



SEASON TICKET HOLDERS

April 29, 2020

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CLEVELAND INDIANS 2020 IMPACTED GAMES | SEASON TICKET HOLDERS

ALL MARCH GAMES

ALL APRIL GAMES

IMPACTED

1a FLEXIBLE BONUS CREDIT → 1b 2021 RENEWAL INCENTIVES → 2 ACCOUNT REFUND

Flexibility: Account credit will be valid for 2020 or 2021 games and can also be used towards 2021 renewals.

Bonus: To continue to provide extra value, you'll be given a 10% bonus on your credits.

Convenience: Account credit for the impacted games and 10% bonus will automatically be applied to your account. *Opening Day Provision

Renewals begin immediately as part of Refund/Credit options and provide exclusive incentives to STH:

Price lock for 2021

12 month payment plan for Early Renewals (July-June)

10% bonus credit for impacted games

+\$2 LV Bonus for Early Renewal, Credit Takers

Accounts that have paid in full are eligible for a refund. Please contact your rep to request a refund.

All parking for impacted games will receive a refund.

Any bonus credit received will not be eligible for a refund.

2020 March/April Games Next Steps

Dear Season Ticket Holder,

Thank you for your ongoing commitment and support of the Cleveland Indians. We wish you health, happiness and safety during these challenging times.

You are receiving this email because we have recently announced a **Flexible Bonus Credit** or **Refund** to all March/April games, and this impacts a part of your 2020 Season Ticket plan.

We appreciate your patience and understanding as we have worked through these unprecedented times, and would like to offer you **TWO TICKETING OPTIONS** for your impacted tickets as a sign of our appreciation to you as a loyal Season Ticket Holder.

Fans are encouraged to use a desktop computer when using My Indians Tickets

Option #1: FLEXIBLE BONUS CREDIT WITH +10% BONUS FOR 2020 OR 2021:

- For fans choosing this option, no further action is required*. Account credit and 10% bonus will be applied to your account by May 15, 2020
- Credit will be valid for 2020 or 2021 ticket purchasers, including 2021 Season Ticket renewals along with additional exclusive STH renewal incentives
 - Early renewal incentives: 2021 price lock, 12-month extended payment plan, All-Star \$2 Loaded Value Bonus for 2021, Flexible Bonus Credit
- See the below link for more details and FAQs
- Available: Friday, May 15 thru end of 2021 season / My Indians Ticket Account**

Option #2: ACCOUNT REFUND:

- Request a refund by calling 216-420-HITS
 - STH accounts must be paid in full to receive a Refund
- Any Refunds will be processed within two (2) weeks of the Refund request
- Bonus credits will not be included in any Refund
- See the below link or more details and FAQs
- Available: Upon Request**

Special Provisions for Opening Day

Tribe Fans with tickets to Opening Day may take advantage of either the Flexible Bonus Credit or Refund options described above but must call 216-420-HITS in order to do so.

Alternatively, should a fan holding original 2020 Opening Day tickets wish to attend the 2020 Opening Day as rescheduled, the fan may take no action with respect to those tickets at this time. Upon the rescheduling of 2020 Opening Day, we will be in touch. **Because we do not yet know what limitations may exist with respect to fan attendance at any rescheduled Opening Day, we cannot guarantee that fans who hold tickets to the original 2020 Opening Day will be able to attend a 2020 Opening Day as rescheduled.**

If you have any additional questions or need assistance with any of the above options please call us at 216-420-HITS or reach out to your Season Ticket Service Representative. Please remember to visit the below link for more details and FAQ.

Thank you for being a member of Our Tribe.

Sincerely,

Cleveland Indians

[FAQ](#)