AUGUSTA GREENJACKETS

2022 20-GAME SEASON MEMBERSHIP TICKET MANUAL

TABLE OF CONTENTS

GREENJACKETS WELCOME LETTER	3
2022 SEASON SCHEDULE	4
GREENJACKETS MEMBERSHIP BENEFITS MATRIX	5
IMPORTANT SEASON MEMBERSHIP DETAILS	6-9
TICKETS.COM ACCOUNT MANAGER	10-18
SRP PARK INFORMATION	20-22
POLICIES AND PROCEDURES	23-35
SRP PARK CONTACT INFO, & SOCIAL MEDIA	25
SRP PARK PARKING & DIRECTIONS	26-29
SRP PARK STADIUM MAP	30
TICKET SALES TEAM STAFF AND CONTACT INFORMATION	31

BEE A FAN

WELCOME TO ANOTHER GREAT SEASON OF GREENJACKETS BASEBALL

The Augusta GreenJackets are truly excited to welcome you to the GreenJackets family as we approach the start of the 2022 season! As we begin our fourth season at SRP Park, we wanted to start you off with a comprehensive manual that goes over every detail you need to know about your season membership with the Augusta GreenJackets.

Here are the specific criteria that we will highlight in your Season Membership Manual:

1.) Season Membership Schedule

2.) SRP Park Stadium Map

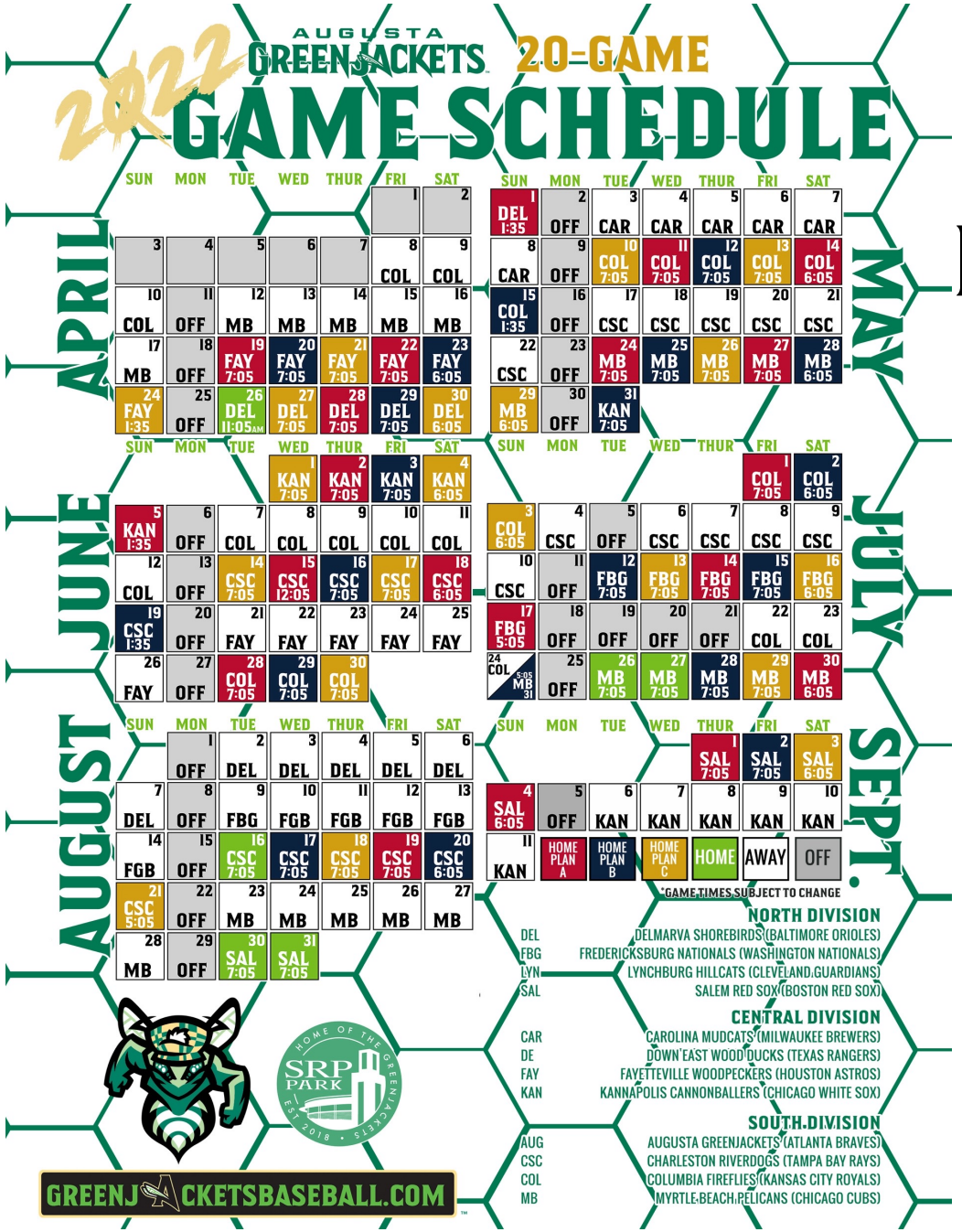
3.) Miscellaneous Information about your Season Membership

4.) Ticket Sales Team Staff and Contacts

The excitement continues to grow as we approach April 19, 2022, and we hope you are as ready as the GreenJackets staff is to get the season started. It will be an exciting season of unique promotional nights, spectacular fireworks shows, fun giveaways, and memorable experiences for all to enjoy. We pride ourselves on making our gameday experience fun and enjoyable, and we look to not only continue, but also heighten that experience as we enter our fourth season at SRP Park.

As a season seat member, you are the foundation of our organization. Being that foundation, you receive the royal treatment, including the greatest discount on tickets, a wide array of benefits, and the opportunity to be a part of our special events before everyone else in the community. It is truly special being a season seat member with the GreenJackets, and we will do everything in our power to make sure you are taken care of and enjoy every visit to SRP Park. If after reading through this manual you have any additional questions about your season membership or anything at all, feel free to contact your Account Executive with the Augusta GreenJackets and they will be more than happy to make sure you are taken care of!

Thank you again for your support this season! 2022 will be one awesome year!



2022 20-GAME SEASON MEMBERSHIP SCHEDULE

As Season Members, we wanted to notify you of the exact games you have on your schedule for the 2022 Season.

Plan A - Red Boxes

Plan B - Blue Boxes

Plan C - Gold Boxes

GREENJACKETS MEMBERSHIP BENEFITS MATRIX

- 0% Interest, Flexible Payment Terms
- All-Access Experience& Monthly Member Events
- 10% Member Discount on Retail in the Hive Pro Shop
- Discount Days on Food & Beverage
- SRP Park Pre-Sale for Stadium Events
- Online Ticket Account Manager

SEASON MEMBERSHIP DISCOUNT DAYS ON FOOD & BEVERAGE

GAME DATES FOR DISCOUNTS:

You will be able to enjoy certain food items for pre-selected dates throughout the 2022 baseball season.

Members will be able to take advantage of

$2 Hot Dogs, Popcorn, Nachos, and Soda

at any GreenJackets branded concession stand for the dates listed below:

Wednesday, April 27th

Wednesday, May 11th

Wednesday, June 15th

Tuesday, July 12th

Wednesday, August 17th

HOW TO REDEEM:

On the game days listed, all you need to do is present your ticket to the cashier.

The cashier will scan your ticket into our system, verifying your membership, and then you will be able to receive the above listed discounts!

For further questions on this benefit, contact your GreenJackets Account Representative and they will be happy to assist.

SEASON MEMBERSHIP EVENT DATES

Every month, we are hosting a “Thank You” party for our members to give thanks for your support to the Augusta GreenJackets and baseball in North Augusta, SC.

Parties will have various themes tied to them throughout the course of the entire year and not just baseball season.

Invitations are sent to you, via email, in your monthly “Member Email.” All Members will need to RSVP for Membership Parties to the indicated email address.

2022 PARTY DATES:

Wednesday, August 17th

Members All-Access

Other Dates TBD

SEASON TICKET ADD-ONS

If you are interested in purchasing additional tickets for any regular season home games, please contact your Account Executive. They will help you with your request!

TICKETS.COM ACCOUNT MANAGER

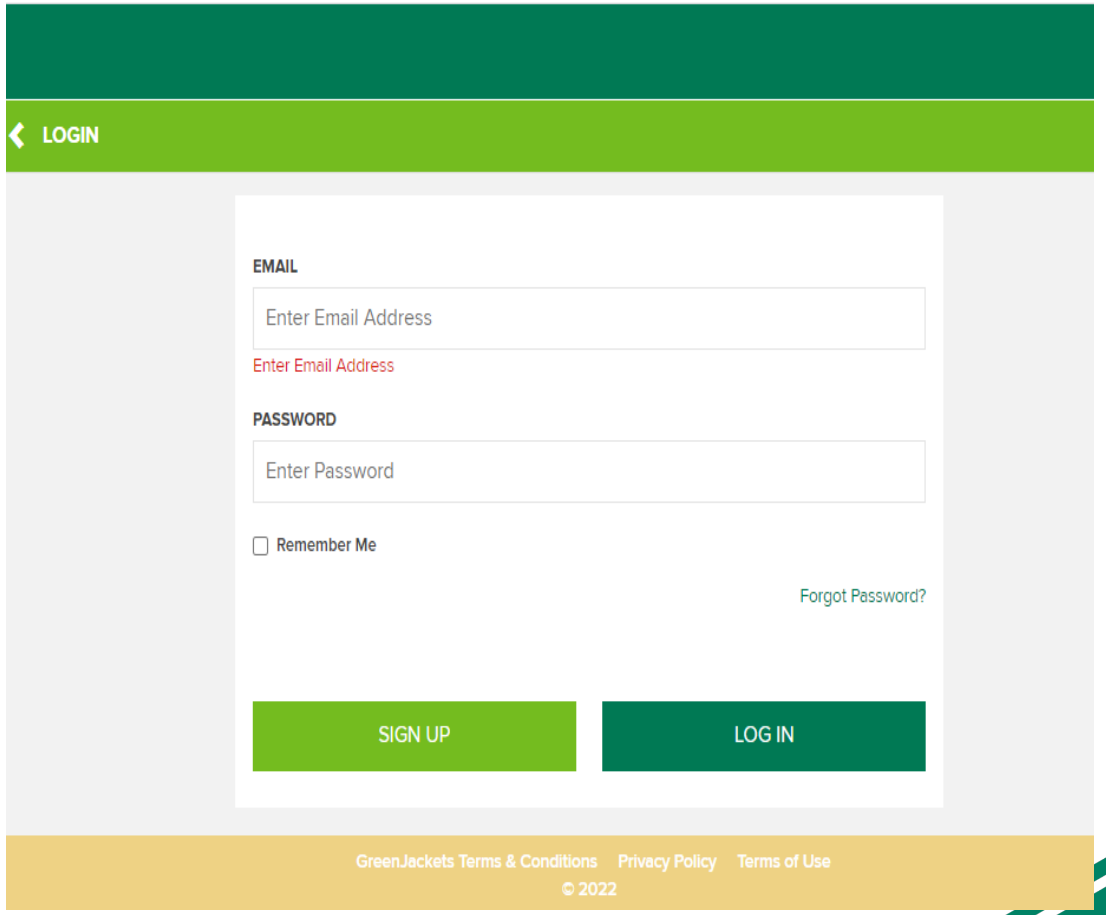
As a GreenJackets Member, you are given account management access with our ticketing software company, Tickets.com.

This account will allow you to manage your membership plan, ranging from forwarding your tickets to clients, family or friends to establishing a “Friends” list of your most frequent senders.

Login, forwarding, and printing information will be provided in a separate packet, giving you a step-by-step process so you can use your plan to the fullest extent during the 2022 season.

SETTING UP YOUR ACCOUNT

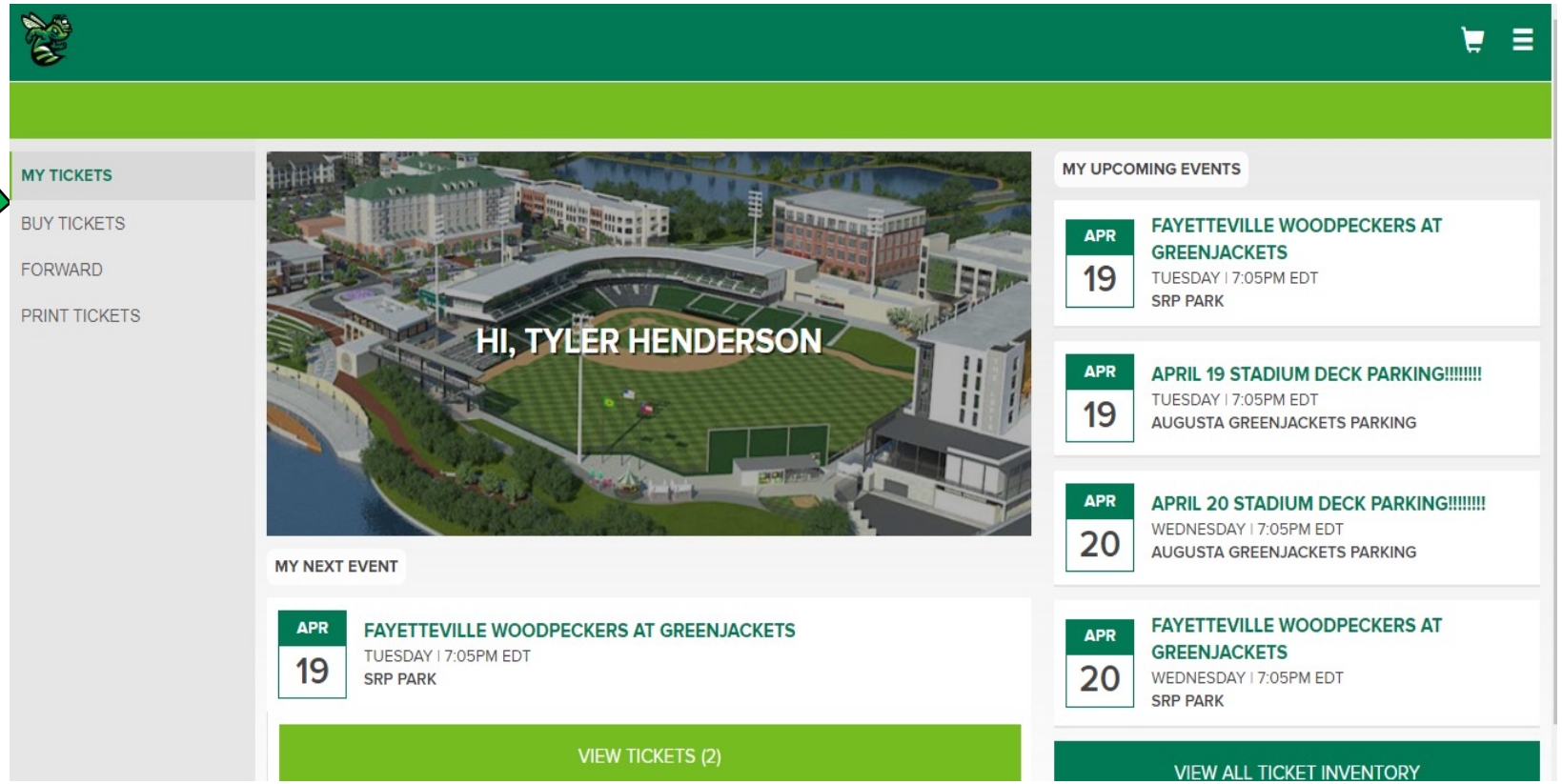
1. Visit GreenJacketsBaseball.com, Hover over the Tickets & Promotions Tab, click **Season Ticket Membership.** Scroll Down to the Center of the Page and click on the Account Manager Box on the Right Hand Side of the Page.
   a. Or Click HERE
2. First Time Users:
   a. Click Sign Up and input the appropriate information
      a. Email, first name, and last name must be exactly the same as the ones you signed up for season tickets with.
3. Past Members
   a. Use same login as before
   b. Click "forgot password?" if you forgot.
      a. You will be emailed a temporary password, then asked to create a new one.



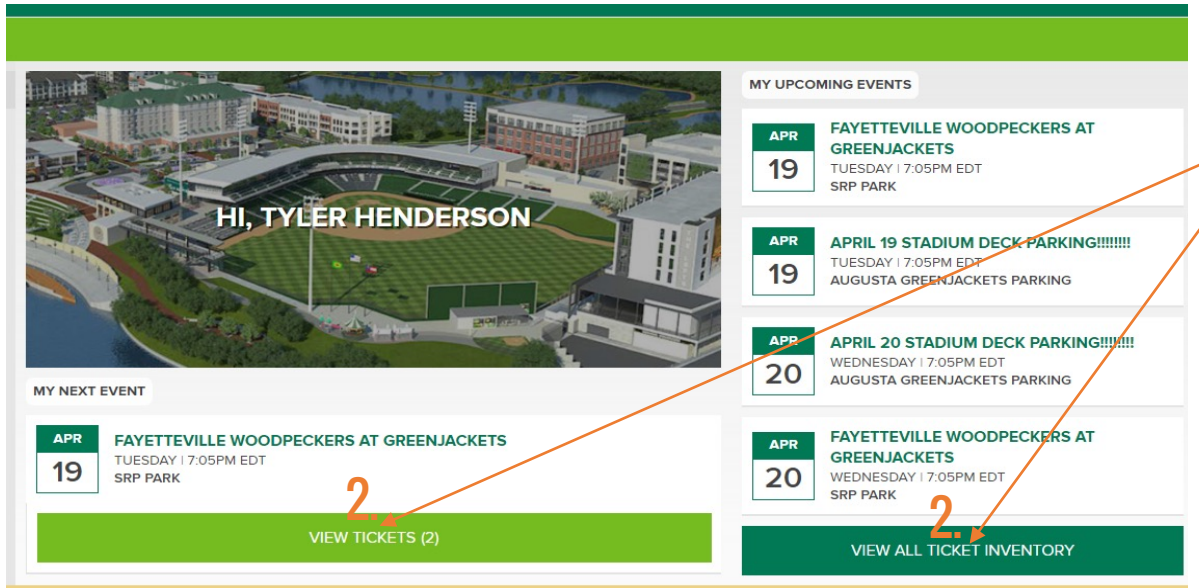
HOME PAGE

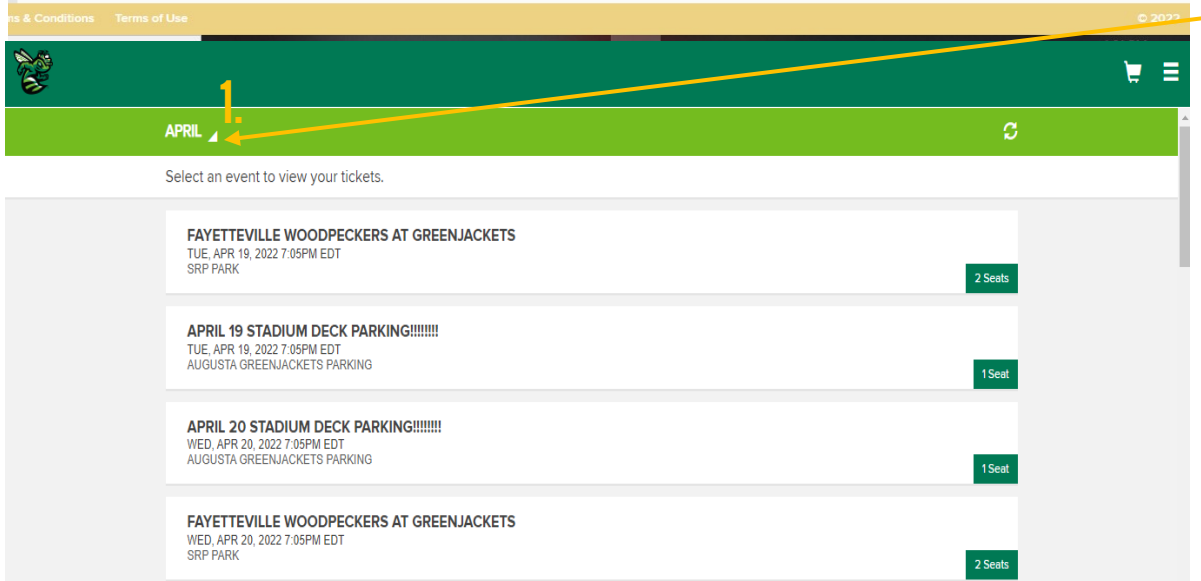
1. Main Options (left-hand side):
   a. Buy Tickets
   b. Forward Tickets
   c. Print Tickets (desktop version only)

2. The three bars in the top right will also help you navigate through all major functions.



TO VIEW YOUR TICKETS:





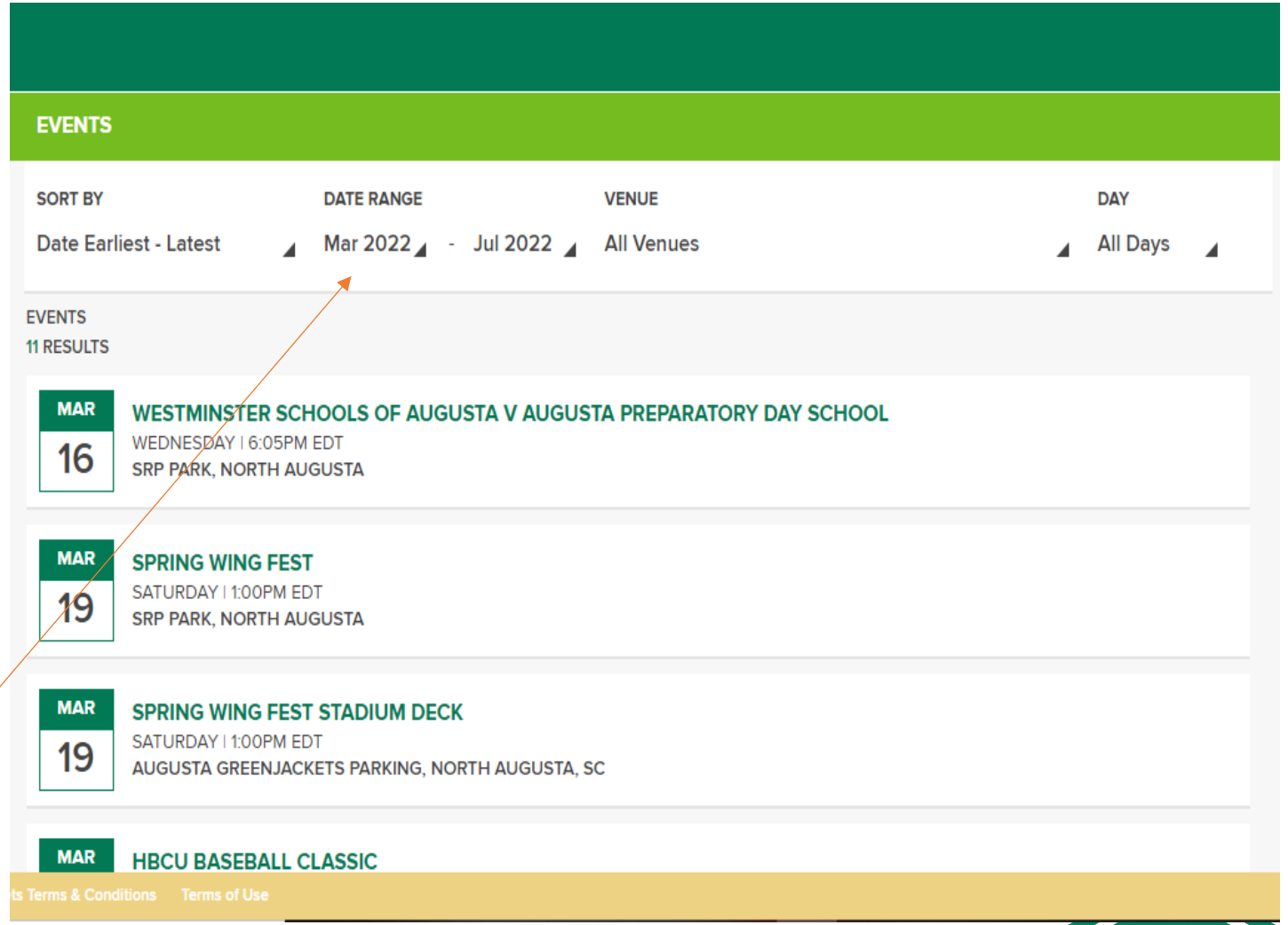
1. Events show up in chronological order, beginning with your next event
2. Click “View Tickets” below event, or “View All Ticket Inventory” to access all your tickets

1. On the “View All Ticket Inventory” page, you can change the date range at the top to find future games
2. The “View Tickets” and “View All Ticket Inventory” pages work the same on both desktop and mobile versions.
    1. From a smartphone, clicking “View Tickets” will open a bar code to gain entry to the game. A ticket taker will scan the barcode, then you will click “Next Ticket” until all tickets are scanned for that game
    2. If you pre-purchased parking, you will pull up the parking pass for that game and scan it at the parking deck

BUY TICKETS

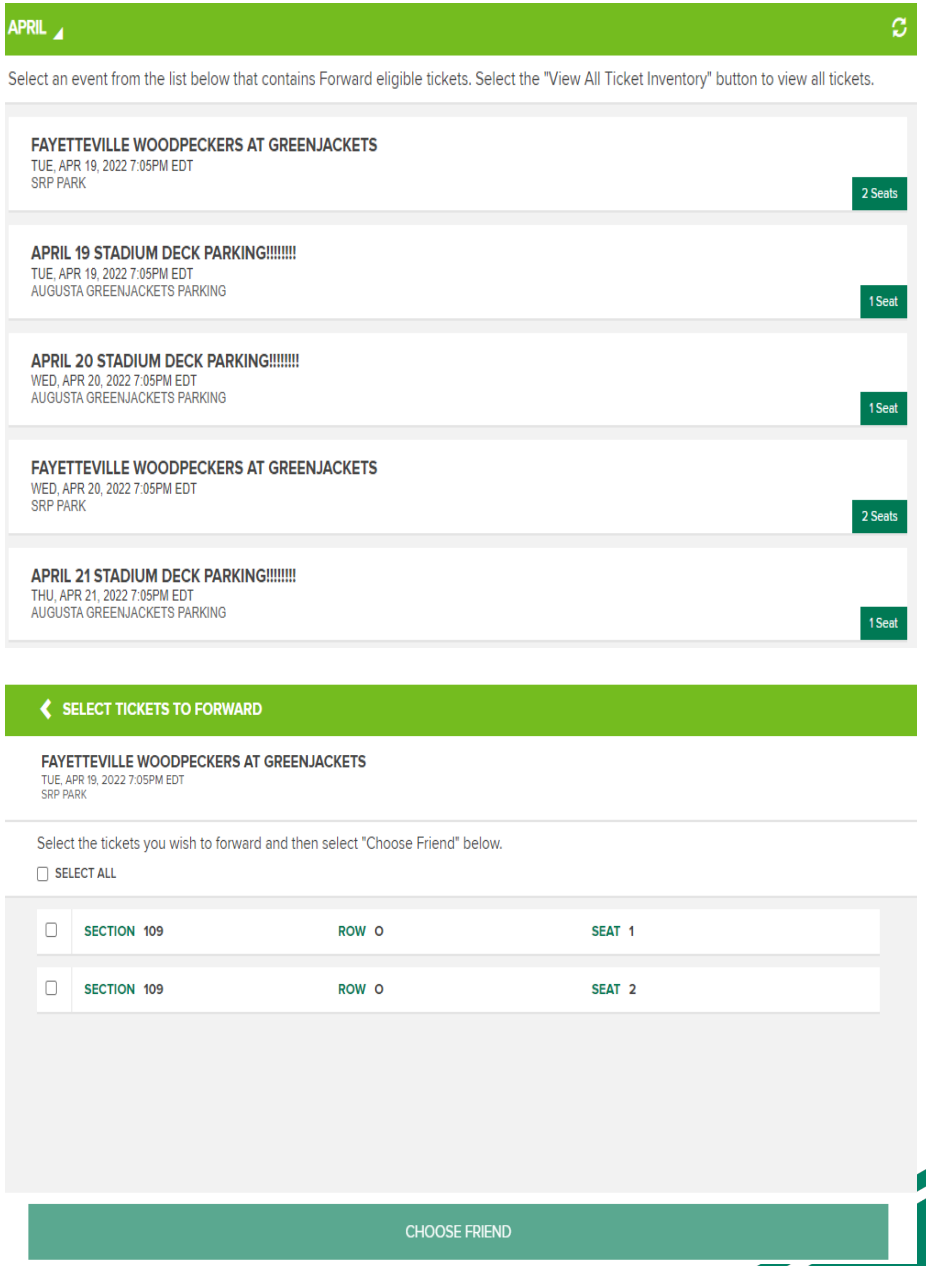
Allows you to purchase tickets to special events or additional tickets to GreenJackets Games, as well as parking passes.

Change date range at top of page to find events later in the season.



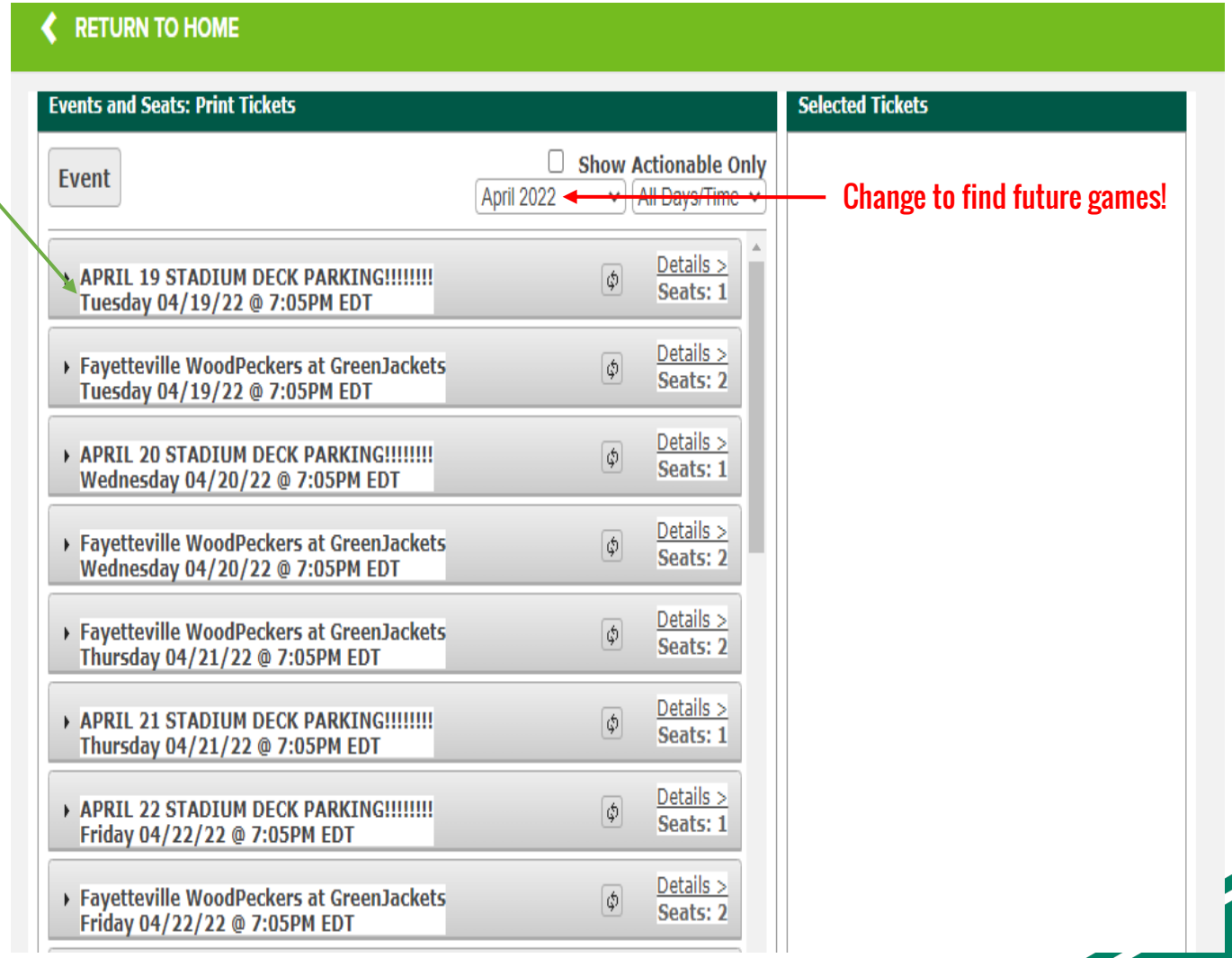
FORWARDING TICKETS

1. Select all tickets that you would like to forward
2. Click “Choose Friend”
3. Click “Add Friend” and input the recipients information
   a. They will receive email confirmation of the tickets, then will be asked to sign up (new users) or login in (past users).
   b. The recipient DOES NOT need your login information.
   c. They will need their own account (sign up or login/forgot password).
   d. They will now be saved as a friend for quicker ticket transfer in the future.

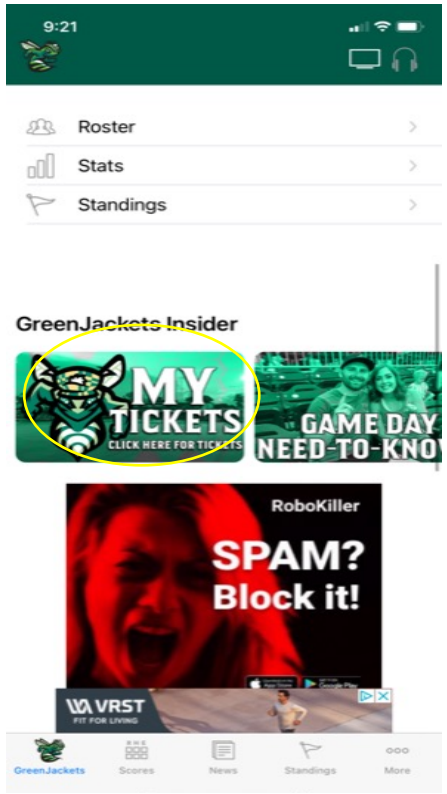


PRINTING TICKETS ON THE DESKTOP

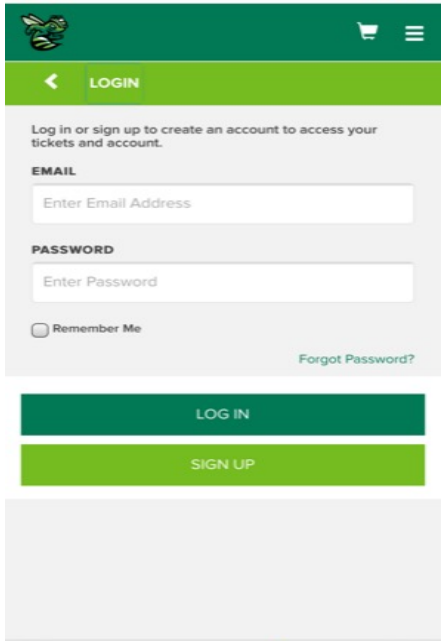
1. Click the arrow to the left of the event that you want to print, then select each ticket
2. Tickets will show up under “Selected Tickets” on the right-hand side
3. Click continue when all tickets are selected
4. All selected tickets will show up on next page
5. Click “Print Tickets” when ready to print



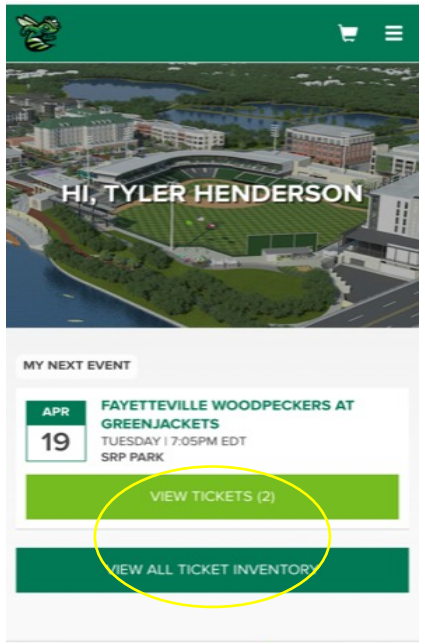
MOBILE VERSION



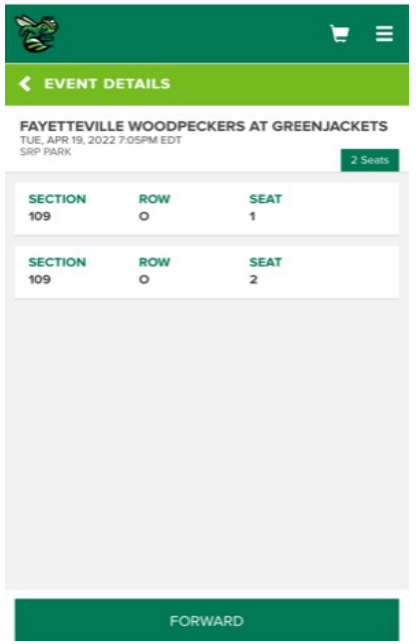
Click “My Tickets”



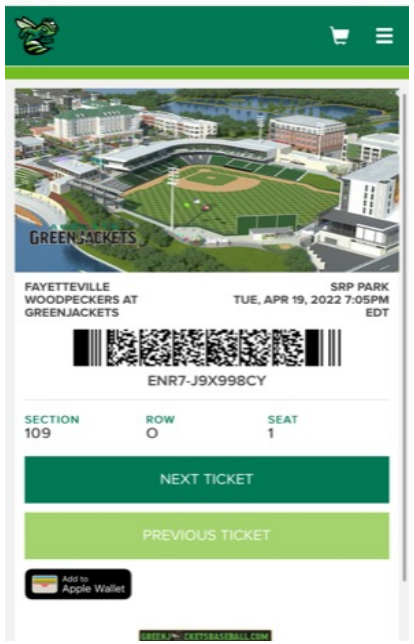
Login or Sign Up



View Tickets



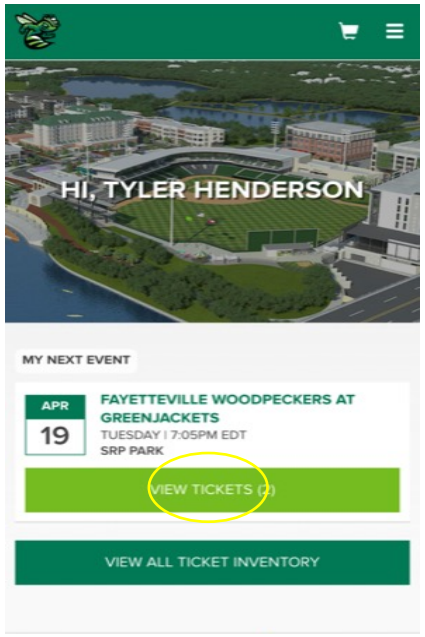
Select Ticket



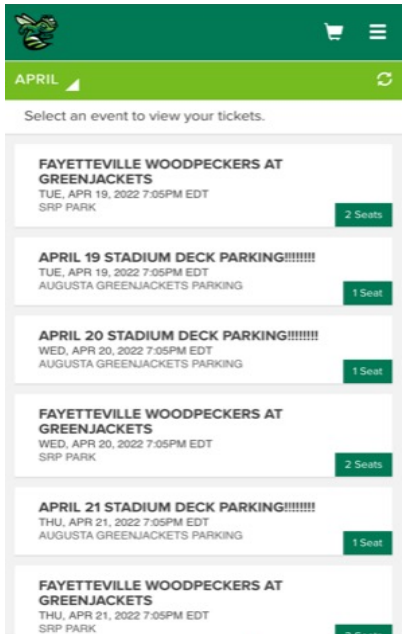
Scan at gate

Download MiLB First Pitch App
https://www.milb.com/about/first-pitch)

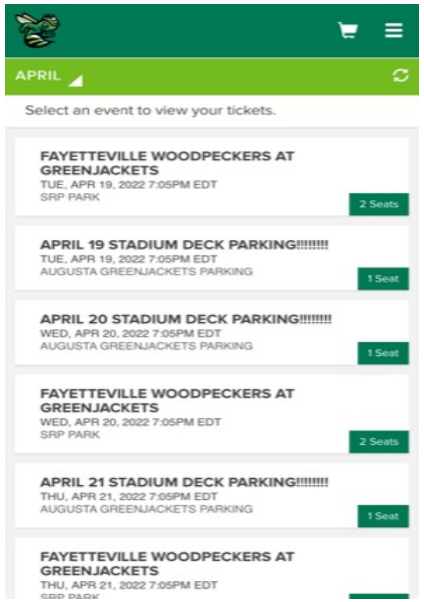
MOBILE VERSION: FORWARDING TICKETS



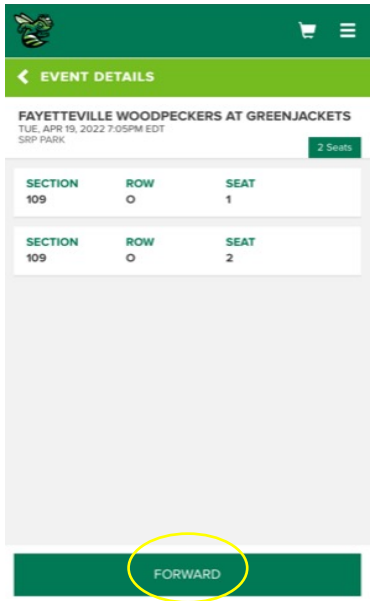
View All Ticket Inventory



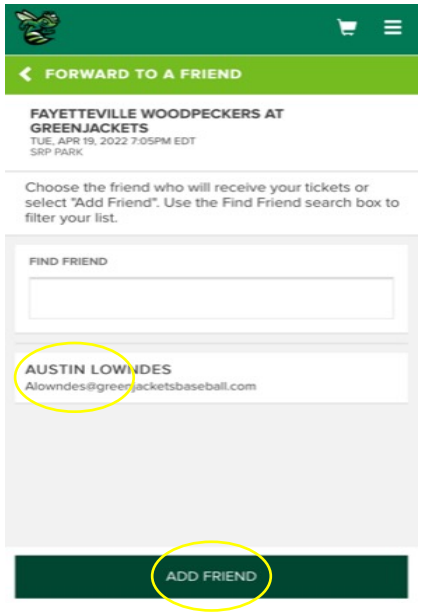
Select game, or change date at top for future events



Choose event



Click “Forward”



Select a friend or add a new one

AUGUSTA GREENJACKETS & SRP PARK GENERAL INFORMATION

Here you'll find information about Parking, the Stadium Map, our Social Media Channels, Ticket Staff and more!

SRP PARK INFORMATION

BOX OFF HOURS

- **GAME DAYS**
  - Monday-Friday: 10am - End of 8th Inning
  - Saturday & Sunday: 10am - End of 8th Inning
- **NON-GAME DAYS**
  - Monday-Friday: 10am - 5pm
  - Saturday & Sunday: CLOSED

*Hours are subject to change. Keep updated with our Social Media Channels for more information

HIVE PRO SHOP HOURS

- **GAME DAYS**
  - Monday-Friday: 10am - End of Game
  - Saturday & Sunday: 10am - End of Game
- **NON-GAME DAYS**
  - Monday-Friday: 10am - 5pm
  - Saturday & Sunday: CLOSED

*Hours are subject to change. Keep updated with our Social Media Channels for more information

SRP PARK INFORMATION

GUEST SERVICES

Guest Services, located directly behind home plate next to The Bee'stro, is your direct information center for the Augusta GreenJackets and SRP Park. If you have a question or need help in any way during your time at SRP Park, stop by and we will be happy to help.

LOST & FOUND

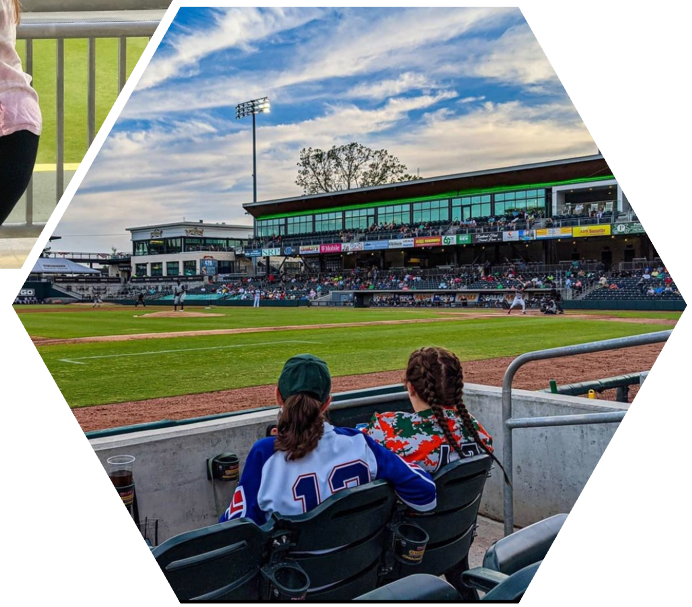
Lost and Found is located at Guest Services

SOUTHSTAR EMS FIRST AID

Located behind Section 105, the SouthStar EMS First Aid Room will be available to an individual who needs medical attention during an Augusta GreenJackets game or an SRP Park special event.

AUGUSTA UNIVERSITY HEALTH KID'S ZONE

The Augusta University Health Kid's Zone, located in center field, is an area of the ballpark that will allow kids to have some extra fun at SRP Park with a full array of inflatables and is the perfect place for kids to be kids.



SRP PARK CONTACT INFORMATION & SOCIAL MEDIA

SRP Park Physical Address: 187 Railroad Ave. North Augusta, SC 29841

Phone: (803) 349-WINS (9467)

Main Website: www.GreenJacketsBaseball.com

Member Website: www.GJMembers.com

SRP Park Events: www.TheSRPPark.com

Hive Pro Shop: www.HiveProShop.com

Facebook:

- Augusta GreenJackets
- SRP Park

Twitter:

- @GreenJackets
- @SRPPark

Instagram:

- @augustagreenjackets
- @hiveproshop

Youtube:

- Augusta GreenJackets

POLICIES & PROCEDURES

RAIN OUT POLICY

In the event that five (5) innings of the game are not played, except when the GreenJackets are in the lead at the end of four (4) innings, (details on ticket policy will be available via local media or at the GreenJackets website), the ticket will be good for any of the remaining games in the 2022 season (except for fireworks nights) for equal or lesser value, subject to availability, and are non-refundable.

If exchanging for a higher priced ticket or a prime date, an upgrade fee may apply.

Rain checks are subject to availability and all service charges or differences in value are non-refundable. Rain Check tickets must be redeemed in person at the Box Office.

If a rainout ticket is forwarded electronically, the first ticket to be redeemed in person will be honored. Complimentary Tickets may not be exchanged under any circumstances.

Season Members have the right to exchange their unused season tickets for select 2022 GreenJackets home games. For more information, call (803) 349-9467.

POLICIES & PROCEDURES

GENERAL INFORMATION /DISCLOSURES

- The holder assumes all risk 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 or batted balls, and agrees that Minor League Baseball, the Carolina League, the City of North Augusta, Diamond Baseball Holdings Augusta LLC., the Participating Clubs, their Agents, and Players and other individuals are not liable for injuries resulting from such causes
- This ticket does not guarantee giveaway items as they are limited in number and subject to change
- This ticket must not be resold or offered for resale on ballpark premises or in a manner or at a price in violation of any Federal, State, or Local law regulation
- As per Carolina League rules, no outside food or beverage is allowed inside SRP Park.
- SRP Park has a Clear Bag Policy. Bags must be within 4.5” wide by 6.5” high. If bags. If bags are larger than 4.5”x6.5”, the bag must be clear. For full list of approve and non-approved bags, CLICK HERE
- The holder is admitted on condition and by use of this ticket agrees the holder will not transmit or aid in transmitting any description, account, picture, or reproduction of the Baseball Game (including pre- and post-game activities) to which this ticket admits the holder. Breach of the foregoing will automatically terminate this license. The holder grants permission to the Participating Clubs and their agents to utilize holder’s image or likeness incidental to any live or recorded video display or other transmission or reproduction in whole or in part of the event to which this admits the holder. The license granted by this ticket may also be terminated by tendering to the holder the purchase price of this ticket. This ticket may not be used for advertising, promotion (including contests and sweepstakes) or other trade purposes without express written consent of the Augusta GreenJackets.

POLICIES & PROCEDURES

REFUND POLICY

- The Augusta GreenJackets have a strict **no refund** policy. See policy in your agreement.

SRP PARK RE-ENTRY POLICY

- SRP Park will have a strict no re-entry policy for GreenJackets home games and SRP Park Special Events. Fans will not be allowed back into SRP Park once leaving the stadium unless it is for a medical emergency.

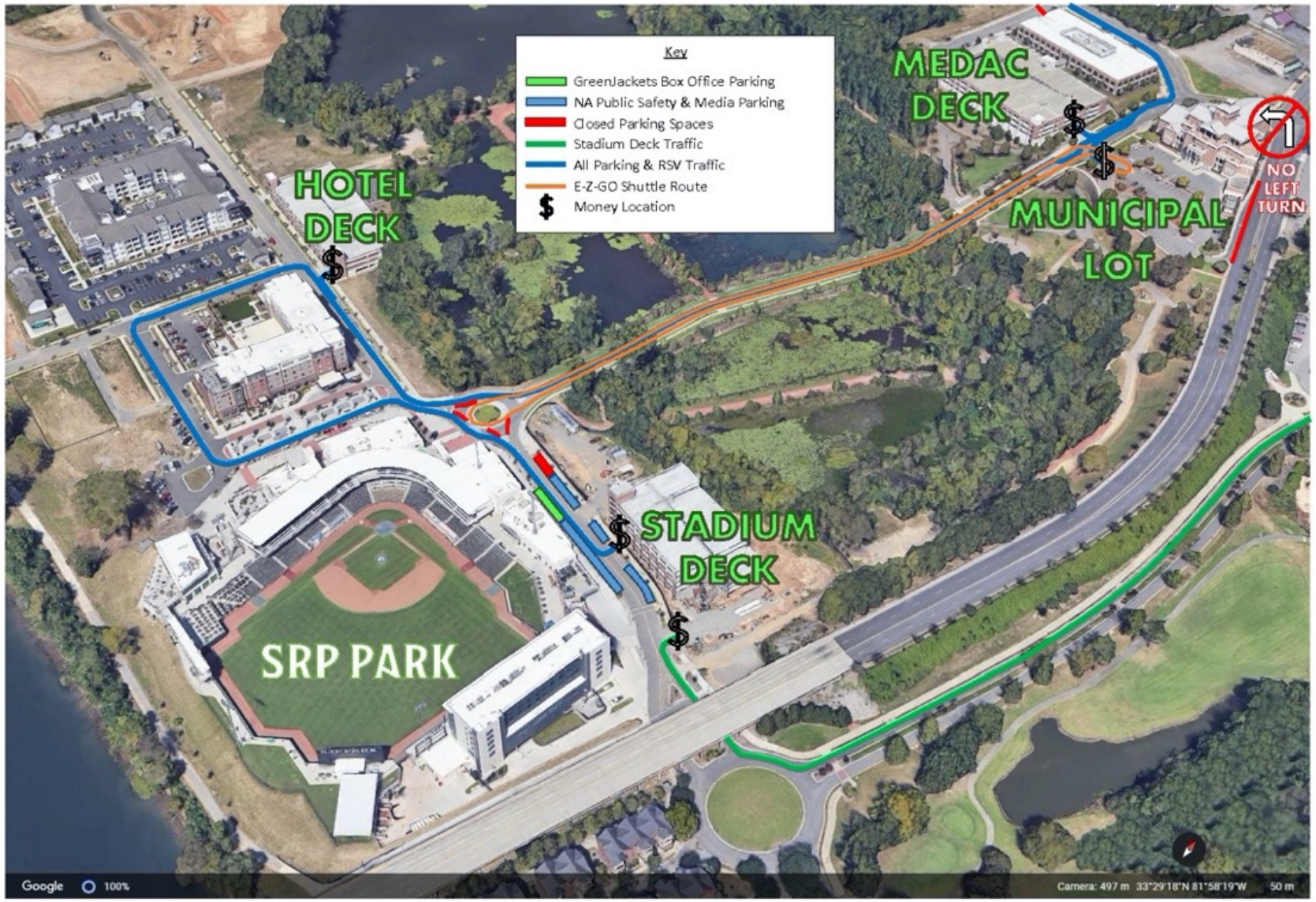
SMOKING POLICY

- SRP Park will have a designated smoking area located on the 3rd base side of the ballpark, behind the Budweiser Back Nine Bar & Lounge. Smoking is not permitted anywhere else in SRP Park.

OUTSIDE FOOD/BEVERAGE POLICY

- For the safety of our fans, the Augusta GreenJackets will not allow outside food and beverage to enter SRP Park.

SRP PARK PARKING MAP & DIRECTIONS



SRP PARK PARKING MAP & DIRECTIONS

From Columbia County, GA (Interstate 20) or Downtown Augusta, GA

- Get on I-20 E from Anderson Rd and Nature's Way (4.4 miles) Follow 1-20 E to GA-104 E/Riverwatch
- Pkwy in Augusta. Take exit 200 from 1-20 E (17.2 miles). Continue on GA-104 E/Riverwatch Pkwy. Follow
- Riverwatch Parkway to Broad Street and turn left on 13th Street/Georgia Avenue across the bridge.

STADIUM DECK

- Drive to Railroad Ave in North Augusta. Take Georgia Avenue and turn right on to E. Buena Vista Avenue. Follow E. Buena Vista Ave and make a right on Riverside Blvd. At the roundabout at the bottom of Riverside Blvd follow it around to Railroad Avenue. The Stadium Deck is on the left, directly across the street from The Clubhouse Building.

HOTEL DECK - Formerly known as "Green Lot"

- Drive to Railroad Ave in North Augusta. Take Georgia Avenue and turn right on to E. Buena Vista Avenue. Follow E. Buena Vista Ave and make a right on Riverside Blvd. At the roundabout at the bottom of Riverside Blvd follow it around to Railroad Avenue. The Hotel Deck is on the right about 100 yards past Center Street.

MEDAC DECK - Formerly known as "Blue Lot"

- Turn left on to Bluff Avenue and veer left to Center Street, the Mecac Deck is on your right.

MUNICIPAL LOT - Formerly known as "Purple Lot"

- Turn left on to Bluff Avenue and veer left to Center Street, the Municipal Lot is on your left.

SRP PARK PARKING MAP & DIRECTIONS

From Aiken, SC

- Follow Park Ave SW and Hayne Ave SW to US-1 S/US-78 W/Augusta Aiken Rd/Richland Ave W (1.4 miles). Follow US-1 S/US-78 W to Floyd Ave (14.0 miles).

STADIUM DECK

- Take Atomic Rd to E Buena Vista Ave. Make a right on E. Buena Vista follow that to Riverside Blvd. Make a left on Riverside Blvd. and take it to the roundabout where you merge onto Railroad Ave in North Augusta (1.8 miles). The Stadium Deck is on the right, directly across the street from The Clubhouse Building.

HOTEL DECK - Formerly known as "Green Lot"

- Take Atomic Rd to E Buena Vista Ave. Make a right on E. Buena Vista follow that to Riverside Blvd. Make a left on Riverside Blvd. and take it to the roundabout where you merge onto Railroad Ave in North Augusta (1.8 miles). The Hotel Deck is on the right about 100 yards past Center Street.

MEDAC DECK - Formerly known as "Blue Lot"

- Turn right on Atomic Road and follow that to E Buena Vista Ave. Make a left on to E. Buena Vista Ave, cross Georgia Avenue and make a left on to West Avenue. Take West Avenue and make a left on to Bluff Ave, follow Bluff as it merges into Center Street, the Mecac Deck will be on your right, adjacent to North Augusta City Hall.

MUNICIPAL LOT - Formerly known as "Purple Lot"

- Turn right on Atomic Road and follow that to E Buena Vista Ave. Make a left on to E. Buena Vista Ave, cross Georgia Avenue and make a left on to West Avenue. Take West Avenue and make a left on to Bluff Ave, follow Bluff as it merges into Center Street, the Municipal Lot will be on your left, adjacent to Blue Lot/Medac Offices.

SRP PARK PARKING MAP & DIRECTIONS

From 1-20 W

- Take I-20 W to Exit 1 - SC-230 S/W Martintown Rd, turn left on SC-230 S/W Martintown Rd —and turn right on to West Avenue. Take West Avenue and make a left on to Bluff Ave, follow Bluff as it merges into Center Street.

STADIUM DECK

- Turn left on SC-230 S/W Martintown Rd to Metz Drive, turn right on Metz Drive and head towards E. Buena Vista Avenue, make a right on E. Buena Vista Ave, turn left onto Riverside Blvd follow it around to Railroad Avenue. The Stadium Deck is on the right, directly across the street from the Clubhouse Building.

HOTEL DECK

- Turn left on SC-230 S/W Martintown Rd to Metz Drive, turn right on Metz Drive and head towards E. Buena Vista Avenue, make a right on E. Buena Vista Ave, turn left onto Riverside Blvd follow it around to Railroad Avenue. The Hotel Deck is on the right about 100 yards past Center Street.

MEDAC DECK

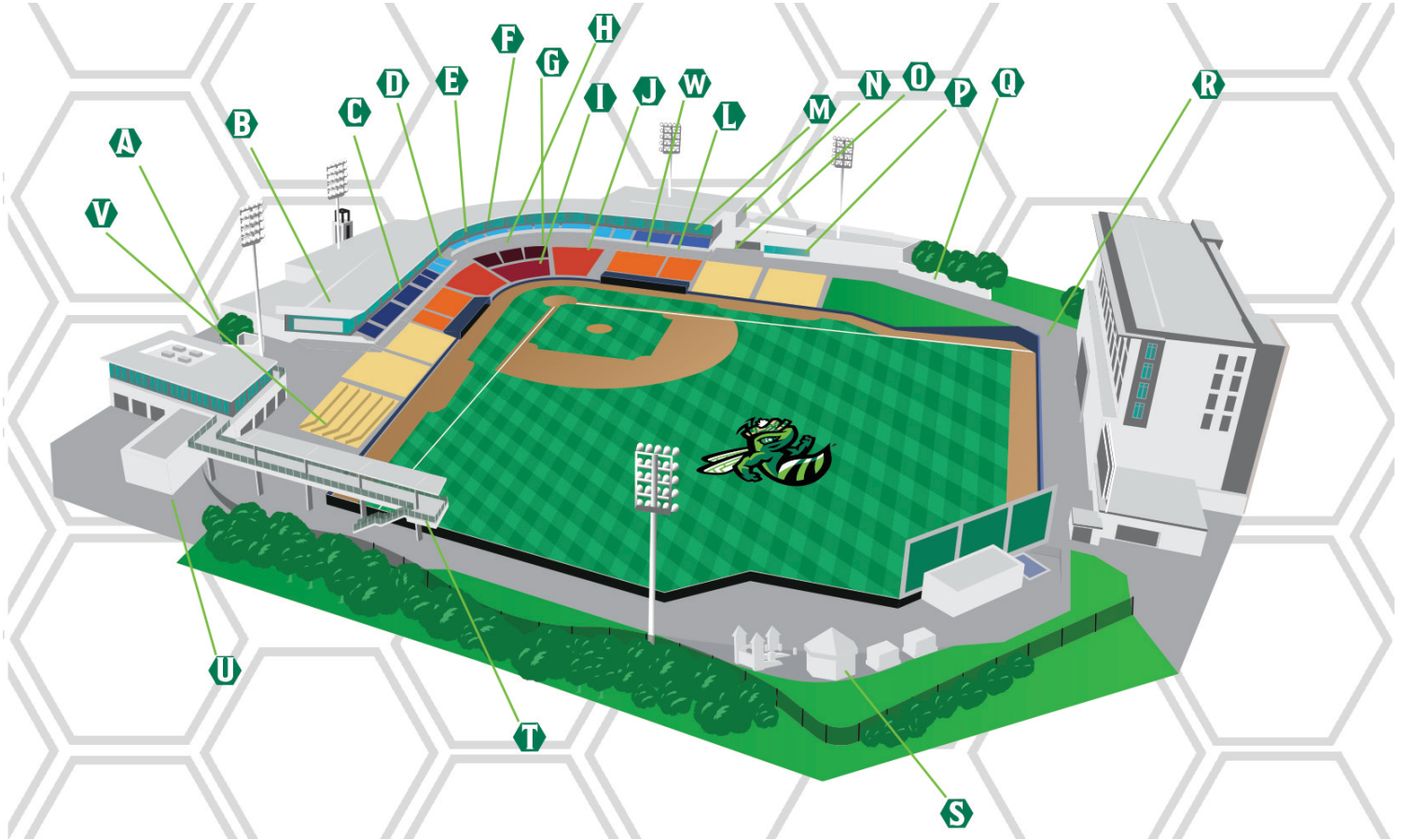
- Turn left on SC-230 S/W Martintown Rd and turn right on to West Avenue. Take West Avenue and make a left on to Bluff Ave, follow Bluff as it merges into Center Street. The Mecac Deck will be on your right, adjacent to North Augusta City Hall.

MUNICIPAL LOT

- Turn left on SC-230 S/W Martintown Rd and turn right on to West Avenue. Take West Avenue and make a left on to Bluff Ave, follow Bluff as it merges into Center Street. The Municipal Lot will be on your left, adjacent to Blue/Medac Offices

SRP PARK STADIUM MAP

A - SweetWater Beer Garden
B - McGavin's Pizzeria
C- WOW! Club
D - The Keg Stand
E- The BEE'Stro
F - Guest Services
G - SRP VIP Loge Box Section
H - The 19th Hole
I - SRP Premier Box Section
J - Hive Pro Shop
K - The Sweet Shack
L - Tito's Tap
M - TheMurphyAdvantage.com Lounge
N - Administrative Offices
O - SouthStar First Aid Station
P - Back Nine Grill
Q - Budweiser Back Nine Bar & Lounge
R - The Grill Cart
S - Augusta University Health Kid's Zone
T - TaxSlayer Terrace
U - Coors Corner Front Nine Shack
V - E-Z-GO Picnic Patio
W - Lawn Ace Lounge



TICKETS SALES TEAM & CONTACTS

Austin Lowndes, Director of Ticket Sales
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