



MHC Frequently Asked Questions

Who has access to guaranteed giveaways and how do I ensure that I receive the giveaways?

- All Legend (Platinum and Gold) and Platinum All-Star and Rising Star members have access to receive guaranteed giveaways.
- If you miss a game that has a giveaway or arrive late and the giveaways at the doors have already been distributed, you can contact your membership representative to receive the giveaway using the guaranteed giveaway benefit. Usually guaranteed giveaways can be fulfilled at the next home game following a giveaway game. Contact your membership representative or stop by Member Headquarters to pick up your item.
- The guaranteed giveaways benefit **does not** apply to any **kids only** giveaways.

How much have I paid towards my membership and how much is still due?

- Please reach out to your Membership Development Specialist whom can provide you with your payment history and your remaining balance.
- If you'd like to pay off your membership sooner, your Membership Development Specialist can help adjust your payment plan.

Are playoffs a part of my Monsters Hockey Club membership?

- All MHC members have the first right of refusal to their membership seats for all home playoff games but are not required to purchase them.
- All Members will be automatically enrolled for their playoff tickets unless otherwise notified by the Member. Similar to the re-enrollment process in January, you will receive an email with the postseason details and pricing and will have the opportunity to opt out of your playoff seats.
- Members will receive additional information as it becomes available regarding postseason games and packages.

I have money in my Flash Seats account, how do I access that money?

- After you make a sale on Flash Seats, the money you earned will remain on your account until you choose to move it. You have two options after you click the EFT (Electronic Funds Transfer) button:
 - Transfer it to your Monsters Renewal Account. This will move this money back to the Monsters to go towards your total membership balance due. Please put your account number in the notes (if you have it available).
 - Transfer it to your bank account: You'll need to input your bank account and routing information to complete this electronic transfer.
 - Both transfers take 7-10 business days to complete.

When can I opt out? What happens to my money? Can I opt back in before the season?

- With your Monsters Hockey Club Membership, you can opt out at any time after your first membership season has been paid in full. Upon canceling your membership, you will no longer be responsible for any future payments, but the installment payments that you've previously made will remain on your account as a credit. Previous payments will not be refunded.

- The installment payments that you've previously made can be used towards tickets to a mutually agreed upon Monsters game(s) at Rocket Mortgage FieldHouse in that membership calendar year.
 - Example: If you opt out in September of 2019, the money on your account is to be used by the end of December 2019.
 - In order to use this money on your account, you must contact your Membership Development Specialist.
 - Cannot be used on FlashSeats.com, buying tickets on online, at the box office, for food, beverage, merchandise, etc.
- You are welcome to opt back into the Monsters Hockey Club at any time, based on availability, and will be subject to a new seating location and benefits. Your membership account tenure will then be reset back to year 1.

When can I exchange my jersey/hoodie for a different size?

- If you find that your member item (jersey or hoodie) either doesn't fit or that you ordered the wrong size, let your membership representative know as soon as possible. We will typically have extra items in most sizes and will do our best to make sure everyone is taken care of. Please do not wash or wear your original item and keep it in the bag if possible. We will look to swap your item as soon as we can.

How many people can attend MHC events with me?

- The number of invites you receive for all member events is contingent on the number of seats in your membership unless otherwise noted. For example, if you have 2 seats you get 2 invitations.

How do I stay up to date on MHC events?

- Other than our official emails and periodic updates from your membership representative, we have 2 online ways to stay up to date on MHC events and information this season. Please join the MHC Facebook page where we will post constant updates throughout the season. You can also check our new calendar of events on the MHC Central page of the website.

How do my benefits work if I have seats at different tenure levels from adding a new seat this year?

- While you will pay the Rising Star price for that new seat for this season, we will honor your regular tenure for other benefits such as the ticket allotment and number of invites to additional events.
 - Example: If you are a Legend member who had 2 seats and this year you added a 3rd seat, you are a Legend member with 3 seats in your membership when it comes to your benefits.

What is the concert presale?

- All stakeholders at Rocket Mortgage FieldHouse have access to a presale for select shows and concerts.
- Not all arena shows/concerts will have a Member Presale. These presales are controlled by the show/concert promoter and are subject to change.
 - If we are allotted presale access, Platinum and Gold members will receive an Insider email for online only presales before tickets go on sale to the general public.
 - An allotted amount of stage-side Huntington Bank Club Level seats are reserved for our presales and will be sold on a first come, first served basis.
- For suite rental information for all arena shows/concerts, please contact your Membership Development Specialist. *Your membership suite rental discount cannot be applied to arena shows/concerts.*