



GROUP POLICIES & FREQUENTLY ASKED QUESTIONS

Is a deposit required?

Box & Lawn Groups: No, a deposit is not required to guarantee your game date and seat location. We will get an estimate number of attendees from you when booking and then two weeks prior to the game we will get final numbers and payment.

Venues:

Northern Lights Pavilion: payment for a minimum of 50 tickets is required upon reserving a date.

Suites, Lasorda's Landing, Pier 47, Shoreline Box, & The Peninsula: 50% deposit is required upon reserving a date.

When is my final payment due?

Final payment is due 2 weeks prior to the date of your game.

Once I place my order is it possible to adjust the size of my group?

You can make changes to your reservation. However, once your final payment has been made we can only add tickets to your group's original order.

We are not able to refund or exchange tickets after your final payment has been made.

How will I receive my tickets?

Once final payment is made, tickets can be accessed and distributed digitally through the online portal, printed for the group leader to disperse, or left in Will Call to be printed as guests arrive on the day of the game.

What happens if my game is canceled / rescheduled due to bad weather?

If your game is canceled or rescheduled before the game starts or if bad weather hits during your game and a final outcome of the game has not been decided, we will work with you to exchange your tickets for a future game.

My group is coming out to a game soon. Where should I park?

We have a large parking lot that is located on the South East part of the stadium that costs \$5.00. You can also park for free in the street and various lots in the downtown area.

Can I set up a drink tab for my guests?

Only if you have reserved tickets in the Northern Lights Pavilion, Tri-Star Club, Suite or Lasorda's Landing. These areas have a bar that you can either turn in drink vouchers or use a wrist band system. You must set this up through your ticket representative.

Can we bring in any outside food or beverage? Ex: a cake for a celebration?

No outside food or beverage is allowed into the stadium. However, in most group spaces you can set up catering or food vouchers. You can also speak with your ticket rep about purchasing a cake for a celebration. Also, you may bring in empty water bottles as we have water refill stations.



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Will our group get recognized over the PA and/or video board?

Yes, if coordinated at least one week prior to the game with your ticket rep your group will get a shout out on the video board.

Can I purchase group tickets on your website?

No, group tickets must be purchased through a Great Lakes Loons Ticket Representative. All group tickets must be purchased in advance as our group rates are not available on game days.

What time can I get into the ballpark?

Traditionally, gates to the stadium will open one hour prior to the start of the game. Ex: 7:05pm game, gates will open at 6:00pm.

Do children need a ticket?

Ages 2 and under are free and do not require a ticket and everyone else is priced the same and is required to have a ticket.

Are there any available add-ons for my group?

Yes! We can add-on discounted food packages and Loons hats.