



VOUCHER REDEMPTION FREQUENTLY ASKED QUESTIONS

Does the voucher guarantee that tickets will be available?

No. Tickets are subject to availability and are available while supplies last. Please note that your voucher does not guarantee admittance, so be sure to redeem your vouchers early.

How do I redeem my voucher?

Vouchers can be redeemed online using the information on the front of the voucher or at the Philips Arena Box Office.

What are the costs to redeem my voucher?

To redeem online, a \$3.50 per order fee applies. To redeem at the box office, a \$5.00 per ticket fee applies.

What are the Box Office hours?

The Philips Arena Box Office is open M-F from 9:30am to 5pm. Open Saturday and Sunday at noon on day of events, otherwise closed.

Why should I redeem my voucher online?

Voucher redemption online will:

- Give you the opportunity to select the best available seats
- Give you the convenience of redeeming your vouchers in advance and without having to make a special trip to Philips Arena
- Allow you to have your tickets in-hand before coming to the game. This will help avoid coming to the arena to redeem vouchers for a game that may be sold out.

How many vouchers can I redeem?

Two vouchers per person are allowed. No exceptions. Each voucher is good for up to 2 tickets PER GAME listed on the voucher. If there are two game dates listed on your voucher, you can redeem a total of 4 tickets.

What if my selected game is sold out?

When possible, tickets will be given for a future game. Please check the voucher hotline for updates on sold out games.

What if I want to purchase additional tickets?

To purchase additional tickets log-on to www.ticketmaster.com or call (404) 249-6400. Seats in the exact location cannot be guaranteed.

If I redeem two vouchers for the same games, but at different times, will my seats be together?

No. If separate vouchers are redeemed during different transactions, we cannot guarantee that specific seating will be available.

Where do I park on game days?

There are many garage and surface lots around Philips Arena with available parking. Please log on to www.philipsarena.com for more information about parking and directions to specific lots.

Is parking included in my voucher offer?

No. Parking around Philips Arena varies and can range from approximately \$5 - \$20

What if I need handicapped access seating?

Handicapped/wheelchair seating is available at no extra charge, but availability is limited. Please redeem your vouchers early to ensure available seating.

Don't forget these important details:

The Hawks/Thrashers vouchers are not to be used in conjunction with any other discount, premium or rebate offer

Vouchers are not redeemable for cash and have no cash value

Duplicate vouchers will not be honored, acknowledged or returned

Vouchers are not for resale

Tickets redeemed with vouchers are not to be resold or issued to those other than for whom they are intended

For more information or additional questions regarding Hawks/Thrashers vouchers, please call the Voucher Hotline at 404-878-3259.