

# TICKET POLICIES

**Home Plate Box Office Hours:**

Monday - Friday  
Game Days (including Sat and Sun)  
Closed during the off-season

10AM to 5PM  
10AM through the 7th Inning

**Left Field Box Office Hours:**

Monday - Friday  
Game Days (including Sat and Sun)  
Closed during the off-season

Closed on non-game days  
Open 2 hours prior to game time

Tacoma Rainiers tickets, logos, merchandise or other likeness may not be used for any promotion, giveaway, contest, etc. without the express written consent of the Tacoma Rainiers.

**Change of Address**

We want to make sure we have your most current information. Please let us know when you have a change of address, phone, email or fax. To make any changes or updates to your account please email [tickets@tacomarainiers.com](mailto:tickets@tacomarainiers.com) or call 253-752-7707. Additionally, if you share your account with a partner, we can add their contact information.

**Fan Conduct**

Entering the playing field or interfering with the ball while it is in play is strictly prohibited. Any fan that enters the playing field or interferes with play will be removed from the stadium and is subject to arrest and fines or imprisonment.

For the safety of all fans, please do not run on the concourse or in the seating area.

When expressing your views about the Rainiers or their opponent, please be conscious of the people around you and refrain from using profanity and making obscene gestures. The Rainiers reserve the right to remove uncooperative fans from Cheney Stadium. If anyone is interfering with your enjoyment of the game, please notify the nearest usher or member of stadium personnel.

Smoking is NOT PERMITTED in Cheney Stadium.

**Food & Beverage, Bag Check**

No outside food or beverage is allowed. No coolers or oversized bags allowed. All bags and purses must be 12" x 12" x 6" or smaller. For the safety of our fans, all bags and purses are subject to search by stadium personnel. Food allergies can be accommodated by contacting the Tacoma Rainiers Front Office prior to game time.

**ADA Seating**

Cheney Stadium strictly adheres to Americans with Disabilities Act (ADA) requirements for accessible ADA seating. Wheelchairs are available upon request. If you require ADA seating, please refer to your account representative or stadium personnel for assistance.

**Lost or Stolen Tickets**

Please monitor your tickets at all times by keeping them in a safe and secure place. The Tacoma Rainiers are not responsible for lost or stolen tickets. However, in the case that your tickets are lost or stolen, please contact your account representative or the Box Office immediately. We will be glad to accommodate your situation. The Box Office number is 253-752-7700.

**Photos**

The Rainiers reserve the right to use photographs taken during events at Cheney Stadium for the purposes of advertising and promoting the Tacoma Rainiers and their programs. Don't forget to smile.

Check out [facebook.com/tacomarainiers](https://www.facebook.com/tacomarainiers) after each homestand to see if you made it into the Rainiers Photo Book.

**Rained Out Games**

The Tacoma Rainiers make every possible attempt to complete or make up every home game. However, in the event of a rain-out in which five (5) innings have not been completed (4 1/2 if the home team is leading), there are two (2) options for the rainout game:

1. If the game is rescheduled as either a stand-alone game or as part of a doubleheader, then your ticket is valid for the date of the rescheduled game(s). All rained out game ticket(s) must be exchanged at the Box Office for the rescheduled game date.
2. If the game is not made up, your ticket can be exchanged for a ticket of equal or lesser value for a future 2011 Rainiers regular season home game (excluding July 3rd). All ticket exchanges for future 2011 regular season games are subject to availability.

**Refunds**

All sales and payments are final. Ticket payments are non-refundable.

**Resale of Tickets**

Tickets must not be resold or offered for resale at a premium in excess of the amount allowed by any Federal, State or local law or regulation. Persons who sell or offer tickets for sale at any price on the premise will be removed and prosecuted.

**Season Ticket Holder Early Entrance**

Season Ticket Holders will be allowed to enter at 5PM to watch batting practice at Saturday home games throughout the season. The Will Call window will be open for possible purchases and exchanges. Security will be on staff to assist with any questions.

**Ticket Exchanges**

All Season Ticket Holders are able to exchange unused tickets for those of equal or lesser value to any future 2011 regular season home game, excluding July 3rd, subject to availability. The unused tickets MUST be from the 2011 regular season.

Exchanged tickets will be identified with an "EX" printed on the ticket. Those tickets are only valid for the date issued and cannot be exchanged again. Ticket exchanges are processed during regular business hours at Cheney Stadium Box Office. We suggest that all ticket exchanges be processed before the game date for which they are being exchanged.

**Ticket Policy for Children**

Any fan of three (3) years or younger and sitting on a lap does not require a ticket.

**WARNING**

The holder assumes all risks and danger incidental to the game of baseball, whether occurring prior to, during, or subsequent to the actual playing of the game, including specifically (but not exclusively) the danger of being injured by thrown bats and thrown or batted balls and agrees that Minor League Baseball, the Pacific Coast League, Participating Clubs, their agents, employees and players and other individuals are not liable for injuries resulting from such causes.