

## Individual Game Tickets

### **Q: What happens to my individual game tickets that I purchased for 2020?**

A: Your payments for any individual game tickets will automatically be credited to your Jumbo Shrimp ticket account. You can utilize your credit within your account at any point for any 2021 Jumbo Shrimp ticket purchase as tickets or plans are released for sale. No action is required from you at this time. As a small business, your investment with the Jumbo Shrimp allows us to keep our entire fulltime staff employed and focused on bringing events this summer, as well as Affordable. Family. Fun during the 2021 season. If this does not work for your specific situation, please email [info@jaxshrimp.com](mailto:info@jaxshrimp.com) and please include your ticket order number and/or date of games purchased if possible.

### **Q: How do I redeem my rainout tickets from the game on August 27, 2019?**

A: You will be able to exchange your August 27 rainout tickets for any 2021 game, in person at the 121 Financial Ballpark ticket office once individual tickets go on sale for the 2021 season.

### **Q: I have undated ticket vouchers for a 2020 game, what do I do with these?**

A: You will be able to exchange your vouchers for any game during the 2021 season when individual tickets go on sale for the 2021 season at the 121 Financial Ballpark ticket office.

## Season Ticket Membership Questions

### **Q: What happens to my ticket plan tickets (full season tickets, weekenders, fireworks, or fireworks+) with the season being cancelled?**

A: Your 2020 tickets are automatically renewed for the 2021 season and all payments will be credited towards your 2021 plan. Please contact your account representative with any additional questions.

If receiving a credit for your 2021 season ticket/ticket plan renewal is not appropriate for your situation, please email the Jumbo Shrimp at [info@jaxshrimp.com](mailto:info@jaxshrimp.com). Specific game plan dates and promotions will be announced as quickly as possible once the 2021 schedule is finalized.

### **Q: What do I do with my tickets from 2020?**

A: Tickets and cards from the 2020 season will not be valid for the 2021 season. You can keep these as souvenirs or discard them. Information for the 2021 season will be released at a later date.

**Q: I haven't picked up my tickets or gifts for the 2020 season, what should I do?**

A: No action is required; we will dispose of any unclaimed 2020 physical tickets.

**Q: When can I renew my seats for 2021?**

Your credit from all games and parking paid for the 2020 season will automatically renew your same seats for the 2021 season. If you wish to make any seat changes, please contact your account representative.

## Group Outing Questions

**Q: What happens to my Group Outing with the season being cancelled?**

A: Credit for all hospitality areas, group tickets and any miscellaneous items (parking, food, ballpark credit) purchased, will automatically be applied towards your group 2021 group outing renewal. If applying your payment towards your 2021 Group Outing is not appropriate for your situation, please contact your account representative or email us at [info@jaxshrimp.com](mailto:info@jaxshrimp.com) to discuss options.

**Q: When will I be able to select the date for my Group Outing for the 2021 season?**

The process of selecting dates will begin shortly after the Jumbo Shrimp receive the 2021 season schedule. This process usually begins in late September or October, but may begin earlier should the 2021 schedule be finalized earlier.

**Q: Will I automatically receive the same date, area and seats as I did for 2020?**

A: Maybe. Your account representative will work with you to select your date and seating location based upon date availability and the group renewal process. We will work to provide you with the best possible options based upon your desired interests.

**We will begin rescheduling groups for the 2021 season as soon as our 2021 schedule is finalized. We will notify all Groups after the schedule is announced with details on how to reschedule your event date.**

## Promotions, Giveaways, and Theme Night Questions

**Q: With the Jumbo Shrimp season cancelled what will happen to the 2020 promotional giveaway items and theme nights?**

A: Jumbo Shrimp giveaways are designed to drive fans to specific game dates and encourage fans to arrive early to receive the items; with that in mind the items scheduled to be given away at the gate during the 2020 season will likely make it on to the 2021 promotional calendar as will many of the theme nights originally intended for 2020.

**Q: With no 2020 season and the theme nights canceled for this season will the Jumbo Shrimp be selling the giveaway items?**

A: Licensing prohibits the Jumbo Shrimp from selling any promotional giveaway items.

**Q: I purchased season tickets and was told I was guaranteed a giveaway item?**

A: If you purchased 2020 full season tickets and have paid in full, your benefit of “guaranteed giveaways” of the 2020 items will be honored. Your ticket representative will reach out to you directly once the best method of distribution has been determined.

**Q: With the 2020 Jumbo Shrimp season cancelled, when will 2021 Theme Nights and Giveaways be announced?**

A: The Jumbo Shrimp are in the process of rescheduling theme nights and promotions for the 2021 season. The new dates will be announced prior to individual game tickets going on sale for the 2021 season.

## Special Events/Non-Game Questions

**Q: If I am interested in hosting an event at the ballpark, what are my options?**

A: We are currently limited in our ability to host social gatherings or events due to social distancing guidelines, so each event would need to be addressed on a case by case basis. If you are interested in more information please contact our Director of Special Events David Ratz at [david@jaxshrimp.com](mailto:david@jaxshrimp.com).

**Q: What are you doing at the ballpark to make it safe for spectators?**

A: The Jumbo Shrimp, in concert with the City of Jacksonville and ASM Global, are continuously working with local and state health officials to ensure 121 Financial Ballpark is safe for all guests. Procedures such as ongoing regularly scheduled deep cleanings, multiple hand sanitation stations, and encouraging cashless payments to help decrease the spread of germs are all being implemented. Please [CLICK HERE](#) to review our new protocols for the re-opening of 121 Financial Ballpark.

**Q: Is the Jumbo Shrimp front office open for me to stop by in person?**

A: The Jumbo Shrimp administrative offices at 121 Financial Ballpark are currently open on a scaled down bases with limited visitors on site at any given time. Additionally, new protocols have been instituted to ensure the safety of our employees and guests. These protocols include temperature checks to get in the building, face coverings, and limiting traffic and gathering points in the facility.

**Q: Is the Jumbo Shrimp souvenir store available for me to come and shop in person?**

A: The Jumbo Shrimp souvenir store is not open at this time for in person shopping. We do anticipate this changing in the near future with new protocols and guidelines in place.

For your convenience the souvenir store is open 24/7 online at [jaxshrimp.com](http://jaxshrimp.com). Local shipping is generally around \$5 per order.