

## **Flyers Pass Program**

### **Here's how it works:**

For \$59.00 per month (plus any applicable ticket fees on the initial purchase), you will receive a standing room ticket for three games per month. The games are designated in advance by the Philadelphia Flyers. With your Flyers Pass, you will have entry into the Assembly Room, the perfect destination to socialize and view the game without an assigned seat. The Flyers Pass Program automatically renews each month and your digital tickets will be available to you at the beginning of each month.

### **Frequently Asked Questions:**

#### **What is included in the Flyers Pass?**

The Flyers Pass includes a ticket for three games per month (October – March). The included games are listed below:

#### **October**

- October 9 (New Jersey Devils)
- October 21 (Las Vegas Golden Knights)
- October 26 (Columbus Blue Jackets)

#### **November**

- November 7 (Montreal Canadiens)
- November 13 (Washington Capitals)
- November 25 (Vancouver Canucks)

#### **December**

- December 5 (Arizona Coyotes)
- December 17 (Anaheim Ducks)
- December 19 (Buffalo Sabres)

#### **January**

- January 8 (Washington Capitals)
- January 13 (Boston Bruins)
- January 18 (Los Angeles Kings)

#### **February**

- February 10 (Florida Panthers)
- February 18 (Columbus Blue Jackets)
- February 25 (San Jose Sharks)

#### **March**

- March 5 (Carolina Hurricanes)
- March 15 (Edmonton Oilers)
- March 24 (New York Islanders)

**I purchased my Flyers Pass. How do I obtain my tickets?**

There are no printed tickets. After your initial purchase, your mobile tickets will be available the next business day. Subsequent months will be available by the first of each month.

To download your tickets:

- First, visit the Apple App or Google Play Store on your mobile device and search Wells Fargo Center to download the Wells Fargo Center app.
- Open the app, and select Join to create your app profile.
- Fill in all of the information including your first and last name, email address, and create a password.
- If you already have the app, be sure to download the latest version and keep updating throughout the season. Click to download on Google Play or iTunes.
  
- Once your app profile has been created, select 'My Tickets' to connect and access your Flyers Pass tickets.
  
- Using the email address and password associated with your PhiladelphiaFlyers.com account, fill out your information and click 'Sign In.'

Once you are signed into the app and have your Flyers Pass tickets connected, anytime you open the Wells Fargo Center app and select 'My Tickets' you should be able to view all of your available Flyers Pass tickets.

**Where can I go in the Wells Fargo Center with my Flyers Pass?**

With your Flyers Pass, you will receive entry into the Assembly Room located on the City Terrace level of the Wells Fargo Center. Your ticket in the Assembly Room is for standing room only.

**Is the Flyer Pass refundable?**

All Flyers Pass purchases are non-refundable.

**What if I would like to purchase a reserved seat?**

Flyers Pass purchasers can upgrade their standing room tickets to the Assembly Room for each designated game. Upgrades can only be made for a designated game after arrival at the Wells Fargo Center for such game and only by logging into the Wells Fargo Center app. Seat upgrades are based on availability and may not be available for all games.

**What if I purchase my Flyers Pass in the middle the month?**

Your first month's payment will be pro-rated based on the number of designated games remaining in the month. If none of the designated games have been played, the amount will not be pro-rated even if your purchase is in the middle of the month.

**How do I renew my Flyers Pass?**

Once you purchase your Flyers Pass, the Flyers Pass will be automatically renewed each month. You will be charged upon your initial purchase, then receive a recurring charge of \$59.00 per month for each month remaining in the Philadelphia Flyers 2019-20 season (excluding April). Your credit card will be processed between the 21<sup>st</sup> day and the 31<sup>st</sup> day of each calendar month for the following month's Flyers Pass.

**How do I opt out of renewing my Flyers Pass?**

To cancel your Flyers Pass, simply visit [PhiladelphiaFlyers.com/FlyersPass](http://PhiladelphiaFlyers.com/FlyersPass) to access the cancellation form

Simply complete the form and select "Cancel Flyers Pass" from the drop-down menu. You will be required to include your name, Flyers Pass account number and email address.

**What is the timeline for opting out of my Flyers Pass?**

The Philadelphia Flyers must be in receipt of your cancellation form by the 20<sup>th</sup> day of the calendar month in order to cancel your Flyers Pass effective as of the last day of the same calendar month. If the Philadelphia Flyers receive your cancellation form after the 20<sup>th</sup> days of the calendar month, the cancellation will be effective as of the last day of the following calendar month.

**Additional Terms:**

The Philadelphia Flyers reserve the right, in their sole discretion, to cease sales of the Flyers Pass Program at any time. In the event the Philadelphia Flyers cease sales of the Flyers Pass Program, the Philadelphia Flyers will honor any Flyers Pass purchased prior to the date on which the Philadelphia Flyers cease sales.