

San Antonio Rampage
Ticket Guidelines

By making payment toward Rampage tickets, the purchaser understands and accepts the following provisions:

1. **Rights:** Tickets are a revocable license granted to the purchaser by the San Antonio Rampage for the use of a designated seat in the AT&T Center for all purchased home games. The Rampage may revoke this license at any time, for any reason, including the reasons listed below.
2. **Refunds or Exchanges:** Before purchasing tickets, carefully review your event and seat location. There are no refunds, returns or exchanges for season ticket plans or individual event purchases. You agree that you will not attempt to evade, avoid, or circumvent any refund prohibitions in any manner with regard to tickets you purchased. You will not dispute or otherwise seek a “chargeback” from the company whose credit card you used to purchase ticket. Should you do so, your tickets may be canceled, and we may refuse to honor ending and future ticket purchases. You also agree to remain compliant on the payment plan selected at the time of purchase, otherwise your seats are subject to cancellation. If we issue you a refund for a ticket due to a canceled event, we will issue a refund of the price you paid and the refund will be issued using the same method of payment that was used to purchase the tickets.
3. **Playoffs:** Playoffs are at an additional cost above and beyond your annual membership dues. Black Card (39 games) and Silver Card (22 games) members automatically retain their seats for all home playoff games, and both Black Card and Silver Card Members will be charged for playoff tickets before guaranteed home games are played prior to each round, with the same payment method elected for membership dues, and only for the games that are actually played. Upon receipt of playoff ticket pricing information, you may provide written notice by the designated date of opt-out of the playoffs, not be charged, and have no change to your membership status. Flex Members are not guaranteed playoff tickets and will be provided with presale priority based on availability. Notification of playoff pricing will be sent to you prior to the end of the regular season.
4. **Automatic Enrollment:** You understand and acknowledge that your Rampage season ticket membership(s) will automatically renew (“Auto-Enrollment”) in January of each successive year, unless either you or the San Antonio Rampage provides written notice of cancellations. Each year, you will be notified of the Rampage ticket prices for your seat location and will have thirty (30) days after such notification to opt-out of the Auto-Enrollment program. To opt-out, contact Season Ticket Services at 210.444.5554. By participating in the Auto-Enrollment program, you hereby authorize the Rampage to automatically charge your credit card for invoiced season ticket charges, in accordance with the payment schedule set by the Rampage, and including any charges in connection with the Auto-Enrollment. You understand and agree that the Rampage are not liable in any way for erroneous bill statements or incorrect charges and that should an error occur in billing, the Rampage’s only responsibility is to correct it when and if the Rampage receive notice of the error. You understand the Rampage reserve the right to terminate this payment option and your participation in the Auto-Enrollment program. If your credit card is declined for any reason, you agree that you will be responsible for paying any and all remaining balances immediately. Failure to adhere to the payment schedule specified by the Rampage may result in denied entry to Rampage games, and the Rampage reserve the right to restrict entry to games and/or revoke account privileges if the account is not paid in full or paid in accordance with the payment schedule specified by the Rampage and/or if any authorized charges are refused by the applicable credit card company for any reason. You understand this authorization for Auto-Enrollment remains in force and effect until the Rampage have received written notification of its termination in such time and manner as to afford the Rampage and your credit card company a reasonable opportunity to act.
5. **Account Ownership:** The Rampage retain the rights to any ticket plan holder accounts that are not renewed on a year- to-year basis. Accounts are not transferable from one individual to another. The primary name on the account shall be recognized as the ticket plan holder of record (except with regard to explicitly-identified corporate accounts, for which any authorized corporate officer may act).
6. **Ticket Delivery:** The ability to forward, print or transfer your seats through account manager may be restricted until three days prior to event, at the discretion of the Rampage.
7. **Season Ticket Member Conduct:** The Rampage reserve the right to revoke any ticket plan for lack of payment in a timely manner. All ticket plan holders are responsible for the behavior of any individuals who utilize their tickets. Should the Rampage receive complaints about any spectator’s behavior, the Rampage, at their sole discretion, may revoke the tickets. If, in the opinion of the Rampage, a spectator verbally abuses players and/or coaches or in any way interferes with a game, the Rampage may, at their discretion, eject the spectator from the AT&T Center and revoke the ticket plan.
8. **Age Requirements:** Children 24 months and older are required to have a ticket to gain entry to franchise sport events at the AT&T Center. Children under 24 months of age may enter without a ticket, but must sit on their parent or guardian’s lap.
9. **Account Info Change:** To edit information on the account such as the ticket mailing address, please contact the San Antonio Rampage at 210.444.5554 or seasonticketservices@attcenter.com.