



WASHINGTON CAPITALS

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PREMIUM SEATING

FREQUENTLY ASKED QUESTIONS

What is Monumental Sports Account Manager?

The Monumental Sports Account Manager is an extension to the box office available to you 24 hours a day, 7 days a week. By logging in or creating an account, you will have access to a number of available features and benefits as a season ticket holder.

What browsers and operating systems are supported on this site?

This site supports Internet Explorer 9, Safari, and Firefox 12 and above. You may experience functionality disruptions when using other browser/operating system combinations.

How do I log in?

You may login using your account number or email address associated to the account. If you have no email address associated to the account, you will be prompted to add an email address upon logging in.

What sort of information and benefits are displayed on my homepage?

The main homepage of Monumental Sports Account Manager displays up to date information regarding your account such as any outstanding invoices, presale offers, your upcoming events, and many other features for you as a ticket holder.

How do I update my personal profile?

Login to Monumental Sports Account Manager and select "edit my profile". From there, you'll be able to update your account information.

What is Ticket Management?

Your Ticket Management page allows you to view all of your up and coming events in a simplified calendar display. Depending on what is allowed by the venue, you may have a number of choices as to how you would like to manage your tickets.

What information is displayed in ticket history?

Ticket history is a rundown of all activity associated with a ticket.

Please note: The Ticket History may not be available due to the venue's privacy policy.

What is "current entry method to event"?

This information conveys the current barcode information required for entry into the event.

Why do some of my transactions not have confirmation numbers?

Confirmation numbers are associated only with certain actions; for example, sending a ticket transfer invitation to a friend does not return a confirmation number. The confirmation number comes only when that invitation is accepted. Thus, do not be concerned if you notice that you do not see a confirmation number for all entries you see when clicking on the ticket history within the event details.

How can I view and manage my pending actions?

There are two ways to view and manage your pending ticket management actions. You can either select "view and manage pending actions" from the Ticket Management page or select an event that you have actioned on. From there, you can manage the following pending actions if offered by the venue:

- Pending transfer offers to a friend
- Tickets posted for sale

What can I do with my tickets?

The Ticket Management page allows you to manage your tickets and is dependent on what features are allowed by the venue. To view your options, go to the Ticket Management page and select 'instructions'. This will list all available options as to what you can do with your tickets.

How can I sell tickets through My Monumental Sports Account Manager?

It's easy. With Account Manager, you can sell tickets that you can't use—quickly and securely. Step 1: Select valid tickets that you'd like to sell and hit 'Sell Your Tickets on [Resale Name]'. Step 2: Enter your listing details such as price, when to remove the listing, and applicable seat details. Step 3: Choose how you want to get paid. Step 4: Review your listing details and click 'submit listing' Note: Tickets that have sold will be electronically transferred to the new buyer, and the original tickets will be invalidated.

Why are certain tickets not available for posting?

Possible reasons include: (1) The tickets for that event or seat weren't barcoded. (2) The event is happening too soon to list tickets for sale. (3) Season tickets aren't paid in full.

Once my tickets have been posted for sale, can I change my mind?

Yes, you can change the price, pricing method, listing expiration date, etc. or remove your listing altogether any time before your tickets sell.

What happens if the event is rescheduled or canceled after the tickets were sold?

If the tickets to a rescheduled event are valid for the new date, your sale stands. In all other cases including cancellations, we'll refund the buyer and reverse your seller credit or direct deposit.

How much can I sell my individual tickets for?

Account Manager makes it easy! Just go to the event in your account and click Sell Tickets. You'll see what other sellers are asking for similar tickets to help you price competitively. Then just enter your price - and pricing method: (1) Fixed Price - Your ticket price never changes. (2) Market Price - Your ticket price goes up or down automatically according to current prices of similar tickets. (3) Declining Price - Your ticket price gradually decreases to your minimum until the event or the date you set to remove the listing. Next just choose how you want to get paid and click to list! You can also specify when you want to remove the listing and include seat details for buyers. When your tickets sell we'll cancel the barcodes and deliver new ones to the buyer's account.

How will I receive payment for my sold tickets?

Enjoy hassle-free direct deposit or get paid by check. If available, season tickets holders also get the option of seller credit.

Is there a limit to the number of tickets I can post for sale?

Nope, list whatever you can't use.

What is ticket transfer?

Transfer your tickets to friends, family, clients, or anyone else. Eligible Monumental Sports Account Manager Ticket Holders can transfer their tickets using ticket transfer. Once the recipient receives and accepts your ticket offer, the recipient can view on a mobile device (where available) or transfer to a credit card (where available). Note: Once a ticket has been transferred and accepted, your original tickets will no longer be valid.

What are the fees for transferring tickets?

When you transfer tickets, there may be per ticket charges. Any such fees will be displayed during the transfer process.

How do I transfer a ticket?

Your Monumental Sports Account Manager account allows you to transfer tickets to virtually anyone with an email address. Your recipient can view on a mobile device (where available) or transfer to a credit card (where available). How to Transfer Tickets:

- Log in to My Account Manager.
- Select "Manage My Tickets"
- Select an event
- Select 'Transfer to Friend' within the dropdown. Note: Not all events and/or seats are eligible to be transferred.
- Select seats that you wish to transfer. Note: you may select seats across multiple events and/or seat blocks to transfer at once.
- Once satisfied, click 'continue' to proceed into the transfer process.
- You may also be given the opportunity to transfer additional items associated with the event (such as parking) as part of this process.

When completed, an email invite will be sent to the recipient to accept or decline the transferred tickets. If accepted, your original ticket will no longer be valid. Note: do not destroy or discard your original tickets until the recipient has completed the acceptance process. You will receive an email confirmation when the recipient either accepts or declines the transfer invite.

What if the recipient cannot attend the event?

The recipient will have the option to accept or decline your offer when they receive the ticket transfer invitation. The recipient can decline the offer and you will receive an email notifying you they did not accept the tickets. You may also cancel the offer from the Ticket Management page any time up until the tickets are accepted by the recipient. Once the offer is accepted by the recipient, your original ticket is no longer valid.

How do I cancel my ticket transfer offer?

There are two ways to view and manage your pending ticket management actions. You can either select 'view and manage pending actions' from the Ticket Management page or select an event that you have actioned on. From there, you can manage your pending ticket transfer offers. Select a transfer offer and click 'cancel transfer' and you will be directed to the cancel process. You may be also eligible to cancel only certain group of seats within a transfer offer if you have transferred seats spanning various seat blocks and events. If you cancel a portion of seats within the initial transfer offer, the remaining seats can still be accepted by the recipient.

What if I transferred my tickets to a wrong email address?

You can cancel the offer from the Ticket Management page any time up until the tickets are accepted by the recipient. Since your original tickets are no longer valid once the recipient accepts the transfer invite, you may need to contact customer service at Guest Services with the account number and the transfer transaction number.

What if I transferred the wrong event or wrong seats?

You can cancel the offer from the Ticket Management page any time up until the tickets are accepted by the recipient. Once canceled, you will need to complete the transfer process again.

What is the deadline for transferring tickets?

The deadline is 1 minutes before event start time.

What if the event is rescheduled or canceled?

If the event is rescheduled, the recipient who accepted the transferred invite retains the tickets. If the event is canceled, the initial purchaser of the tickets will receive the refund. Note: there is no refund for any fees associated with the transfer transaction.

Why are some tickets not available for transfer?

Certain events and locations within a venue may not be available for you to transfer your tickets for various reasons which may include, but are not limited to:

- The event has passed or it is past the transfer cut off time.
- Only barcoded tickets can be transferred.
- The tickets have not been paid for.
- Tickets are not available for transferring due to certain venue or event restrictions.

How do I know the transferred tickets have been used?

Navigate to the Ticket Management page and select "ticket history" when viewing the event and seat details. This information is only displayed when the event has passed: Note: this feature may not be available for all venues.

How do I accept a ticket transfer?

When a ticket transfer invite is sent to you, there are 2 ways to accept the invite:

- Via ticket transfer email sent by the ticket sender
- Logging into My Monumental Sports Account Manager. If you currently do not have an account, you will need to create one.

When logged into Monumental Sports Account Manager, click on the alert module on top to accept the ticket transfer.

What is Transfer to Card?

A ticket transferred to a card is a new option that places your tickets on a credit card or fan card. You get through the gate with something you're carrying around already with you every day. Convert to digital by loading tickets onto your credit card or fan card. Try digital today by using it as a method of delivery. Upon scanning, you'll receive a printout with your specific seat location on it.

Can I transfer some of my tickets or does it have to be all of them?

You may transfer all or some of your purchased tickets to the credit card(s), driver's license(s), or fan card(s) that you have enabled to serve as paperless tickets. If you choose to do this, the selected card or license must be scanned at the gate to gain access to the venue. Please note: you must transfer purchased tickets to your selected card or license; it does NOT happen automatically. You will be required to have your paper tickets unless you actively transfer the tickets to your card or license.

Can I transfer tickets to another person's card?

Yes, you can send a ticket directly to a friend's, family members, or client's Account Manager membership card. Once the ticket has been sent the rest is simple, all the recipient has to do is present their card at the Account Manager venue entrance to gain access. The recipient will also receive an email notification, which will detail the name, venue, date, time and seat location of the event. (Note: Once a ticket has been forwarded, the original season ticket will no longer be valid.)

How do I Transfer a tickets to a card?

Your Monumental Sports Account Manager account allows you to transfer tickets to a card that will be used to gain entry to the event.

How to Transfer Tickets to a card:

- Log in to My Account Manager.
- Select 'Manage My Tickets'
- Select an event
- Select 'Transfer to Card' within the dropdown. Note: Not all events and/or seats are eligible to be transferred.
- Select seats that you wish to transfer. Note: you may select seats across multiple events and/or seat blocks to transfer at once.
- Once satisfied, click 'continue' to proceed into the transfer process.
- You may also be given the opportunity to transfer additional items associated with the event (such as parking) as part of this process.

Note: your original tickets are no longer valid and you or the person who you have assigned the tickets to be placed on their card will need to bring to the event in order to gain entry.

What if the recipient cannot attend the event?

If you transferred tickets to another person's card and they cannot attend the event, your original tickets are no longer valid. You will either need to view your tickets on a mobile device or transfer the tickets to another card.

What if I transferred my tickets to the wrong membership card?

Any tickets placed on a card can be re-managed. If you have placed a ticket on a wrong card, simply re-transfer the tickets. The tickets previously placed on the prior card will no longer be valid.

What if I transferred the wrong event or wrong seats?

Any tickets placed on a card can be re-managed. If you have transferred tickets for the wrong event and/or seats onto a card, you may simply keep it on that card.

What is the deadline for transferred tickets?

Tickets must be transferred at least 10 minutes prior to the start of the event.

What if the event is rescheduled or canceled?

If the event is rescheduled, the party to whom the ticket was transferred retains the ticket. If the event is canceled, the initial purchaser of the tickets will receive the refund. Note: there is no refund for any fees associated with the transfer transaction.

Why are some tickets not available for transfer?

Certain events and locations within a venue may not be available for you to transfer your tickets for various reasons which may include, but are not limited to:

- The event has passed or it is past the transfer cut off time.
- Only barcoded tickets can be transferred.
- The tickets have not been paid for.
- Tickets are not available for transferring due to certain venue or event restrictions.

How do I know the transferred tickets have been used?

Navigate to the Ticket Management page and select "ticket history" when viewing the event and seat details. This information is only displayed when the event has passed: Note: this feature may not be available for all venues.

How do I donate my tickets to charity?

Your Monumental Sports Account Manager account allows you to donate tickets to charity. When donated, the Monumental Sports Account Manager charity of choice will automatically receive your ticket and will be placed into their account.

How to Donate Tickets:

- Log in to My Account Manager.
- Select 'Manage My Tickets'
- Select an event eligible to donate to charity.
- Look for the 'heart' icon within the calendar. This indicates that the event is eligible for donating tickets.
- Select 'donate to charity' within the dropdown. Note: Not all events and/or seats are eligible to be donated.
- Select seats that you wish to donate.
- Once satisfied, click 'continue' to proceed into the donation process.
- You may also be given the opportunity to donate additional items associated with the event (such as parking) as part of this process.

The delivery information for the Monumental Sports Account Manager charity of choice will automatically be filled in. Once the ticket has been forwarded to charity of choice, your original ticket will no longer be valid.

What is the designated charity for Monumental Sports Account Manager?

The designated charity may vary depending on the event. Select an event eligible to be donated to charity to view your charity options.

How do I know the donated tickets have been used?

Navigate to the Ticket Management page and select "ticket history" when viewing the event and seat details. This information is only displayed when the event has passed: Note: this feature may not be available for all venues.

How can I renew my Invoice online?

If you have an invoice available for renewal, simply log in, and from the homepage, you will see a snapshot of your invoices. Click on 'new invoices' and select your invoice for renewal. Proceed into the renewal process

How can I make a payment for an outstanding invoice?

If you are eligible to make a payment online, simply log in, and from the homepage, you will see a snapshot of your invoices. Select an invoice to make a payment and proceed into the payment process.

If you need additional information, please contact Guest Services for the Capitals, Wizards, or Mystics below:

Washington Capitals

(202) 266-2350

guestservices@washcaps.com

Washington Wizards

(202) 661-5100

guestservices@washwizards.com

Washington Mystics

1-877-DCHOOP1

guestservices@washmystics.com

Executive Suites

(202) 661-5080

suitesservices@monumentalsports.com