

STH POLICIES & PROCEDURES

ONLINE ACCOUNT ACCESS

You will need your account number (located on your tickets) as well as your password in order to access your season ticket account online. If you do not know your account number or password, please contact the Season Ticket Services Department at 786-777-1400 and one of our representatives will assist you.

ONLINE BENEFITS FOR YOU

Log onto www.heat.com and utilize your special account management features:

- ▶ ticketForwarding – Now you can email your tickets to friends, family or business associates up unto 2 hours prior to tip-off.
- ▶ Manage your tickets - Conveniently track ticket usage and attendance for 2006-07 season.
- ▶ ticketExchange – When you can't attend a game, you can post tickets for sale at the Miami HEAT ticketExchange site. It's a safe, secure and easy way to sell your tickets.
- ▶ Edit your Profile – You have the ability to go online and update your address, phone, fax, cell and email.

ADDRESS CHANGE

For your protection, we will only accept written notification of a change of address by the season ticket holder of record. A copy of a utility bill (FPL bill) and a copy of your Driver's License must be submitted and signed by the season ticket holder by fax to 786-777-1629. During select times of the year, you are able to log onto your account and update your address.

E-MAIL, PHONE & FAX

Since we do most of our communications through email, it is important to have a valid email address for your account. You can easily update your address online at www.heat.com.

REVOCALE LICENSE

Season tickets and seat locations are offered based on your renewal terms. Each ticket is a revocable license which may be withdrawn and admission refused at anytime upon refunding the printed purchase price. Your ticket book represents a collection of such revocable licenses, and the Miami HEAT reserves the right to deny admission or take any other action it deems appropriate regarding these seats at any time. Please refer to the back of each ticket for further details.

LOST TICKETS

If this happens, we strongly recommend you use the ticketForward program to email yourself or the person you are giving the tickets to. This feature will email you a new set of valid tickets and deactivate your lost tickets immediately. TicketForwarding is a FREE and easy way to replace your lost/stolen tickets until 2 hours prior to tip-off. If you are unable to use ticketForwarding, you must visit the Season Ticket Services window located at windows 1 & 2 outside the Ticket Office. Replacement tickets will only be issued to the season ticket holder of record and they must pay the face value of the ticket. If the account holder returns the original unused ticket(s) within 2 weeks of the game, a refund for the face value of the ticket, less a \$20 reprint fee per ticket will be issued.

UNUSED TICKETS

Take advantage of ticketExchange and ticketForwarding if you are unable to personally use your tickets. Unfortunately, unused game tickets are not good for any future games, nor valid for any type of credit to your season ticket account.

WILL CALL

Your tickets will not be accepted for "will call" at the Ticket Office throughout the regular season or play-offs. You should make prior arrangements in order to distribute your season tickets. You can take advantage of ticketForwarding to easily give your friends/family your tickets.

PARKING PASSES

If your season ticket account includes a parking pass, it will be mailed with your season tickets.

PLAYOFF TICKETS

Playoff tickets are an additional charge and not part of your season ticket package. Playoff information will be distributed with your season ticket renewal package and is distributed to you in February.