



## **2019-20 CANCELED GAME TICKET POLICY**

### **EVERBLADES FRONT OFFICE**

**Blades 365 Members (Full season/Corporate)** - Customer will receive 3 game financial credit toward 2020-2021 season ticket account:

- Glass season ticket holders would receive a \$40 credit per game
- Club season ticket holders would receive a \$27 credit per game
- Premium season ticket holders would receive a \$19 credit per game
- End Zone season ticket holders would receive a \$15 credit per game
- Terrace West season ticket holders would receive a \$12 credit per game
- Terrace East season ticket holders would receive a \$9 credit per game

**Blades 365 Members (Select 24/12 packages)** - If a customer selected any of the remaining 3 games as part of their package, they would receive a financial credit for each game selected for the 2020-2021 season:

- Club season ticket holders would receive a \$28 credit for a 24 select and \$28.50 credit for a 12 select per game if chosen
- Premium season ticket holders would receive a \$21 credit for a 24 select and \$22 credit for a 12 select per game if chosen
- End Zone would receive a \$17 credit for a 24 select and \$18 credit for a 12 select per game if chosen
- Terrace West would receive a \$12.50 credit for a 24 select and \$13 credit for a 12 select per game if chosen

**Blades 365 Members (Select 24/12 Vouchers)** - Customer will receive financial credits for any unused vouchers from the 2019-20 season. Customer will need to turn in unused vouchers remaining to the Everblades front office to receive financial credits towards your 2020-21 season package.

- Club season ticket holders would receive a \$28 credit for a 24 select and \$28.50 credit for a 12 select per game if chosen
- Premium season ticket holders would receive a \$21 credit for a 24 select and \$22 credit for a 12 select per game if chosen
- End Zone would receive a \$17 credit for a 24 select and \$18 credit for a 12 select per game if chosen
- Terrace West would receive a \$12.50 credit for a 24 select and \$13 credit for a 12 select per game if chosen

11000 Everblades Pkwy, Estero FL 33928

Call or Text (239) 948 – 7825

[info@floridaeverblades.com](mailto:info@floridaeverblades.com)



**2019-2020 Playoff Packages Purchased** - Customer will receive credit toward 2020-2021 season ticket plan.

**Group Ticket Purchases** – Contact your Everblades ticket sales representative at (239) 948-7825 to discuss your group ticket purchases for the remaining 3 homes canceled.

### **SYNOVUS BOX OFFICE**

If you purchased your Everblades tickets for one of the last 3 home games at the Synovus box office, please visit the box office to receive credit for the 2020-2021 season or a refund. Please check box office hours at [www.hertzarena.com](http://www.hertzarena.com).

### **ONLINE PURCHASE**

**Ticketmaster** – If you purchased tickets through ticketmaster.com contact their customer service line at 1 (800) 653-8000 to learn what your options are and receive detailed information.

**Spinzo** – If you have tickets to an event that has been "Cancelled" you will receive a credit to a future event or be refunded. Please contact the Everblades front office at (239) 948-7825 with your order ID.

**Secondary Market** - Tickets purchased second hand will be subject to the individual site's refund policy. Most sites will automatically refund once the event is cancelled please contact the specific site to learn their policies.

### **PARKING PASSES PURCHASE**

Fans who purchased full season parking will receive a 3-game credit for the 2020-2021 season. Fans who purchased partial season parking passes can use them for the 2020-2021 season.

11000 Everblades Pkwy, Estero FL 33928

Call or Text (239) 948 – 7825

[info@floridaeverblades.com](mailto:info@floridaeverblades.com)

