

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

The American Hockey League has made the difficult decision to cancel the remainder of the 2019-20 regular season as well as the 2020 Calder Cup Playoffs, effective immediately, due to concerns over the COVID-19 pandemic. Further information regarding offseason updates and the 2020-21 season schedule announcement will be announced on our website and social media channels as soon as they become available.

I purchased single-game or group tickets for one of the cancelled games through an Amerks representative or at the box office. What is the status of those tickets?

With the AHL's recent announcement to cancel the season, you are eligible to use the credit from your tickets for the cancelled game(s) for the 2020-21 Amerks season. You also have the option for a full refund at the point of purchase. Refunds can be requested online by clicking [here](#). Due to New York State workplace restrictions related to COVID-19, refunds could take up to two weeks to process.

I purchased single-game tickets for one of the cancelled games online through Ticketmaster.com. What is the status of those tickets?

Online purchases for single-game tickets through Ticketmaster.com will be subject to immediate refund per Ticketmaster's cancelled game policy. Ticketmaster will be contacting those purchasers directly via e-mail for any action to take or next steps.

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

Tickets for cancelled games ordered via Fevo will be refunded automatically within 30 days of purchase per Fevo's refund policies.

Additional questions regarding your purchase and the refund process can be directed to your dedicated Amerks Ticket Representative or e-mail memberservices@bluecrossarena.com. Please reference your Fevo Order number and e-mail address used for purchase along with the game date.

What is the plan for Amerks Season Ticket Members?

All Amerks Season Ticket Members for the 2019-20 season were sent detailed information via email on May 11, 2020. Please check your e-mail 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 Amerks Ticket Representative.

Undated and unused 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 an Amerks Season Ticket Member with unused tickets from the 2019-20 season. What options do I have to receive credit for 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 any October or November regular season home games for the 2020-21 season.

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

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

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

The Amerks and the AHL intend to play a full schedule for the 2020-21 season with no immediate impact from the cancellation of the 2019-20 season. Additional member benefits and events for the 2020-21 season will be communicated closer to the start of the 2020-21 season.

Undated and unused complimentary vouchers for New Season Ticket Members as part of their 2020-21 New Season Benefits will have four (4) vouchers per seat rolled over to the 2020-21 Regular Season as an additional Season Ticket Member benefit.

What is the plan for any unused Flex Pack or Holiday Pack vouchers or redeemed vouchers for a cancelled game from the 2019-20 season?

Amerks Flex Pack and 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 e-mail soon.

Further questions on the process, please reach out to your dedicated Amerks 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.

