



## **Tacoma Rainiers Ticket Policies**

### **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. Make all changes to your account in writing and fax to (253)752-7135. Or, you can email any account changes to [tickets@tacomarainiers.com](mailto:tickets@tacomarainiers.com). If the tickets are listed under your company name, please send requests on company letterhead. Additionally, if you share your account with a partner, we can add their contact information.

### **Group Tickets**

If you would like to organize a group outing with your company, family, friends, church, school, or sports organization, we can help you! We have options for groups of 20 or more. Perks include a ballpark meal, your own concession stand area called Group Express, in-game recognition on the scoreboard, and a personal account representative to help you execute your event flawlessly. Call our Group Sales Department to schedule your outing. Group tickets are allotted for the specified game; there are no refunds or exchanges.

### **Guaranteed Premium Items**

Season Ticket Holder Gifts are included in the Season Ticket, 24 Game, and 7 Game plans. The gifts include a Rhubarb Bobble Head, Rainiers hat, and Rainiers scarf.

### **Handicapped Seating**

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

### **Lost or Stolen Tickets**

Please monitor your tickets at all times by keeping them in a safe, secure place. The Tacoma Rainiers are not responsible for lost or stolen tickets. If your tickets are stolen, we advise you to file a police report. Send us a copy of the report, and we will replace your tickets.

### **Rained Out Games**

The Tacoma Rainiers make every possible attempt to complete or make up every home game. However, in the event of an unfortunate rain-out in which five (5) innings have not been completed (4 ½ 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 double header, then your ticket is valid for the date of the rescheduled game(s).
2. If the game is not made up, your ticket can be exchanged for a ticket of equal or lesser value for a future game. All ticket exchanges for future 2008 regular season games are subject to availability.

### **Resale of Tickets**

Any attempt to resell tickets, in any form or at any price is considered a violation of Federal, State, and local laws and regulations. These tickets cannot be resold on the premises of Cheney Stadium.

### **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 Venture Bank Gold Club I and II will not be open for use until 6pm. 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 2008 regular season home game, subject to availability. The unused tickets **MUST** be from the 2008 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 Ticket 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.

### **Will Call Window**

The Will Call Window is located at the Cheney Stadium Ticket Office and will open 2 hours prior to game time. Will Call will stay open until the start of the 7<sup>th</sup> inning.

### **Box Office Info**

The Box Office Hours of Operation are Monday through Friday 10AM to 5PM. Saturday Game Days they are open from 12PM through the 7<sup>th</sup> inning. Sunday Game Days they are open from 10AM through the 7<sup>th</sup> inning. The Box Office is not open during the off season.

### **Refunds**

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

## **Group Ticket Policies**

### **Group Minimum**

Group minimum must be 20 tickets for all group seating areas. Our hospitality areas start at groups of 25 and the Right Field Party Decks can fit 50 or more.

### **Payment Options**

A 50% nonrefundable deposit is required to hold seats. Remainder of payment is due 30 days prior to the game date. All payments are final.

### **Promoting Your Group Outing**

We can provide you with flyers and/or posters to distribute to your group or hang up in the office. Additionally, we can assist you in creating emails to spread the word to your group.

### **Advanced Booking of Your Group**

To ensure the best possible seats to accommodate your group, we recommend booking your group as early as possible.

### **Group Outing Parking Options**

Parking is available for \$5 per car and is subject to availability and can be pre-purchased or purchased day of game. To pre-purchase, contact your group event manager.

**Fundraising Opportunities**

We can increase the ticket price by any amount and you keep the difference. We can print your group name and fundraising price on the ticket as well. For more information, contact us at (253)752-7707.

**Catering Options for Group Outings**

All groups of 20 or more receive a ballpark meal through Group Express. The meal includes a hot dog, chips and soda.

**Birthday Parties**

The Tacoma Rainiers are happy to make birthday party accommodations. The Birthday outing includes ten (10) Group Express tickets (hot dog, chips, and soda), ten (10) Rainiers hats, ten (10) Rainiers stickers and tattoos, as well as one special gift for the birthday boy or girl. To set up a Birthday party at Cheney Stadium call (253)752-7707.

\*If you have any questions concerning the above listed policies, please contact our office at (253)752-7707 or visit [tacomarainiers.com](http://tacomarainiers.com) for further information.