BLUE JACKETS
SEASON PASS

A GUIDE TO USE YOUR SEASON TICKET CARD
Your Blue Jackets Season Pass

Blue Jackets Season Pass is an easy to use digital ticket system for Blue Jackets full season and partial plan holders at Nationwide Arena.

Similar to printing or downloading an airline boarding pass/ticket from any computer, using the most up-to-date technology, this quick, secure and simple digital system will allow you the ultimate convenience and flexibility in using your seats. As a season ticket holder, your Blue Jackets Season Pass offers you the convenience of always having your tickets right by your side with no need for physical tickets to carry around and look after.

Your Blue Jackets Season Pass comes pre-loaded with all your season tickets. If you are a full season ticket holder or you have a partial season ticket plan in which you receive the same seat location(s) each game, you will be provided one (1) Season Pass per seat. If you have purchased a Flex Plan or Flex Pack you will receive one (1) Season Pass pre-loaded with all of your tickets for the season, regardless of how many seats you have per game. Once your card is scanned at any Nationwide Arena entrance, you will be allowed entry.

Your Blue Jackets Season Pass will allow you to:
• Utilize your Season Pass for entry to the home games in your specific ticket package
• Print tickets from any computer at absolutely no cost
• Securely and electronically transfer tickets via e-mail or mobile device
• Sell tickets via NHL Ticket Exchange, the only authenticated, team-guaranteed on-line secondary marketplace
ENTERING NATIONWIDE ARENA

You can use your Blue Jackets Season Pass to enter Nationwide Arena. It is simple and easy to use.

**Step 1**
When you arrive at the game, go directly to any entry point at Nationwide Arena that your tickets are eligible to access.

**Step 2**
Present your Blue Jackets Season Pass to the Nationwide Arena Guest Services attendant working at that gate. The attendant will scan or swipe your Season Pass to validate your account and if you have a Flex Plan or Flex Pack, present you with a seat locator slip for each seat stored on your Season Pass for that specific game date.

**Step 3**
Present your Blue Jackets Season Pass to the Guest Services attendant at your section to access your seats. If you are a Flex Plan or Flex Pack customer your exact seat location may be different from game to game. Therefore, be sure to present the seat locator slip(s) you are given at the gate to the attendant at your section to access your seats.

**Step 4**
Cheer the Blue Jackets to victory!
FREQUENTLY ASKED QUESTIONS

1. **HOW DO I USE IT?**

   Use your Blue Jackets Season Pass just like you would a normal paper ticket. Present your Season Pass to the attendant when you arrive at Nationwide Arena and you will be swiped or scanned into the building as you have been accustomed to do with a paper ticket.

2. **WHAT IF I WANT TO GIVE TICKETS TO FRIENDS AND FAMILY?**

   Your Blue Jackets Season Pass functions just like a normal paper ticket. The only difference is that it is valid for all of the Blue Jackets Pre-Season and Regular Season home games in your specific ticket package. If you would like to forward your tickets to someone else you can do so by logging on to your My Blue Jackets Account ticket management page at MyBlueJacketsAccount.com. The recipient will be able to print the electronic ticket at home or forward to a mobile device. See page 8 for instructions on how to forward and print your tickets.

3. **I USE MY TICKETS FOR CLIENTS AND EMPLOYEE INCENTIVES. HOW WILL I GIVE THEM MY TICKETS?**

   Simply log on to your online account through MyBlueJacketsAccount.com and select the convenient ticket forwarding option. This is a secure way to deliver your tickets by emailing them to your client or employee without anyone leaving the office. See page 9 of this booklet for complete instructions on how to forward tickets using My Blue Jackets Account.

4. **I SPLIT TICKETS WITH MY PARTNERS. HOW DOES IT WORK IF I ONLY HAVE ONE CARD?**

   If you are a full season ticket holder or you have a partial season ticket plan in which you receive the same seat location(s) each game, you will be provided one (1) Season Pass per seat. If you have purchased a Flex Plan or Flex Pack you will receive one (1) Season Pass pre-loaded with all of your tickets for the season. It is the responsibility of the primary account holder to determine how the card(s) and/or ticket(s) are distributed among your group. Through My Blue Jackets Account you will be able to transfer your tickets to your share partner(s) for free. Once your share partner(s) accept(s) the tickets, they will be able to print the ticket(s) you forward to them. Or, if you prefer, you can print the tickets for the games assigned to your share partner(s) from the My Blue Jackets Account management tool by forwarding the appropriate tickets to your personal email address, printing them and then delivering them directly to your share partner(s).
FREQUENTLY ASKED QUESTIONS

5. I SPLIT TICKETS WITH MY PARTNERS. CAN I REQUEST ADDITIONAL SEASON PASS CARDS FOR THEM?
   Yes, you may request additional Blue Jackets Season Passes for your Share Partners by providing us contact information for those accounts. Please keep in mind that if you elect to provide additional cards to your Share Partners, all of the games you purchased will be loaded on to all of the cards distributed. Therefore, it is critical that you clearly communicate with your partner who is using the tickets to each game.

6. WHAT IF I WANT TO SELL MY TICKETS FOR A PARTICULAR GAME?
   You can list your ticket(s) for sale through the NHL Ticket Exchange website. Simply log on to your account through MyBlueJacketsAccount.com and list your tickets for sale. See page 10 of this booklet for complete instructions on how to sell your tickets using NHL Ticket Exchange. Also, please feel free to contact your personal Blue Jackets Representative at any time should you have any questions.

7. CAN I FORWARD ALL OF MY TICKETS IF MY ACCOUNT IS NOT PAID IN FULL?
   Yes. Your entire ticket package is available online at My Blue Jackets Account.

8. IF I HAVE A QUESTION OR ISSUE ON A GAME DAY, WHO SHOULD I CALL?
   You may call your personal Blue Jackets Representative or the general Ticket Sales & Service line at 614-246-3350. You may also go to the Big Lots Box Office at Nationwide Arena Box Office near the McConnell Street entrance when you arrive for the game and a member of the Blue Jackets staff will be happy to assist you.

9. IS THERE A WAY TO FORWARD MORE THAN ONE GAME AT A TIME?
   Yes. Due to enhancements on your My Blue Jackets Account you now have the ability to select multiple games to forward or print. After you have made your game and seat selection, the seats you want to forward or print will be placed in your action cart. You can then go back to manage another game and place those into the cart. After you have made all of your game selections you can continue to the cart and select the appropriate actions from there across all games and seats.

10. MY GUESTS AND I WILL BE ARRIVING AT NATIONWIDE ARENA SEPARATELY. CAN I FORWARD OR PRINT ONLY SOME OF MY TICKETS FOR A PARTICULAR GAME AND LEAVE THE REST ON MY BLUE JACKETS SEASON PASS?
    Yes. Simply check the box next to the seat(s) that you would like to forward or print and continue through the process on My Blue Jackets Account. All unchecked seats will remain on the Season Pass for the game you are managing.
FREQUENTLY ASKED QUESTIONS

11. WHAT IF I FORGET MY BLUE JACKETS SEASON PASS?

You have two (2) options:

1. Access your My Blue Jackets Account from any computer via MyBlueJacketsAccount.com and print your tickets for that night’s game. It’s FREE!

2. Go to the Big Lots Box Office at Nationwide Arena located near the McConnell Street Entrance and speak with a Blue Jackets representative. You will need to provide a drivers license or other form of photo identification and verify security information. All full season ticket holders will receive two (2) complimentary ticket reprints and all partial plan holders will receive one (1) complimentary ticket reprint. Each additional request will require a $10 fee per order.

12. IN PREVIOUS SEASONS, YOU HAVE PROVIDED ME WITH THE OPPORTUNITY TO EXCHANGE TICKETS FOR FUTURE GAMES THAT I CANNOT ATTEND FOR TICKETS OF EQUAL VALUE FOR DESIGNATED DATES UP TO A CERTAIN NUMBER OF TIMES PER SEASON BASED ON THE TICKET PACKAGE I PURCHASED (I.E. FULL SEASON TICKETS, HALF SEASON PLAN, ETC.). WILL THAT PROGRAM BE AVAILABLE THIS YEAR AND IF SO, HOW DO WE TURN IN UNUSED TICKETS FOR FUTURE GAMES?

Yes, we will be offering this program again this season. If you are unable to attend a game, be sure to contact your personal Blue Jackets Representative no later than 48 hours prior to the game you are exchanging out of to arrange for tickets for one of the upcoming designated exchange dates. As a reminder, full season ticket holders may exchange any tickets for future designated games up to six (6) times a season. Half Season plan holders may do so three (3) times per season and Quarter Season plan holders may exchange tickets for future games two (2) times per season.

13. I HAVE A FLEX PLAN AND I USE THE PAPER TICKETS AS A REMINDER AS TO WHICH GAMES I SELECTED FOR MY PLAN. WHAT WILL I USE NOW TO REMIND MYSELF WHAT GAMES I SELECTED?

We would suggest that you use the checklist on page 11 of this booklet and check the games you have selected this season. In addition, you may go to MyBlueJacketsAccount.com at anytime, access your account and you can see exactly what games are in your account.

14. WHAT HAPPENS IF MY CARD IS LOST OR STOLEN?

If your Blue Jackets Season Pass is lost or stolen please contact your personal Blue Jackets Representative immediately. The bar code and magnetic strip on the back of your card(s) will be disabled and no longer able to be scanned at the entrances to Nationwide Arena. We will provide you with the appropriate number of replacement cards. There will be a $20 fee for any Season Pass that needs to be replaced.
In addition to your personal Blue Jackets Representative who can help answer questions and handle requests, you have 24-hour access to your tickets and the tools you will need to use them most effectively through MyBlueJacketsAccount.com. Simply log on using your pre-assigned password. If you don’t know your password, contact your Blue Jackets Representative. With the My Blue Jackets Account online management system you can do a number of things including:

- Print your tickets from home or the office
- Forward your tickets to other people via email or mobile device
- Donate your unused tickets to the Blue Jackets Foundation
- Sell your tickets in a safe and secure online environment on NHL Ticket Exchange
- Make your season ticket payments
- Buy additional tickets
- View upcoming games in your plan
- Update your contact information
How Do I Print My Tickets?

**Step 1**
Go to “MyBlueJacketsAccount.com”.

**Step 2**
Log into your My Blue Jackets Account with your account ID or e-mail address and password.

**Step 3**
Select “Manage My Tickets”.

**Step 4**
Select the appropriate game.

**Step 5**
Select “Print Tickets” from the action drop down menu.

**Step 6**
Check the box next to the seats you want to print and click “Done”.

**Step 7**
The seats will then be placed in your action cart.

**Step 8**
Once you are finished selecting the games you would like to print, click “Continue” in the upper right hand corner.

**Step 9**
On the next screen, confirm the printing action by clicking on “Continue to Print”.

**Step 10**
Read and “OK” the ticket disclaimer by checking the box.

**Step 11**
Select “Submit” once the button is activated.

**Step 12**
Click “Print” to download a pdf version of your tickets to print on your home computer.
MY BLUE JACKETS ACCOUNT

How Do I Forward My Tickets?

**STEP 1**
Go to “MyBlueJacketsAccount.com”.

**STEP 2**
Log into your My Blue Jackets Account with your account ID or e-mail address and password.

**STEP 3**
Select “Manage My Tickets”.

**STEP 4**
Select the appropriate game.

**STEP 5**
Select “Transfer Tickets to Friends” from the action drop down menu.

**STEP 6**
Check the box next to the seats you want to print and click “Done”.

**STEP 7**
The seats will then be placed in your action cart.

**STEP 8**
Once you are finished selecting the games you would like to print, click “Continue” in the upper right hand corner.

**STEP 9**
On the next screen, confirm the printing action by clicking on “Continue to Transfer”.

**STEP 10**
Enter the recipient’s name and email address under “Enter New Contact” and click add when finished.

**STEP 11**
Select your friend’s newly saved information by selecting the button next to their name. You may also enter an optional message to go along with the tickets.

**STEP 12**
After you have completed those selections, click on “Next Step” in the lower right hand corner.

**STEP 13**
Read and “OK” the terms of use disclaimer by checking the box.

**STEP 14**
Select “Complete Transfer”.

**STEP 15**
You will be sent a confirmation email verifying your action.
MY BLUE JACKETS ACCOUNT

How Do I Sell Tickets For Specific Games on NHL Ticket Exchange?

**STEP 1**
Go to “MyBlueJacketsAccount.com”.

**STEP 2**
Log into your My Blue Jackets Account with your account ID or e-mail address and password.

**STEP 3**
Select “Manage My Tickets”.

**STEP 4**
Select the appropriate game.

**STEP 5**
Select “Sell Tickets on NHL Ticket Exchange” from the action drop down menu.

**STEP 6**
Check the box next to the seats you want to print and click “Done”.

**STEP 7**
The seats will then be placed in your action cart.

**STEP 8**
Once you are finished selecting the games you would like to print, click “Continue to Post For Sale” in the upper right hand corner.

**STEP 9**
You will then be directed to the NHL Ticket Exchange website.

**STEP 10**
Enter the price and expiration date you desire for your post.

**STEP 11**
Click “Continue”.

**STEP 12**
Enter your billing information, choose direct deposit for cash payment or seller credit for your season ticket account and click “Continue”.

**STEP 13**
Verify that your information is correct and click “List My Tickets”.

## PARTIAL SEASON PLAN CHECKLIST

As a way to remind yourself of the specific home games in your ticket plan, we encourage you to take a moment and check the games you have tickets for this season.

<table>
<thead>
<tr>
<th>Date</th>
<th>Opponent</th>
<th>Time</th>
<th>Date</th>
<th>Opponent</th>
<th>Time</th>
</tr>
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<td>Carolina</td>
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<tr>
<td>17</td>
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<td>13</td>
<td>Tampa Bay</td>
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<tr>
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<td>17</td>
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<tr>
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<td>11</td>
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<td>N.Y. Rangers</td>
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<tr>
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<td>Chicago</td>
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<tr>
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All times eastern and subject to change.

* Pre-Season Games
THANK YOU FOR YOUR SUPPORT!