



# PLAYOFF TICKET POLICY AND ORDER FORM

The Windsor Spitfires are pleased to offer season ticket members two playoff ticket purchasing options.

## OPTION 1: Pay as the Spits Play Package

This option allows season ticket members to pick up all playoff tickets in advance. This helps avoid ticket lines by eliminating the need to come to the box office multiple times to purchase tickets and saves you money throughout the playoffs. This option is limited to credit card payment only. Season ticket members who choose this option will only be charged as games in each round are guaranteed to be played, eliminating the need for refunds and credit rollovers as in previous seasons.

By submitting the order form below with credit card information and signature, the season ticket member agrees to have their credit card charged for every game played throughout the 2018 playoffs.

The card will be charged once a game is guaranteed to be played. Please note season ticket members may not opt out of any games guaranteed to be played upon choosing this option. Order forms can be submitted to the box office starting Thursday, Jan. 11, 2018. The deadline for ordering this package is Thursday, Mar. 8, 2018.

Season ticket members who purchase the **Pay as the Spits Play Package** in person at the Velocity Injury Law Box Office and those who mail in the order form below will be notified by phone when their tickets for all 16 games are available for pick up. Mail-in order forms must include credit card information.

## OPTION 2: Game-by-Game

This option allows season ticket members the flexibility to purchase their seats for games as they are guaranteed to be played without committing to buy all games played as in Option 1. Season ticket members who choose to purchase game-by-game will have the ability to purchase their currently owned seats at the Velocity Injury Law Box Office at the WFCU Centre and will have an exclusive on sale period prior to the public on sale date for each game guaranteed to be played. Specifics on sale dates and times will be confirmed as games are guaranteed to be played and will be made available to season ticket members through the media. Season ticket members can also call the Velocity Injury Law Box Office at 519-255-6400 ext. 0 for information.

Season ticket members selecting this option will have their seats held based on the following deadline schedule. This applies to each round played. Once a deadline has passed, seats not purchased will be released for sale to the general public. **If you choose this option, please be aware of these deadlines as they are strictly enforced.**

The first 2 home games of a round will go on sale simultaneously. Seats for home games 1 & 2 will be guaranteed until noon two days prior to the first home game of the round. **For example**, if the first home game of Round 1 is played on March 24, the season ticket member has until noon on March 22 to purchase their seats for home games 1 & 2 of Round 1.

The third home game of a round will go on sale if it is guaranteed to be played. Season ticket member seats for home game 3 will be guaranteed until 6pm on the day prior to the third home game of the round. **For example**, if the third home game of Round 1 is played on April 2, the season ticket member has until

6pm on April 1 to purchase their seats for that game.

For the fourth home game of a round, the same timing will apply as for the Third home game of a round.

For back-to-back games: if two playoff games occur on consecutive days, season ticket member seats will be guaranteed until NOON on the day of the home game. **For example**: the Spitfires win the sixth game of a round on April 4 at an opposing team's rink, thereby forcing the seventh and deciding game to be played the following day, April 5 at the WFCU Centre. In this scenario, the season ticket member would have until NOON on April 5 to purchase their seats.

## ADDITIONAL PLAYOFF TICKET PURCHASE

All season ticket members who want to purchase additional playoff tickets (outside of their currently owned seats) will have the opportunity to purchase up to 2 additional seats during the season ticket member on sale period for each game, prior to the public. The Windsor Spitfires reserve the right to refuse this privilege on a game by game basis as deemed necessary.

## KEY DATES

### Thursday, January 11, 2018:

First day for season ticket members to submit order form for Option 1: Pay as the Spits Play Package

### Thursday, March 8, 2018:

Deadline for season ticket members to submit order form for Option 1: Pay as the Spits Play Package

## THE VELOCITY INJURY LAW BOX OFFICE WILL BE OPEN DURING ALL SPITFIRES HOME GAMES UNTIL THE CONCLUSION OF THE 2ND INTERMISSION

NAME _____		ACCOUNT #: _____
SECTION _____	ROW _____	SEAT _____

Please check and fill-out the following options:

### OPTION 1: Pay as the Spits Play Package

Please indicate # of packages per zone category:

\_\_\_ Restaurant    \_\_\_ Gold  
\_\_\_ Yellow        \_\_\_ Blue    \_\_\_ Red

AMOUNT (\$): _____	DATE: _____
<input type="checkbox"/>	<input type="checkbox"/>
NAME ON CARD: _____	
CREDIT CARD #: _____	
CSV CODE: _____	EXPIRY DATE: _____
SIGNATURE: _____	

If the credit card issued for the Pay as the Spits Play package declines and cannot be processed for an individual game payment, the season ticket member will be contacted at the phone number on file to arrange payment. If payment is not received by 10am on the day of the game in question the Windsor Spitfires reserve the right to void the ticket and make the seat(s) available for sale to the general public.

By submitting this order form with credit card information and signature, the season ticket member agrees to have their credit card charged for every game played throughout the 2017-2018 playoffs. The card will be charged once a game(s) is guaranteed to be played. Please note season ticket members may not opt out of any games guaranteed to be played upon choosing this option. Orders without complete credit card information and signature will NOT be accepted.