

ACCESSING YOUR MOBILE TICKETS AND PARKING PASS

Follow the step-by-step instructions below to access your tickets.

For help with River Cats Account Manager, visit our Mobile Ticketing Guidebook at

<https://www.milb.com/sacramento/tickets/mobile-ticketing-guide>

1. On your mobile device, go to rivercats.com/accountmanager
2. Click the Log-In icon in the top right corner (located next to the shopping cart icon).
3. Login using the e-mail address associated with your account.
4. Once logged in, click the **“Manage My Events”** icon.
5. Click on the icon with the game date you wish to manage.
6. Under **“My Tickets”**, you should see the tickets in your account. Click the tickets.
7. A mobile ticket with QR code should appear, click **“Add to Apple Wallet”** or whatever mobile device is being used for quicker/easier entry at the gates.
8. Once the ticket appears, click **“Add”** again.
9. Click the left arrow (top left of screen), then the drop down menu (three lines in the top left of screen) to go back to the My Events page.
10. Scroll down and repeat the steps above to add any parking passes or additional games purchased.
11. To confirm the process, locate the Wallet application on your mobile phone.

CLEAR BAG POLICY

In accordance with guidelines set forth by Major League Baseball, California and Yolo County, Sutter Health Park policy is that all bags be subject to search upon entry, and within the ballpark. Please place all belongings in a clear plastic bag to help remove the need for unnecessary lines and contact. If you are in need of a clear bag, the On Deck Shop has them available for purchase. To purchase clear bags or any other item, please visit:

www.ondeckshoponline.com

SUTTER HEALTH PARK - CASHLESS

In accordance with guidelines set forth by Major League Baseball, California and Yolo County, Sutter Health Park will now be a cashless facility. Fans may use major credit cards, debit cards, or River Cats gift cards for all concessions and merchandise purchases while at the facility.

MASK/DISTANCING POLICIES

In accordance with guidelines set forth by Major League Baseball, California and Yolo County, all attendees at Sutter Health Park age two years and older must wear a face covering over their nose and mouth at all times other than when actively eating or drinking at their ticketed seats. Attendees not from the same household should maintain appropriate social spacing at all times

MOBILE CONCESSIONS ORDERING

1. Download the MiLB First Pitch App. Select Sacramento River Cats when prompted.
2. Open Appetize via the **Mobile Food Ordering** icon.
3. Enter your Section, Row and Seat number/numbers or Suite Number.
4. Choose from the available Storefronts.
5. Order from the menu.
6. Click the shopping cart to check out.
7. Either create an account or continue as guest, either way you will still need to enter your name, email and phone number.
8. Check out and look for SMS messages for updates.

COVID-19 SYMPTOMS

Please refrain from attending any River Cats or Sutter Health Park events if you are sick, have a fever or are experiencing symptoms of COVID-19, or if in the last week you believe you may have been exposed to or came into close contact with anyone who has COVID-19.