



TICKET POLICIES

Notice

Tickets NOT obtained through a member of the Allen Americans Ticket Staff, Allen Americans Box Office (“Box Office”), or Ticketmaster are purchased at your own risk and might be tickets that have been lost, stolen, or have been illegally resold. In such cases, those tickets will not be honored. Anyone presenting a stolen or counterfeit ticket is subject to ejection from Allen Event Center and potential arrest for possession of stolen property.

All tickets are digital only and are managed through the Americans Account Manager - <https://am.ticketmaster.com/americans>. In very rare cases, printed ticket exceptions can be made. For information on printed tickets or Will Call exceptions, please call 972-912-1000.

Box Office

The box office is located on the southeast entrance of the Credit Union of Texas Event Center. The only active hours for the box office are on game days, typically 3 hours prior to the game through the first period. Contact 972-912-1000 for details.

Guidelines

The fan assumes all risk and danger involved in attending the game of hockey, whether occurring prior to, during or subsequent to the actual playing of the game, including, but not limited to, the danger of being injured by pucks or other in-game equipment that may leave the playing surface. The fan agrees that ECHL, the Allen Americans, other participating teams, and each of their agents, employees, and players are not liable for such injuries, and the fan hereby waives all such claims.

Reselling Tickets

Tickets may not be resold directly on the grounds of the Event Center. Any person caught selling tickets in violation of this may have their tickets and/or ability to purchase future tickets to games revoked.

Arena Policy

The Event Center is a tobacco-free facility. The use of tobacco is prohibited in the Event Center at all times. Items which patrons are forbidden from bringing into the Event Center include outside food and drinks, including alcohol, bottles, or cans. In addition, the following items are not permitted in the Event Center; coolers or other similar products, air horns or other noisemakers, laser pens or laser products, and weapons or weapon-like objects of any kind. Media passes are necessary for professional photography and video recording. Passes for those with valid credentials must be obtained prior to game day by contacting the Allen Americans Media Relations Staff.

Guest Behavior

The Allen Americans and the Credit Union of Texas Event Center are committed to providing high-quality entertainment in a safe environment. Rowdy or inconsiderate behavior, sitting or standing in the aisles and profane or abusive language are examples of offenses that can result in the loss of ticket privileges without refund. Fans are encouraged to report inappropriate behavior to Americans staff. In addition, the following actions will result in an automatic expulsion from the Event Center:

- Smoking, vaping, or tobacco usage anywhere within the Event Center
- Fighting and hostile behavior including the use of threatening gestures and profane language
- Throwing objects on the playing surface
- Non-compliance with requests from Event Center security, and/or Allen Americans staff
- Engaging in unauthorized commercial activity anywhere near the Event Center

Traffic During Game Play

Always wait for the whistle before walking up or down the aisles. Once there is a stoppage in play, the game attendant/usher will allow you to return to your seat.

Renewal

A major benefit of being an Allen Americans Season Ticket Member is the renewal and the benefits that come with it. This allows fans to protect their price and secure their seats. For more information on the Renewal, please contact 972-912-1000.

Playoff Tickets

Full-Season Plan and Half-Season plan holders agree to purchase playoff games on a "pay as we play" basis. Flex vouchers are not valid for playoff games, and will expire at the conclusion of the regular season. To purchase tickets for Americans playoff games, please contact 972-912-1000.

Redemption

Full-Season and Half-Season members have the right to exchange games they can't make for future games of the same value, only if they do it ahead of the game they can't make. Once a game has passed, if a ticket was not used it is no longer valid or exchangeable for future games.

Refunds

All Ticket sales are final, non-refundable. Any deposit or partial payment made towards the purchase of a Ticket Plan may be forfeited and all associated privileges lost if payment in full is not received by the payment deadline.

Schedule Changes

Dates, times, and opponents of all games are subject to change. When schedule changes occur, the Allen Americans will make every effort to notify fans of these changes. However, it is the responsibility of the fan to follow closely and stay alert for changes. It is recommended that all fans follow the Americans on all social media channels and check the website often.