WINE & GOLD UNITED

WINE & GOLD UNITED
SURVIVAL KIT
2015-16 SEASON

ALL FOR ONE.

ONE FOR ALL.
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Wine and Gold United Information

The Wine and Gold United Membership Program is a year-long engagement with customized benefits that is designed to enhance your experience as a member of the Cavaliers family while giving you unprecedented access and a voice in the organization.

Wine and Gold United Membership Pillars:
- Unprecedented Access
- Voice in the Organization
- Year-long Member Engagement
- Customized Benefits

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**Wine & Gold United and Membership Agreement Form FAQs:**

**Why choose a payment plan? I am already paying.**
- As stated in the Wine & Gold Agreement form, your Wine & Gold United membership is scheduled to be automatically reenrolled in January of each successive year. This payment plan choice is regarding this reenrollment that will occur in January for the following season.

**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.

**Do WGU Members have special access for arena shows/concerts?**
- Legend and All Star members will have select concert presales.
- 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, Legend and All Star member will receive Q-Hotline online only presales via email before tickets go on sale to the general public.
  - An allotted amount of stage-side Huntington Bank Club Level seats are reserved for our Wine & Gold United and will be sold on a first come, first served basis.
- Rising Star members will receive concert presales based on availability.
- For Suite rental information for all arena shows/concerts, please contact your Membership Development Specialist.

**Are there any special WGU entrances into the Q?**
- Wine and Gold United entrances to the arena are located at all three entrances of the Arena and are noted by a large Wine and Gold United sign above the metal detectors.
- To gain access to these Wine and Gold United entrances, please have your Wine and Gold United lanyard and credential visible.

**What if I just want tickets, not a membership?**
- In the past few years, the Wine & Gold United has replaced “season tickets” when this program went to a year-long engagement. You’re paying for the “season tickets” and the benefits of the Wine & Gold United come along with no additional cost. Your “season tickets” are just another perk of being a member.
What games do I get as part of my plan?

- Full Members will have 44 home games in their package. This will include 3 preseason games and 41 regular season games.
- Split Members will have 22 home games in their package. Once the schedule is released, our analytics team adds a weight/value to each game and divides up the schedule evenly into two halves that are scattered throughout the season.
- 10-Game Members will have 10 home games in their package. Once the schedule is released, our analytics team adds a weight/value to each game and divides up the schedule evenly into four packages where the games are scattered throughout the season.

How can I upgrade or switch my seats?

- After your account (and current seat location/plan) is automatically reenrolled in January, we will reevaluate our number of seats available and open them up for our reenrolled members to change into. Stay tuned for more information regarding our live and online seat relocation events (expected April/May).

Are playoffs part of my Wine & Gold United membership?

- For Full Members – you will have guaranteed access to purchase your seats for all home games of the playoffs
- For Split Members – you will have guaranteed access to purchase your seats for every other home game of the playoffs
- For 10-Game Legend Members – you will have guaranteed access to purchase a playoff package
- For 10-Game All Star and Rising Star Members – you will have priority to purchase a playoff package before the general public

If I can’t make it to a game, what are my options?

- Wine and Gold United Donation
  - At least 48 hours prior to the game, you can donate your tickets to Cavaliers Charities on FlashSeats by transferring your tickets to WGUDonation@cavs.com.
  - Members who donate tickets to Cavaliers Charities will receive a tax deductible form for all donated tickets at the end of each calendar year.
  - Tickets must be donated through original Member’s FlashSeats account to be valid.
  - Please refer to page 12 for additional details for donating tickets to Cavaliers Charities.
- Selling tickets on FlashSeats.
  - Please refer to pages 18-21 for additional information on posting tickets for sale on FlashSeats.
Where/How can I sell my tickets?
- Please refer to FlashSeats sales/transfer information on pages 18-21.
- Per your Wine & Gold United Membership Agreement form, any and all ticket resale transactions must be made exclusively through FlashSeats. Any member who sells tickets on other secondary marketplaces (examples: Ticketmaster, Craigslist, Ebay, Stubhub, etc.) are subject to their membership and tickets being revoked with no refund.

How can I give my tickets to friends/family?
- All tickets can be electronically transferred via FlashSeats (please refer to pages 18-21 for transfer instructions).
- A friend/family member can set up their own FlashSeats account then they would scan into the Q with one of the following forms of identification:
  - FlashSeats app – available for free download on iPhone, iPad, iPod, and Android devices
  - Card with a magnetic strip – Driver’s License, State ID, and credit card

I have money in my FlashSeats account, now what?
- After you make a sale on FlashSeats, 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 Cavaliers Renewal Account. This will move this money back to the Cavaliers to go towards your total membership balance due. Please put in the notes your account number (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.

How many games can I sell?
- Wine & Gold United Memberships are made for avid fans to attend as many games as possible, however we understand if a member cannot attend all games for one reason or another. If you need to sell a game or two, you are welcome to sell solely via FlashSeats.
- Per your Membership Agreement form, you cannot sell a “substantial amount” of your plan. There isn’t an exact number of games that can/cannot be sold. Each account will be extensively examined by our analytics team and they will take much criteria into consideration such as past history, transfers, number of games attended, etc.
- If you are concerned about the number of games you can attend versus the number of games you sell, please contact your Membership Development Specialist to talk about options to downgrade.
When can I opt out? What happens to my money? Can I opt back in before the season?

- With your Wine & Gold Membership, you have the ability to opt out at any time. Upon opting out, you will no longer be responsible for any future payments and the installment payments that you’ve previously made will remain on your account.

- The installment payments that you’ve previously made can be used towards tickets to a mutually agreed upon event/arena show at the Quicken Loans Arena in that membership calendar year.
  - Example: If you opt out in August 2015, the money on your account is to be used by the end of December 2015.
  - In order to use this money on your account, you must contact your Membership Development Specialist
    - Cannot be used on FlashSeats.com, online at TheQArena.com, at the box office, for food, beverage, merchandise, etc.

- Yes, you are welcome to opt back into the Wine & Gold United at any time, based on availability, and will be subject to a new seating location. Your membership account tenure will then be reset back at 1 year.
Quicken Loans Arena FAQs:

What can/can’t I bring to the Quicken Loans Arena?
- Creating a safe and secure environment for all of our guests and employees is a high priority at Quicken Loans Arena. It is our responsibility to make sure the people who spend time at this facility are safe and secure. We will take the necessary measures to provide an environment where our guests can have a good time without concern.
- Quicken Loans Arena security personnel reserve the right to determine the method of security checks as deemed necessary including the use of metal detectors, the search of jackets, clothing and other items.

What you are NOT permitted to carry into Quicken Loans Arena?
- No video recorders, audio recorders, or other similar electronic devices.
- No signs, posters or messages on any garment with explicit language, profanity, or derogatory characterization directed toward any person.
- Determination of appropriate messaging is at sole discretion of The Q.
- No laser pointers or whistles.
- No backpacks, large bags, or sealed packages of any kind (including gifts for performers).
- No bottles, cans, or coolers.
- No outside food or beverages. Exceptions are made for medical reasons, baby food and reasonable children’s snacks (crackers, raisins, juice boxes, etc.).
- The use of any outside noisemaker is prohibited in the arena.
- Any professional camera device with a lens larger than 6 inches.
- In accordance with the Ohio’s “concealed carry” law and the right for private entities to ban handguns on their premises, firearms and other weapons of any kind are strictly forbidden on the premises of Quicken Loans Arena.

What you ARE permitted to carry into Quicken Loans Arena?
- Purses and diaper bags are permitted and will be inspected by security.
- Binoculars and cell phones are permitted and subject to security inspection.
- Cameras will be inspected at designated turnstiles and must be 35mm or less, disposable, or digital with a lens no more than 6 inches in length and 4 inches wide across the lens (anything greater than this is considered professional equipment and is not permitted inside The Q).

What is the age requirement before I need to purchase a ticket for a small child?
- Children under the age of two do not require a ticket for a Quicken Loans Arena event. However, they cannot occupy a seat and must remain on a ticket holder’s lap for the duration of the event. Children two-years-old and older require tickets for admission to the arena.
Is there a designated smoking area for the Quicken Loans Arena?

- Smoking is prohibited within the Quicken Loans Arena.
- There are smoking sections located outside of sections 106 and 118.
- Smoking is also defined to include any and all electronic cigarettes or e-cigarettes.

Where is First Aid located?

- There are two First-Aid stations in Quicken Loans Arena staffed with registered nurses.
- Main Concourse near Section 121 and on the Upper Concourse near Section 220.
- On site for all events is a paramedic unit from the City of Cleveland. If you are in need of medical attention please notify a Quicken Loans Arena Guest Services Representative. The Quicken Loans Arena staff is trained to call for immediate response and assistance in emergency situations.

What time do doors open on a game day?

- Doors open 1.5 hours prior to tipoff.

Where can I go with any issues/questions on game days?

- Please visit our Membership Headquarters at Section 123 on the main concourse to speak with a Membership Development Specialist concerning any issues or questions.
**Wine and Gold United Ticket Donation Information**

With Flash Seats, you are able to participate in the Cavaliers WGU Donation Program. The donation program allows Wine and Gold United Members to donate any tickets they cannot use to charity.

**Below are step-by-step instructions on how to donate tickets on Flash Seats:**

- **ALL** donation requests **must be done no later than 48 hours prior to the game that will be missed.**

To **donate** Cavaliers tickets to games you cannot attend at least 48 hours in advance, follow the instructions below:

1. Select the game you would like to donate and click on the corresponding TRANSFER button.
2. Select the SEAT NUMBERS you want to transfer.
3. In the FIRST NAME field enter “Donation”.
4. In the LAST NAME field enter “Program”.
5. In the EMAIL field enter the following address **WGUDonation@cavs.com**.
6. Click the PREVIEW TRANSFER button.
7. Read over the details of the transfer to ensure everything is accurate.
8. Click the CONFIRM TRANSFER button.

Tax forms for all tickets donated will be mailed out in January of each year. For more information on the Cavaliers Wine and Gold United Donation Program, please contact your Membership Development Specialist.
Gateway District Parking Information

1. **Hyatt Valet**  
   ABM  
   420 Superior Avenue  
   216-575-1234  
   ATTENDED: Yes

2. **Huntington Garage**  
   ABM  
   999 Chester Avenue  
   216-621-8113  
   ATTENDED: Yes

18. **Gateway East Garage**  
   Standard Parking  
   650 Huron  
   216-781-1672  
   ATTENDED: Yes
   www.standardparking.com

19. **Shaia’s Parking**  
   Shaia’s Parking, Inc.  
   2231 E. 9th Street  
   216-622-7955  
   ATTENDED: call 216.621.0328 for details
Statler Arms Garage
ABM
1111 Euclid Avenue
216-241-5183
ATTENDED: Yes

515 Euclid Garage
ABM
515 Euclid Avenue
216-771-5333
ATTENDED: 6am to 11pm

National City Garage
Central Parking
750 Vincent
216-357-2634
ATTENDED: Yes

740 Euclid/Prospect Garage
ABM
740 Euclid Avenue
216-861-3021
ATTENDED: 6am to midnight

Halle Building Garage
ABM
Halle Building Garage
1212 Huron Road
216-241-2139
ATTENDED: Yes

Collection Auto Group Centre formerly Gateway North Garage
Collection Auto Group Centre Garage
2151 Ontario
216-297-4777
ATTENDED: Yes

Shaia’s Parking
Shaia’s Parking, Inc.
2182 E. 9th Street
216-621-0009
ATTENDED: call 216.621.0328 for details

1020 Bolivar
USA Parking Systems, Inc.
1020 Bolivar Rd.
216-621-9255
ATTENDED: No
www.usaparking.com
ONLY available for select special event parking.

1060 Bolivar
USA Parking Systems, Inc.
1060 Bolivar Rd.
216-621-9255
ATTENDED: Yes
www.usaparking.com

Gray’s Armory
USA Parking Systems, Inc.
1234 Bolivar Rd.
216-621-9255
ATTENDED: No
www.usaparking.com

1030 Sumner
USA Parking Systems, Inc.
1030 Sumner Ave.
216-621-9255
ATTENDED: No
9. The Q Arena Lot
ABM
522 Prospect Ave
216-357-3455
ATTENDED: Yes

10. Atrium Garage
ABM
645 W. Prospect
216-685-9953
ATTENDED: Yes

11. 645 Prospect Garage
Standard Parking
645 Prospect
216-685-9953
ATTENDED: No
www.standardparking.com

12. Ameritrust Garage
Cuyahoga County
900 Prospect
216-443-5653
ATTENDED: Yes
cuyahogacounty.us

13. Gateway Prospect Parking
ABM
944/1002 Prospect Ave
216-241-2139
ATTENDED: Yes

14. Osborne 1057 Prospect
USA Parking Systems, Inc.
1057 Prospect Ave.
216-621-9255
ATTENDED: No
www.usaparking.com

26. 1012 Sumner
USA Parking Systems, Inc.
1012 Sumner Ave.
216-621-9255
ATTENDED: Yes

27. 1212 Sumner
USA Parking Systems, Inc.
1212 Sumner Ave.
216-621-9255
ATTENDED: No
www.usaparking.com

28. Peterson Nut
USA Parking Systems, Inc.
917 Carnegie Ave.
216-621-9255
ATTENDED: No
www.usaparking.com

29. 905 E. Carnegie Ave.
USA Parking Systems, Inc.
905 E. Carnegie Ave.
216-621-9255
ATTENDED: Yes
www.usaparking.com

30. World Auto Lot 1
USA Parking Systems, Inc. 1325 Carnegie Avenue
216-621-9255 www.usaparking.com

31. World Auto Lot 2
USA Parking Systems, Inc. 1325 Carnegie Ave.
216-621-9255 www.usaparking.com
15 1057 Prospect Avenue Lot
ABM
1057 Prospect Avenue
216-241-2139
ATTENDED: No

16 1104 Prospect
USA Parking Systems, Inc.
1104 Prospect Ave.
216-621-9255
ATTENDED: No
www.usaparking.com

17 1227 Prospect
USA Parking Systems, Inc.
1227 Prospect
216-621-9255
ATTENDED: No
www.usaparking.com
ONLY available for special event parking after 6pm, and night parking from 6pm through 6am

32 C14
USA Parking Systems, Inc.
1335 Carnegie Ave.
216-621-9255
ATTENDED: No
www.usaparking.com
RTA Special Offer for Members

With more than 8,000 free parking spaces at rapid transit stations, you can simply leave the car behind and avoid the traffic and expensive parking downtown. Fans can ride any RTA rail line to Tower City, then take the RTA-Walbridge right into the lobby of The Q Arena—seat to seat without ever stepping outside. And now the easiest way to get to every Cavs home game is even cheaper for Wine & Gold United Members.

To take advantage of this offer, contact Beth Castelucci, RTA’s Marketing Associate, at (216) 566-5220. For additional information regarding RTA’s service to The Q, please visit rideRTA.com/cavs.
FlashSeats Help

Getting Started Guide

The Getting Started Guide gives you an overview of how to use the Flash Seats® system. It gives you the basic steps involved in Registering Your Account, Selling Your Tickets, Buying Tickets, Transferring Your Tickets, and Entering Your Event. For more details on Flash Seats, go to http://flashseats.com.

Registering Your Account

Register
To register, you need to complete a quick and easy form.

2. Click Register at the top of the page.
3. Complete the form, and click the Sign Up button.

Verify Your Email Address
Once you register successfully, you will receive a verification email that contains a verification link and code.

1. Open the verification email.
2. Click the link included in the email, and then login with your email address and password.

Add Identification to Your Account
To enter events, you need to add identification, which will be swiped as you enter, to your account. To add identification, go to Account/Identification.

Selling Your Tickets

Listing Your Tickets for Sale
1. Log in, and then click Tickets.
2. Find the event for which you want to sell your tickets.
3. Click the Sell button.
4. Complete the form for your listing.
5. Click the Preview Your Listing button.
6. Click the Confirm Offer button. Your tickets are now listed for sale.

Accepting a Bid (Selling Tickets Now)
If you’ve placed tickets for sale and want to sell them to a bidder, you need to accept the bid.

1. Log in, and then click Tickets.
2. Find the tickets you want to sell.
3. In the Highest Bid Price column, click the Sell Now button.
4. To proceed with the sale, click the Confirm Sell Now button.

For answers to some of the most common questions about Flash Seats, go to http://flashseats.com and click FAQs.
**Buying Tickets**

**Bidding on Tickets**

The seller must accept your bid in order for you to gain ownership of the tickets.

1. Log in, and then click **Buy** at the top of the page.
2. Find the event and tickets you want to bid on.
3. Click the **Place Bid** button.
4. Complete the bid form.
5. Click the **Preview Bid** button.
6. Click the **Confirm Bid** button. Your bid is now placed.

**Buying Tickets Now**

To buy tickets without placing a bid, you can buy tickets now.

1. Log in, and then click **Buy**.
2. Find the tickets you want to purchase.
3. Click the **Buy Now** button.
4. Choose how many tickets you want to purchase and how you want to pay for the tickets.
5. Click the **Continue** button.
6. Click the **Confirm Payment** button.

The tickets are placed into your account.

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**Transferring Your Tickets**

1. Log in, and then click **Tickets**.
2. Find the tickets you want to transfer.
3. Click the **Transfer** button.
4. Select the tickets you want to transfer, enter the information for the person you’re transferring them to, and click the **Preview Flash Transfer** button.
5. Click the **Confirm Transfer** button.

The tickets are transferred.

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**Entering Your Event**

After you’ve confirmed that you have tickets in your account and have completed your account registration, including adding an electronic ID (e.g., credit card, driver’s license), you are ready to enjoy your event.

1. Go to the venue and look for the Flash Seats gates.
2. Have your registered electronic ID ready and hand it to the Guest Services Representative at the gate.
3. Your ID will be swiped to verify you have tickets on your account.
4. The Guest Services Representative will give you a Seat Locator; identifying the location of your seats.

**Note:** Remember that the Seat Locator simply shows the location of your seats in the venue; it is not a ticket and cannot be used for entry into the venue. With Flash Seats, your ID is what gets you into the venue.
Flash Seats® Mobile App:
The Future of Ticketing Today™

The Flash Seats® Mobile App makes it easier for you to discover, buy, sell, and transfer your tickets on-the-go. You can even enter your events with a Mobile ID through the app on your phone! Simplify your ticket experience with Flash Seats® mobile!

**Enter events with convenience**

The ONLY mobile ticketing application that lets you enter events and buy, sell, or transfer tickets, all from your phone. The Flash Seats Mobile App provides you with a secure, unique, 2D barcode that is scanned to get you into events. No tickets to bring, no ID to remember—just show your phone and you’re in!

**Discover and Buy guaranteed tickets instantly**

Find your favorite artists or tour near you or in another location. Browse the listings that meet your needs, find the seats you want, pay for them, and you’re all set! Tickets you buy from Flash Seats are guaranteed and are instantly added to your account.
Transfer Tickets

Want to give your tickets to a family member or friend? It’s as simple as selecting the tickets you would like to transfer and entering the recipient’s email address. Change your mind later? You can retract the transfer if your recipient hasn’t accepted it.

Sell Tickets

Can’t make it to an event? List your tickets for sale using the mobile app. In as few as 2 taps, your tickets are available for viewing by thousands of others looking to buy. Retract your listing at any time and the tickets are yours for you to attend the event.

Download it today from the App Store and Google Play