

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

The American Hockey League has suspended play until further notice, effective immediately, due to concerns over the COVID-19 pandemic. The League's suspension will remain in place until at least May, at which time the situation will be reevaluated to determine a potential resumption of play. Further information will be announced when available here on our website, Amerks.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 AHL's recent announcement indicating to resume the season no sooner than May, 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 Amerks 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. Amerks 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, Amerks 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 Amerks Ticket Office.

In the event that the rescheduled game date does not work, nor any other rescheduled game, please reach out to your dedicated Amerks 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 Flex or Holiday Pack vouchers?

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

I already redeemed my Flex or 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 Amerks 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 Amerks Season Ticket Member for the 2020-21 season. What can I expect?

The Amerks and the AHL 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.

What is the status of the March 21st Select-A-Seat Event for Members that placed a deposit for a 2020-21 Half-Season Membership?

The Select-A-Seat Event scheduled for Saturday, March 21 has been canceled and instead moved to an over-the-phone format for selecting your Half-Season Membership location for the 2020-21 season. Amerks Ticket Representatives have been actively reaching out to Members to select their seats. To coordinate, please contact your representative directly or reach out to the Amerks Ticket Sales team at 585-454-5335 or by e-mail at memberservices@bluecrossarena.com.