

## Camelback Ranch-Glendale Ticketing FAQs for 2021

### 1. When do tickets go on sale?

Single game tickets go on sale to the public on Saturday, February 20<sup>th</sup> at 10:00 a.m. local time. They can be purchased online at [CamelbackRanchBaseball.com](http://CamelbackRanchBaseball.com) or [Dodgers.com/Spring](http://Dodgers.com/Spring), or [WhiteSox.com/Spring](http://WhiteSox.com/Spring).

### 2. Can I purchase tickets over the phone?

You can purchase tickets over the phone by calling (800) 905-3315 starting on Saturday, February 20<sup>th</sup> at 10:00 a.m. local time.

### 3. How can I purchase ADA/Wheelchair seats?

When purchasing your tickets online through the Camelback Ranch-Glendale website, or through the MLB Ball Park App, an ADA option is available. If you need further assistance, call (800) 905-3315.

### 4. How do I update my account information, such as my email address?

You can log into your Camelback Ranch account or call (623) 302-5099 to speak with a Camelback Ranch-Glendale Ticket Office representative.

### 5. I purchased single game tickets; how do I get my tickets?

You can retrieve your tickets digitally through the MLB Ball Park App. Download the app through the app store on your device, such as the Google Play Store, or the Apple App Store for iOS.

### 6. What is the MLB Ballpark App and how does it benefit me?

Ballpark is MLB's free, official app for mobile ticketing, and your secure and convenient way to instantly access your tickets at Camelback Ranch-Glendale via your mobile device.

### 7. What is the number to MLB Customer Service?

The number is 1-866-800-1275

### 8. Am I able to get a refund on my purchase?

RAINOUT EXCHANGE/REFUND POLICY– In the event a regulation game (4 ½ innings) is not played due to rainouts or other situations dictated by Major League Baseball, tickets may be either exchanged or refunded. Tickets may be exchanged at the stadium ticket office and the face value of the ticket applied toward any available Spring Training game at Camelback Ranch-Glendale during the same season. To receive a refund, tickets must be returned to the appropriate contact per the original method of purchase by May 1<sup>st</sup> following the ticket date. DO NOT DISCARD THE TICKET.

COVID-19 POSTPONEMENT CANCELLATION– In the event a regulation game is *postponed* due to COVID-19, a new ticket may be issued for the rescheduled date or a credit may be available. In the event a regulation game is *cancelled* due to COVID-19 a credit or refund may be available. DO NOT DISCARD THE TICKET.

**9. Can I purchase group tickets?**

No group sales are available for the 2021 Spring Training season.

**10. Do you have a child ticket price?**

Children two (2) years old and under are not required to have a ticket. Any child who enters without a ticket must share a seat with the accompanying adult.

**11. What seats are shaded for the day games?**

Shaded seats are predominantly down the 1st baseline in the 100-level of the stadium. Both the Infield Box and Baseline Terrace have significant shaded seating between rows 10 -22. Additionally, there are a select number of shaded seats in the top four rows of Infield Box sections 112 – 117.

**12. When does the box office at Camelback Ranch-Glendale open?**

Beginning Sunday, February 28<sup>th</sup> the Home Plate box office will be open on game days. Ticket sales are for day of game only.

Box office hours are:

10am-4pm MST for games with a 1:05 start time.

9am-3pm MST for games with a 12:05 start time.

3pm-9pm MST for games with a 6:05 start time.

**13. What payment methods does the box office accept?**

The box office accepts debit and credit cards only. No cash.

**14. Can I purchase tickets for more than one game at the box office on game day?**

All advance tickets must be purchased online, or through the MLB Ballpark App. The box office and the QR codes at Camelback Ranch-Glendale are for game day tickets only.

**15. Do you offer any discounts on single game tickets?**

There are no discount programs available for the 2021 Spring Training season.

**16. Can I still sit anywhere in the lawn?**

The lawn is also POD seating. Specific PODs are reserved. Fans who purchase a two (2) person pod will be seated in the Right Centerfield /Right Field Corner; and fans who purchase a four (4) seat pod will be seated in Left Centerfield/Left Field Corner. Location in each section is generated as best available based on the two (2) or four (4) POD purchase. Guest Service Representatives will be available to direct fans as needed.

**17. What bags are allowed into the ballpark?**

We are implementing a “no bag” policy, which includes backpacks, purses, etc. for the 2021 season. Only medical bags and manufactured diaper bags accompanied by an infant are allowed.

**18. Can I bring in an outside drink?**

One (1) unopened bottle of water per person, sized one (1) liter or smaller

**19. What are the retail store hours?**

The retail stores are open within the ballpark during games for ticket holders.