

What is the current status of the Knighthawks 2019-20 season?

The National Lacrosse League has suspended play until further notice, effective immediately, due to concerns over the COVID-19 pandemic. Further information will be announced when available here on our website, RochesterKnighthawks.com, as well as our social media channels.

I purchased single-game tickets for one of the suspended games. What is the status of those tickets?

With the NLL's recent announcement to suspend the season, please hold on to your current tickets to use for a future date. Once the regular season schedule is set to resume and dates are set, tickets will be eligible for the newly rescheduled game.

If the rescheduled game does not work for whatever reason, you will be entitled to exchange to an alternative date for the 2019-20 regular season with seating based on availability. The process for the exchanging of tickets would be communicated after the games are rescheduled.

In the event of a total cancellation of the season, all single-game tickets for the suspended games would be refunded at the point of purchase.

What is the plan for Knighthawks Season Ticket Members?

In the event suspended games are rescheduled, we will roll season seats into the rescheduled game dates, with e-mail communication to our members as to how that process will work. Knighthawks Season Ticket Members would also still be entitled to their Ticket Exchange Program benefit allowing Members to exchange their newly rescheduled game tickets to any other rescheduled regular season game.

For Season Ticket Members with unused past games, those tickets would also be eligible to be exchanged to any rescheduled regular season game.

Undated complimentary vouchers for Season Ticket Members as part of their 2020-21 Renewal Benefit will also be eligible to be used for any rescheduled regular season game.

I exchanged my unused and/or future Season Ticket seats to a game that was postponed. Can I re-exchange them?

Yes, your unused ticket exchanges will be eligible to be exchanged to any of the suspended games if rescheduled. Exchanged tickets of postponed games when rescheduled would automatically be slotted for the newly rescheduled game. The process of which postponed games with respect to the rescheduled dates would then be communicated electronically to all members.

I purchased tickets as part of a Group Outing to a postponed game. What is the plan for those tickets?

Currently, Knighthawks Tickets Representatives are contacting group leaders (those coordinating the group ticket purchase) to go over refund/credit options available. Please reach out to your group's leader for status information.

I purchased tickets to a postponed game online via Fevo. What is the plan for those tickets?

Tickets of postponed games ordered via Fevo, when rescheduled, would automatically be slotted for the newly rescheduled game. In the event the newly rescheduled game does not work, you will be eligible to be exchange the tickets to any of the other rescheduled regular season games. The process of re-exchanging would be coordinated directly through the Knighthawks Ticket Office.

In the event that the rescheduled game date does not work, nor any other rescheduled game, please reach out to your dedicated Knighthawks Ticket Representative directly or e-mail memberservices@bluecrossarena.com to coordinate a refund. Please reference your Fevo Order number, e-mail address used for purchase and game date.

What is the plan for any unused Holiday Pack vouchers?

Once the regular season schedule is set to resume and dates are set, any unused Holiday Pack will be eligible for any of the newly rescheduled games.

I already redeemed my Holiday Pack vouchers to a game ticket for a suspended game. What is the process?

Exchanged vouchers of postponed games when rescheduled would automatically be slotted for the newly rescheduled game. In the event the newly rescheduled game does not work, you will be eligible to be exchange the tickets to any of the other rescheduled regular season games. The process of re-exchanging would be coordinated directly through the Knighthawks Ticket Office.

I purchased tickets through a third-party resale site. Will I receive a refund?

All tickets purchased through a resale (e.g. StubHub, Seat Geek, Vivid Seats, etc.) will be subject to the refund policy of the ticket marketplace. Please contact their respective customer service departments for more information.

I am a new Knighthawks Season Ticket Member for the 2020-21 season. What can I expect?

The Knighthawks and the NLL intend to a play a full schedule for the 2020-21 season with no immediate impact made from the suspension of the 2019-20 season. Additional details with respect to member events and benefits that you would be entitled to for the 2020-21 season would be communicated closer to the start of the 2020-21 season.