



2020 TICKET POLICY INFORMATION

To our single game ticket buyers,

If you purchased your tickets with a credit card, your card will automatically be refunded within 5-7 business days. If you purchased your tickets using cash, please contact our Box Office Manager via email: gevans@astros.com.

To our Season Ticket Members,

Your membership amount including taxes and fees may be applied to the 2021 season. A credit will be kept on your account to cover your 2021 membership.

LOYALTY BONUS TIERS

Tier 1 – Season Ticket Members who roll over credit to 2021 will remain active with their exact same seating selection. We'll also give each member a Woodpeckers 2020 Season Challenge Coin, and exclusive Season Ticket Member lanyard.

Tier 2 – Season Ticket Members who roll over credit to 2021 and are paid in full by August 1, 2020 receive the benefits of Tier 1, as well as access to exclusive special events during the remainder of 2020. Event dates and details to be determined based on ballpark availability in conjunction with health and safety guidelines.

Tier 3 – Season Ticket Members who roll over credit to 2021 and are paid in full by July 10, 2020 receive all previously mentioned tiered benefits, plus one (1) complimentary merch item from The Birds' Nest Team Store per account. Your ticket representative will have a full list of available items.

To our 12- and 8-Game Ticket Package Members,

Your package cost including taxes and fees may be applied to the 2021 season.

LOYALTY BONUS

In appreciation of your loyalty and commitment to the 2021 season we will credit your account with additional flex ticket vouchers which may be used for any 2021 regular season home game, Monday-Thursday (excludes possible blackout dates).

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All 12-Game Ticket Package Members will receive six (6) additional flex ticket vouchers credited to their account, and likewise all 8-Game Members will receive four (4) additional flex ticket voucher credits.

Prior to the public release of tickets for the 2021 season all Ticket Package Members will have pre-sale opportunity to redeem their credits for game tickets. Pre-sale details are to be determined based on release of the 2021 regular season schedule.

REDEMPTION PROCESS

You will be able to redeem ticket package credits as well as flex ticket vouchers online using your MyProVenue account, or by calling or visiting the Box Office by BB&T Now Truist at Segra Stadium.

To our groups and hospitality guests,

Your package cost including taxes and fees may be applied to a future 2020 non-baseball special event, or a game during the Woodpeckers 2021 regular season.

LOYALTY BONUSES

In appreciation of your loyalty and commitment to the 2021 season, prior to the public release of tickets for the 2021 season all groups and hospitality guests will have priority to choose a date and location. Priority access period details are to be determined based on release of the 2021 regular season schedule.

Groups that rollover their credit to 2021 will also receive a 20% discount to The Birds' Nest Team Store which can be used on the newly selected game date.

REDEMPTION PROCESS

Your ticket representative will be the point of contact for redemption. A credit will be kept on your account to be used as desired. You may choose to apply it toward a future 2020 non-baseball special event, 2021 group tickets, a 2021 hospitality area, or even a 2021 Season Ticket Membership. Please note, future 2020 non-baseball special event rates may vary.

QUESTIONS?

Please contact your ticket representative, or email: woodpeckers@astros.com