

2019-2020 Erie Otters Membership Package Policies, Guidelines and Agreement

Includes Full Season, Saturday and Flex Plans

Seating Change Requests: Seating change requests will be processed when all non-renewed Season Membership seats are released. If the seats you requested become available during this transition period, you will be contacted by an Erie Otters Ticket Representative. Current Season Membership seat change requests will be fulfilled before any general public seat requests are considered.

Seating Priorities: Full Season Memberships will receive priority over Saturday & Flex Plan Holders on all orders and seat locations.

Center Ice & West End Bowl Sections: 103, 203, 104, 204, 105, 205, 208, 308, 109, 209, 309, 110, 210, 310, 111, 211, 311, 112, 212, 312, 113, 213, 313, 214, 314, 315, 118, 218, 119, 219, 120, and 220.

End Zone Sections: 101, 201, 102, 202, 106, 206, 107, 207, 116, 216, 117, 217, 121, 221, 122, and 222.

Guarantees: All Erie Otters **Full Season** Members are guaranteed reserved seating for 34 regular season home games. In addition, **Full Season** Members will be given a discount of up to 15% on selected Otters merchandise items, a season ticket member pin and priority access to Erie Otter giveaway items. **All Ticket Members** will also receive free tickets to home pre-season games played at the Erie Insurance Arena and the right of first refusal on their seat location for OHL Playoff home games and the 2020-2021 season. The Erie Otters Hockey Club makes no other guarantees and management can change and/or add additional incentives at their discretion.

Tickets: All Erie Otters tickets are equipped with a bar code and will be scanned upon entering the Erie Insurance Arena to verify that they are for the correct game. Ticket holders with incorrectly dated tickets will need to go to the Erie Insurance Arena Box office and ask for the Erie Otters representative to get their tickets reprinted. Furthermore, the ticket scanning system will not allow the entry of an adult into the Erie Insurance Arena with a Child's or Student's Ticket. Children who have not yet reached their sixth birthday do not require a ticket for admission into the Erie Insurance Arena. The Erie Insurance Arena and Erie Otters Hockey Club reserve the right to request proof of age at the time of purchase and/or during the presentation of the ticket to enter a game.

Never Waste a Ticket Exchange Policy: This is a unique benefit for Full Season, Saturday and Flex Package Members to never waste a ticket. Redemptions fall into two categories: upcoming games and previously played games. **Upcoming games:** Season Members can return tickets to games that have not yet been played and exchange them for an equal number of tickets to another *regular season home game at no cost. **Previously played games:** Season Members can redeem unused tickets from previously played games for an equal number of tickets to a remaining *regular season home game at no cost. Redemptions can be done at the Erie Insurance Arena Box Office or the Erie Otters office. Tickets for all games are subject to availability. Once a ticket is exchanged it cannot be re-exchanged. **Blackout Dates:** Tickets CANNOT be exchanged for the games on Thanksgiving, New Year's Eve, and all Saturdays in March. Unused exhibition game tickets are eligible for redemption for September and October home games only.

Postponed Games: There will be no refunds if a game is postponed for any reason. Tickets for the original event will be honored only for an official make-up game scheduled by the Ontario Hockey League.

Miscellaneous Ticket Policies: The Erie Otters in conjunction with the Erie Insurance Arena Box Office adhere to the following policies regarding tickets. No refunds, exchanges, or reprints of lost or stolen tickets.

Full Season Membership ID card: Each Full Season Membership Seat will be issued one (1) Season Membership ID Card. It is the recommendation of the Erie Otters Hockey Club that Season Members always carry their Season Membership ID Card with them. This card must be presented to receive any of the Season Membership Benefits, including but not limited to: Otters merchandise discounts, ticket redemptions and playoff ticket purchases (including individual tickets and/or ticket packages). The Erie Otters and the Erie Insurance Arena Box Office reserve the right to refuse these special benefits without a valid Season Membership ID Card. Should your Season Membership ID Card become lost or stolen please contact the Erie Otters Office immediately at (814) 455-7779 to have a new card issued.

Ticket Package Pick-Up: Season Member Packages that are paid in full will be available for pick-up during August. All Season Members will be notified of the exact dates and times. Photo ID and a valid signature will be required for pick-up. For security purposes, the Erie Otters will not mail Season Tickets to those located within a 50-mile radius of the Erie Insurance Arena, unless otherwise requested. For security purposes, only the Primary Account Holder on the Season Membership Account will be permitted to pick up or redeem tickets.

Payment Requirements: A \$50 nonrefundable deposit per seat is required to hold a seat location. Starting the month after your first deposit a minimum payment of \$50 per seat must be made each month, unless on an automatic monthly payment program. Failure to make a payment for two consecutive months will result in the cancellation of your tickets and you will lose any money already put down.

Darcie Chabola

Darcie Chabola, Erie Otters

Ticket Package Holder

Date Signed