



SEASON TICKET GUIDEBOOK

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

2025-2026

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 from the 2024-2025 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, 2025. 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, 2025.

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 Payments will be automatically withdrawn on the 15th of each month unless otherwise requested.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 2025, 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 2025-2026 season may submit requests starting February 3, 2025. 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 23, 2025 with or without a deposit. Starting June 2, 2025 any seats and parking passes that do not have a deposit will be made available to the public. After this deadline, your seats, parking passes and/or Club 611 passes will no longer be guaranteed to you.

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. Any full season ticket account that purchased a parking pass for the 2024-2025 season will be guaranteed the opportunity to purchase a parking pass for the 2025-2026 season until the deposit deadline of May 23, 2025.

There are two types of parking passes for full season ticket holders:

Parking Pass A is \$95 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 \$145 per pass (equates to \$5 per game) and consists of 29 individually dated parking passes, one for each of the 29 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 29 regular season home games. We are only permitted to sell a limited number of these passes.

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 30, 2025. Payment for pass(es) is due by October 15, 2025. This amount may be added to monthly payment plans or may be paid in full at the time of notice. Accounts that are on the Parking Pass B waitlist will be upgraded to Parking Pass A if spots open. Accounts that are waitlisted for parking will be upgraded to Parking Pass B before they would be upgraded to Parking Pass A.

D. CLUB 611 PASSES

Accounts that had purchased Club 611 passes for the 2024-2025 season may purchase passes for the 2025-2026 season. At this time, new Club 611 passes will not be sold for the 2025-2026 season. This excludes sponsorship accounts.

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 2025. Please contact Alexandra Crutchfield at marketing@railyarddawgs.com for more information.

F. BENEFITS

Full season ticket holders receive the following benefits:

Giveaways: Full season ticket holders will receive all giveaways. Some of these giveaways may apply to adult tickets or children tickets only. Accounts must have a \$100 deposit by August 15, 2025 to be guaranteed these giveaways. This benefit does not apply to complimentary or traded ticket accounts. Giveaway items and dates are subject to change. Giveaways must be redeemed within the dates listed on the voucher. Vouchers will be provided at the time of pick up before the 2025-2026 season begins.

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 selected game.) Free Friend Friday vouchers must be redeemed at the Berglund Center Box Office or online via 11 digit serial number in order to receive game tickets. Seat upgrades may be completed at the Berglund Center Box Office for the difference in price. You cannot upgrade these vouchers online. These tickets are not able to be exchanged for different game dates. Free Friend Friday tickets are not provided for complimentary, traded or corporate partner accounts.

Exchanging Unused Season Tickets: Full season ticket holders may exchange any unused 2025-2026 season ticket for a future regular season home game of the 2025-2026 season. All exchanges must be completed through Rail Yard Dawgs staff via email at least 24 hours prior to the event. Requests in person or via email on the day of the game will 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. Discount does not apply to raffles, auctions, sale items, customized items or other items as specified. 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 must keep a card on file when signing up for 2025-2026 playoff packages. Cards will be charged each time an additional home game is secured by the team.

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, for a 7:05 P.M. puck drop 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 may not be guaranteed. Please help us keep these gates exclusive by not allowing non-season ticket holders to utilize these entrances.

Skills Competition Tickets: Complimentary tickets to the Rail Yard Dawgs skills competition will be included with your package. You will receive the same number of skills competition tickets as you have seats. (For example, if you have three full season tickets, you will receive three skills competition tickets.)

G. TICKET OPTIONS

We will offer season ticket holders three options when receiving their tickets. Each account must specify their preference at time of renewal. All requests are final by August 15, 2025. The ticket booklet option will be the default selection if no preference was specified. Accounts that deposit after the deadline of August 15, 2025 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 29 single-use tickets (one ticket per game.) Ticket booklets also include your giveaway vouchers and Free Friend Friday tickets. After the deadline of August 15, 2025, 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 consist 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. All policies are subject to change without notice.

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 from the 2024-2025 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, 2025. 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, 2025.

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 2025-2026 season may submit requests starting March 3, 2025. 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 23, 2025 with or without a deposit. Starting June 2, 2025 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, 2025. Any half season ticket account that purchased a parking pass for the 2024-2025 season will be guaranteed the opportunity to purchase a parking pass for the 2025-2026 season until the deposit deadline of May 23, 2025.

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 30, 2025. Payment for pass(es) is due by October 15, 2025. 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 2024-2025 season may purchase passes for the 2025-2026 season. New Club 611 passes will not be sold for the 2025-2026 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 15 games. Some giveaways may apply to adult tickets or children tickets only. Accounts must have a \$100 deposit by August 15, 2025 to be guaranteed these giveaways. Giveaway items and dates are subject to change. Giveaways must be redeemed within the dates listed on the voucher. Vouchers will be provided at time of pick up.

Exchanging Unused Season Tickets: Half season ticket holders may exchange any unused 2025-2026 season ticket for a future regular season home game of the 2025-2026 season. All exchanges must be completed through Rail Yard Dawgs staff via email at least 24 hours prior to the event. Requests on the day of the game will 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.

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, for a 7:05 P.M. puck drop 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.

Skills Competition Tickets: Complimentary tickets to the Rail Yard Dawgs skills competition will be included with your package. You will receive the same number of skills competition tickets as you have seats. (For example, if you have three half season tickets, you will receive three skills competition tickets). This benefit is also extended to those who purchase half season vouchers.

L. SELECTING YOUR 15 GAMES

Half season ticket holders will receive a form to select their 15 games once the team has released their promotional schedule (TBD, Summer 2025.) Staff will then prepare your tickets for selected games and giveaway vouchers accordingly. This form will be due to our offices by September 10, 2025. Packets will be ready for pick up on October TBD, 2025.

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. All policies are subject to change without notice.

III. IMPORTANT DATES

All dates are subject to change

FST = Full Season Ticket | HST = Half Season Ticket | QSP = Quarter Season Package

February 3	Full Season Ticket Renewals & New Sales Begin for 2025-2026 Full Season Ticket Holders May Submit Seating Change Requests
March 3	Half Season Ticket Renewals & New Sales Begin for 2025-2026 Half Season Ticket Holders May Submit Seating Change Requests
May 23	Deposit Deadline – Last Day to Reserve your 2024-2025 Seats, Parking, and Club 611 Passes
June 2	Seats without Deposit Available to Public Quarter Season Package Renewals & New Sales Begin for 2025-2026
July 30	Parking Pass Waitlist Contacted, If Passes Become Available
August 15	Deposit Deadline – Guaranteed Giveaways Deposit Deadline – Guaranteed Ticket Booklets & Lanyards (FST Only)
September 8	HST & QSP Vouchers available for pick up (Does not apply if you pick games)
September 10	Select Your Games Form Due (HST and QSP only)
TBD	Single Game Tickets Go On Sale at Box Office
TBD	Season Ticket Packet Pick Up Begins at Berglund Center
October 15	All Balances Must Be Paid in Full (or at time of Pick Up)
TBD	Season Ticket Holder Meet & Greet With Team (FST and HST only)

