

KNIGHTHAWKS

ROCHESTER

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

The National Lacrosse League has made the difficult decision to cancel the remainder of the 2019-20 regular season effective immediately, due to concerns over the COVID-19 pandemic. The league is currently determining whether it will be possible to hold a playoff in some form. Further information regarding any potential playoff format will be announced when available here on our website, RochesterKnighthawks.com, as well as our social media channels.

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

With the NLL's recent announcement to cancel the remainder of the regular season, you are eligible to use the credit from your tickets of the cancelled game(s) for the 2020-21 Knighthawks season. You also have the option for a full refund at the point of purchase. Refunds can be requested through RochesterKnighthawks.com/ticketrefund. Due to New York State workplace restrictions related to COVID-19, refunds could take up to two weeks to process.

What is the plan for Knighthawks Season Ticket Members?

All Knighthawks Season Ticket Members for the 2019-20 season have been sent detailed information via email on Wednesday, April 8th. Please check your email inbox for further details on your credit from the 2019-20 season and the options available. In the event of additional questions, please connect with your Knighthawks Ticket Representative.

Undated complimentary vouchers for Season Ticket Members as part of their 2020-21 Renewal Benefit will be rolled over to the 2020-21 Regular Season as an additional Season Ticket Member perk.

I am a Knighthawks Season Ticket Member with unused tickets from the 2019-20 season. What options do I have as a credit of these unused tickets?

For Season Ticket Members with unused past games from the 2019-20 regular season, those tickets will be eligible to be used towards one of the first three regular season home games for the 2020-21 season.

Unused past games from 2019-20 will be added to your Knighthawks Account Manager electronically as a voucher closer to the start of the 2020-21 regular season. From there, vouchers can be redeemed for one of the first three regular season Knighthawks home game, standard to the same procedure for members when requesting a Ticket Exchange.

Further questions on the process, please reach out to your dedicated Knighthawks Ticket Representative directly or e-mail memberservices@bluecrossarena.com for more details.

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

Tickets of cancelled games ordered via Fevo will be refunded within 30 days of purchase per the updated refund policies set forth by Fevo.

Additional questions that you have in regards to your purchase and the refund process, please reach out to your dedicated Knighthawks Ticket Representative directly or e-mail memberservices@bluecrossarena.com. 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 or redeemed vouchers for a cancelled game from the 2019-20 season?

Knighthawks Holiday Pack buyers will have options available to apply unused vouchers or redeemed vouchers of a cancelled game from the 2019-20 season for the 2020-21 regular season. The process for redemption is still being finalized and will be communicated directly to buyers via email soon.

Further questions on the process, please reach out to your dedicated Knighthawks Ticket Representative directly or e-mail memberservices@bluecrossarena.com for details on available options.

I purchased tickets through a third-party resale site. How do 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 play a full regular-season schedule for the 2020-21 season with no immediate impact made from the cancellation 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.