, Parking, and Club 611 Passes
<b>June 3</b>	Seats without Deposit Available to Public Quarter Season Ticket Renewals & New Sales Begin for 2024-2025
<b>July 29</b>	Parking Pass Waitlist Contacted, If Passes Become Available
<b>August 16</b>	Deposit Deadline – Guaranteed Giveaways Deposit Deadline – Guaranteed Ticket Booklets & Lanyards (FST Only)
<b>September 11</b>	Select Your Games Form Due (HST and QST only)
<b>TBD</b>	Single Game Tickets Go On Sale at Box Office
<b>TBD</b>	Season Ticket Packet Pick Up Begins at Berglund Center
<b>October 15</b>	All Balances Must Be Paid in Full (or at time of Pick Up)
<b>TBD</b>	Season Ticket Holder Meet & Greet With Team (FST and HST only)