

SEASON TICKET HOLDER BENEFITS

All half, full and courtside season ticket holders are guaranteed many great benefits:

EXCLUSIVE MEMBER BENEFITS

- First opportunity to purchase additional playoff tickets at season ticket holder prices.
- Opportunity to personally choose your seat upgrade through “select-a-seat.”
- Opportunity to purchase individual game tickets at season ticket holder prices throughout the season.
- Conveniently forward (via email) or resell unusable tickets through online “Account Manager.”
- Invitation to Celtics Season Ticket Holder Family BBQ featuring Celtics Players, Coaches and Legends.
- Invitation to see a Celtics workout during a live “Open Practice.”
- Exclusive, “state of the team” pre-season and mid-season Conference Calls with Danny Ainge and Doc Rivers.
- Inside information on team events, player news, and transactions through “Celtics Insider” e-mail newsletter.
- 15% off Celtics gear and merchandise for you and your family at the TD Banknorth Garden Pro Shop.
- CD-ROM of the Celtics Media Guide to provide you with everything you need to know about the legendary Boston Celtics.
- Personal Account Executive and Customer Service representative to assist with all of your requests.

FULL-SEASON AND CELTICS COURTSIDE TICKET HOLDERS MAY ALSO CHOOSE ONE OF THE FOLLOWING BONUS OPTIONS:

SUPER FAN OPTION

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Open Gym Day at Celtics practice facility in Waltham

See where the team practices each day. Tour the locker room, video room and training rooms before taking the court!

or

TD Banknorth Garden Behind the Scenes Tour

Enjoy a full building tour and see where Red Auerbach sits at games, the newly renovated state of the art locker room, and much more!

CORPORATE OPTION

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“Business of Basketball” Networking Event

Mingle with Celtics Ownership and front office staff at this exclusive event and hear about the business aspects of the team and the NBA.

or

50% discount for employee or client outings of 20 or more to select games

Enjoy this great savings while entertaining your best customers or employees! Our sales staff will customize a hospitality package to make your evening special!

FAMILY OPTION

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High Five Kids Tunnel

Your kids will LOVE this! They will stand on the court as the team is taking the floor for pregame warm-ups and will have the opportunity to give each player a high five!

Family shoot around on the TD Banknorth Garden floor

Your family will take the court after a Celtics game and shoot around on the historic parquet floor!

CELTICS COURTSIDE MEMBERS WILL ALSO RECEIVE:

- Autographed team basketball
- Draft Night Party behind-the-scenes access
- In-Game stats delivered to your seats

SEASON TICKET POLICIES AND PROCEDURES

The Celtics own and control all rights to season ticket locations for Celtics home games. Purchasers of season tickets obtain a license, in the form of a ticket, to use the seat location designated by the ticket for that particular game. The license may be revoked by the Celtics at any time upon refunding the purchase price printed on the ticket. The license is granted on a game-by-game basis and is subject to all rules, regulations and policies relating to tickets as established by the Celtics and the NBA. Tickets that are not obtained through the Celtics Sales Office, TD Banknorth Garden Box Office, or Ticketmaster are purchased at your own risk. Anyone presenting a stolen or counterfeit ticket is subject to ejection from the TD Banknorth Garden and arrest for possession of stolen property.

ADDITIONAL SEASON TICKETS If you are interested in purchasing additional season tickets, you can contact the Sales office at 1-866-4CELTIX. Tickets are based on availability.

CUSTOMER SERVICE If any service issues arise during, prior or after a Celtics game, please visit Customer Service behind Loge 4 or call the in house number at 617.624.1330 for immediate assistance. During normal business hours please call 1-866-4CELTIX for assistance.

GROUP TICKETS Parties of at least 20 or more may arrange for their group to attend a Celtics game. Contact an Account Executive at 1-866-4CELTIX or by email: grouptickets@celtics.com to help you plan your outing.

PLAYOFF TICKETS Full Season ticket accounts have the opportunity to purchase their seats for the playoffs. 22 & 21 game plans will split the tickets as follows: the 21 game plan will get the odd home playoff games and the 22 game plan will get the even home playoff games. Playoff packages are optional, and do not affect renewal rights for subsequent seasons.

REFUNDS OR EXCHANGES There are no refunds or exchanges of tickets.

REPLACEMENT TICKET POLICY Replacement Ticket Policy: Lost or stolen tickets can only be replaced by request of the account holder. If the ticket(s) are stolen, a police report must be filed in the jurisdiction of where the theft occurred. The account holder must present a copy of the police report to the Celtics Sales Office before the ticket(s) can be reissued. In the event that the Ticket(s) are lost or stolen, a \$10 processing fee will be issued for each event replaced. All lost or stolen ticket(s) will be reissued at the discretion of the Celtics Sales Office.

RETURNED CHECK POLICY The Boston Celtics have instituted a returned check policy. Upon return of all checks a \$20 processing fee will be charged to the season ticket account. It is the responsibility of the season ticket holder to rectify any debit balances created by a returned check. Payment accepted for a returned check is cash, money order, American Express, Discover, Mastercard, or Visa. No personal checks will be accepted. The Account Services department will send back the original check upon payment of the returned check and fee.

SEASON TICKET ACCOUNT ADDRESS CHANGES It is the responsibility of the season ticket holder to notify the Celtics office with any address and/or corresponding phone number changes. These requests need to be made in writing and should include the season ticket account number and the account holder's signature. If the tickets are in a business name, the request should be submitted on company letterhead and signed by the appropriate official. No address changes will be accepted over the telephone.

SEASON TICKET HOLDER OF RECORD The first name on the account signifies the owner of the tickets. Any other name on the account will not be recognized as the season ticket holder. Season ticket accounts are non-transferable, except to immediate family.

SEASON TICKET RENEWAL Season tickets, playoff tickets, and their renewal privileges are extended at the discretion of the Boston Celtics and are governed by the Policies and Procedures Statement. The Celtics reserve the right to change these policies at any time. Violation of any of the Celtics' ticket policies may result in the cancellation of all season ticket privileges.

SMOKING POLICY All public areas of the TD Banknorth Garden including offices, restaurants, concourse, bathrooms and seating are smoke-free. Use of tobacco products, such as cigarettes, cigars, or pipes, is strictly prohibited.

TICKET PAYMENT AND DELIVERY Full payment of your season tickets is due the first week in September. The Celtics accept third party payments on season ticket accounts. However, a third party payment does not give that party any rights to the season tickets and their subsequent renewals. Season ticket packages are sent to the account holder approximately two weeks prior to the first pre-season game. If you are not at the address listed on your account at this time, you should notify the Celtics office in writing of your current address. If you would like your tickets held at the Celtics office, you must make your request in writing at least five weeks prior to the first pre-season game. They will be available for pick-up approximately one week before the first pre-season game.

TIME CHANGES Dates and times of all games are subject to change without notice. However, when changes are made, the Celtics will make every effort to notify all season ticket holders of these changes. It is the responsibility of the season ticket holder to notify the recipient(s) that his/her game ticket(s) of any game time or date changes.

UPGRADE POLICY At the end of each season you will receive your renewal statement, at which time you may request an upgrade or change of seat location. If there is an opportunity to offer you a seat location change, you will be contacted by the Celtics Sales office. No changes will be made to season ticket seat locations without authorization from the season ticket holder. All upgrades are based on availability.

WEATHER Only once in 50 years has a game been cancelled due to inclement weather. If both teams are in the Boston area, the game will be played. Tune into our flagship station WRKO for constant updates on the status of the game. In the event of a snowstorm or other inclement conditions, you may leave your tickets for someone in the Boston area by calling an Account Services Representative at 1-866-4CELTIX. We will leave replacement tickets for them at the Will Call window.

TD BANKNORTH GARDEN POLICIES AND PROCEDURES

ADVANCED TICKET WINDOW During Celtics games, patrons can purchase tickets for all TD Banknorth Garden events at the Advance Ticket Sales Booth, located next to the Customer Service Desk behind loge 4. This booth opens one hour before every game and closes at the end of half-time.

ATM ATMs are located on the 4th floor concourse behind section 6/7 and on the 7th floor concourse behind section 308/309.

AWAY GAME TICKETS Those wishing to purchase tickets for an away game should directly contact the host club, whose telephone number and address are available by going to www.NBA.com or by calling 1-800-4NBATIX.

BOX OFFICE The TD Banknorth Garden box office is located on the main level of North Station on the Nashua Street side, adjacent to the Pro Shop. The box office hours during the season are 11 a.m. to 7 p.m., seven days a week. On game days, Will Call tickets can be picked up at Window 12 two hours prior to game time until one hour after the game begins. Tickets will then be sent to the usher captain at the turnstile on level 2. A Celtics Representative will be available for any questions or problems one hour prior to and one hour after the starting time at Window 2.

CHILD SEATING At the discretion of the TD Banknorth Garden, children ages 2 and under are admitted without a ticket. The Boston Celtics strongly advise that small children not be seated courtside on laps or otherwise for their safety.

DISABLED ACCOMMODATIONS **Parking**—Accessible parking is located in the TD Banknorth Garden garage on a first-come, first-served basis. **Seating**—Accessible seating is located at all levels of the TD Banknorth Garden for Celtics games. For accessible seating season ticket information, call Paul Cacciatore at the Boston Celtics Office at 617-854-8079. For individual accessible ticket purchases, call 617-624-1754(Voice) or 617-624-1780 (TDD/TTY).

EMERGENCY SITUATIONS In the case of any emergency situation or disruptions before, during or after any games at the TD Banknorth Garden, all patrons are to follow the instructions of security personnel.

FIRST AID The First Aid station is located on the 4th floor concourse behind section 15/16.

TD BANKNORTH GARDEN INFORMATION The TD Banknorth Garden is owned and operated by the Delaware North Companies, One Delaware North Place, 438 Main Street, Buffalo, NY 14202, 716-858-5000. They can be reached at their Boston office located at One TD Banknorth Garden, Boston, MA 02114, 617-624-1050.

HELP INSIDE THE ARENA If there is a problem once you are in the TD Banknorth Garden, you should contact a TD Banknorth Garden usher captain located in your area. If they are unable to correct the situation, you should immediately report the problem to the Customer Service Desk located behind loge 4 on the 4th floor concourse.

LEGENDS CLUB If you are interested in becoming a member of the Legends club, you can contact the membership director at 617-624-1820. The Legends Club is operated exclusively by the TD Banknorth Garden and not the Boston Celtics organization.

LOST CHILDREN If you lose/find a child in the Arena, please go to the Customer Service Desk on the 4th floor concourse behind loge 4. For the safety of children at Celtics games, the Boston Celtics have implemented the Tag-A-Kid Program. We can provide colorful wristbands that will note the child's name, guardian, or group name and seat location. Tags are available at the Customer Service Desk upon entering the game.

LOST AND FOUND All ticket holders are solely responsible for risk of loss or damage to their personal property when attending any Celtics games. Any objects lost or found should be turned into the Customer Service Desk located on the 4th floor concourse behind section 4. Fans who have lost items can call 617-624-1331 the following day in a final attempt to locate them.

PARKING There are a variety of parking lots available, both surface and garage, in the downtown area. Charges for each lot vary and availability is on a first-come, first-served basis. With the ever-changing Central Artery Project, it is advised to use public transportation or allow adequate time for arrival. Parking Prices range from \$10 to \$30.

PRO SHOP The Pro Shop is located on the main level of North Station on the Nashua Street side of the TD Banknorth Garden. For hours of operation please call the Pro Shop at 617-624-1508.

RESTROOMS Restrooms are located on all levels of the arena. Changing tables are located in the men's and women's washrooms throughout the arena. The facility is designated with the appropriate signage.

SECURITY PROCEDURES Guests attending TD Banknorth Garden events are advised that bags, backpacks, luggage, coolers, parcels, briefcases and like articles will be strictly prohibited from the facility. All guests will be subject to search, at the TD Banknorth Garden's discretion, of their person and/or possessions (including women's handbags of normal size which may be allowed entry after such search). Patrons with prohibited articles will be turned away at the entrances and no storage or "check-in area" will be provided for such items. Enforcement will be without exceptions. Please advise all individuals sharing your tickets of this policy.

BOSTON CELTICS SALES OFFICE

Mailing Address:

Boston Celtics
226 Causeway Street, 4th Floor
Boston, MA 02114

Telephone Numbers:

Executive Office: 617-523-6050
Sales Office: 1-866-4CELTIX
Account Services Fax: 617-367-4286

Office Hours:

Office hours are Monday through Friday 8:30 a.m. to 5:30 p.m. On game days, the office will remain open until game time. On weekend and holiday game days, the office is open three hours prior to game time and will close at game time.

BOSTON CELTICS CONTACTS

If you have any questions or need any information regarding season tickets or group sales, please contact the Sales Office at 1-866-4CELTIX.

Rich Gotham	Executive Vice President, Sales & Marketing	617-854-8050	rgotham@celtics.com
Shawn Sullivan	Vice President of Ticket Sales & Service	617-854-8073	sully@celtics.com
Paul Cacciatore	Director of Ticket Services and Operations	617-854-8079	paulc@celtics.com
Mackenzie Silverio	Director of Ticket Sales	617-854-8027	mackenzie@celtics.com
Duane Johnson	Director of Box Office Operations	617-854-8071	duane@celtics.com
Shannon Tipton	Account Services Manager	617-854-8087	shannon@celtics.com
Maureen Keyo	Inside Sales Manager	617-854-8018	mkeyo@celtics.com
Steven Markos	Corporate Ticket Sales Executive	617-854-8074	smarkos@celtics.com
Robert Vines	Senior Account Executive	617-854-8077	bobbyv@celtics.com
Michael Aud	Account Executive	617-854-8063	maud@celtics.com
Brian Burnard	Account Executive	617-854-8061	bburnard@celtics.com
Craig Cassano	Account Executive	617-854-8059	ccassano@celtics.com
James Davis	Account Executive	617-854-8086	jdavis@celtics.com
Jillian Paine	Account Executive	617-854-8064	jpaine@celtics.com
Katie Landers	Ticket Sales & Service Coordinator	617-854-8041	klanders@celtics.com
Marcellus Heath	Community Relations Coordinator	617-854-8026	mheath@celtics.com



We kindly ask that you send your donation requests on organization letterhead. Please be sure to include the 501(c)3 number, along with the charity event details. The request may be mailed to the Boston Celtics, Attn. Donations, 226 Causeway Street, Boston, MA 02114 or faxed to Marcellus Heath at 617-722-4114. A donation committee will review the request on an individual basis. Due to the number of requests received, we may not be able to accommodate everyone.