

Surprise Stadium General Ticket Refund Policy

All sales are final. No returns, refunds or exchanges. All service charges and handling fees are also non-refundable.

2024 College Baseball Classic Ticket Assurance

As we prepare for the 2024 season, we are dedicated to protecting the health and safety of our fans with enhanced precautions and procedures, while continuing to provide the great ballpark experience to which you are accustomed.

If, due to the COVID-19 pandemic, a game for which you purchased tickets is cancelled, rescheduled, postponed or has restricted capacity that prohibits the specific seats you purchased from being used, the ticket value of the impacted game(s) will be refunded in the same manner by which the ticket(s) were purchased. Except as expressly stated herein, all sales are final and there are no refunds.

Refund excludes service charges and handling fees.

Please review the Terms and Conditions that apply to your ticket(s), which have been updated to include policies and protocols to protect the health and safety of our fans in light of COVID-19.

Surprise Stadium Rain Out Policy:

There are no refunds or exchanges unless an official game is not played. In the event that 5 innings of one game are not played, except when the home team is in the lead at the end of 4 ½ innings, the following policy will apply:

Exchanges due to an official game cancellation:

All paid tickets purchased through an authorized Surprise Stadium outlet, may be exchanged at the box office only for any future 2024 College Baseball Classic event at Surprise Stadium for the same home team. Exchanges are subject to seat availability on a game by game basis. Complimentary tickets may not be exchanged under any circumstances.

i. Ticket Packages

If a game for which you purchased tickets is cancelled, rescheduled, postponed or has restricted capacity that prohibits the specific seats you purchased from being used, the ticket value of the impacted game(s) will be refunded in the same manner by which the ticket(s) were purchased. Except as expressly stated herein, all sales are final and there are no refunds. Refund excludes service fees and non-refundable deposit.

ii. Individual Ticket Purchasers

If a game for which you purchased tickets is cancelled, rescheduled, postponed or has restricted capacity that prohibits the specific seats you purchased from being used, the ticket value of the impacted game(s) will be refunded in the same manner by which the ticket(s) were purchased. Except as expressly stated herein, all sales are final and there are no refunds. Refund excludes service fees and non-refundable deposit.

iii. Group Tickets & Hospitality

Paid group tickets are subject to the same exchange and return policies as described above, subject to availability.

iv. **StubHub/Secondary Market Ticket Purchases**

For tickets purchased via StubHub or another reseller, please refer to the 'Help' section of the site from which you purchased your tickets for details pertaining to postponed, rescheduled or cancelled events. Surprise Stadium is not responsible for and will not provide any refunds or exchanges of any ticket purchased via StubHub or any other secondary market reseller. Any questions regarding tickets purchased via StubHub for a postponed, rescheduled or cancelled event should be directed to StubHub Customer Service at customerservice@stubhub.com.