



2010-11 Policies & Procedures

Please carefully review this important information to ensure you are prepared for this incredible season of Miami HEAT basketball.

1. **Tickets** - As a Season Ticket Holder, your tickets will be only available via your online account at MyHeatSeasonTickets.com. You will not receive printed tickets or printed parking passes (with the exception of Bayside parking passes) for the 2010-11 pre season, regular season or playoffs. Through your online account, you will be able to print your tickets, e-mail them, or post them for resale through the HEAT ticketExchange. You are responsible for the management of your own tickets and/or misuse of your tickets. Any violations of your ticket usage could result in the termination of your account by the Miami Heat without prior notification. In addition, you are also liable for all costs associated with the management and payment of your season ticket account including fees incurred due to delinquent payments. You are responsible for the cost of all 43 home games and any playoffs games regardless of your use or attendance at the playoff games (unless you have notified us in writing prior to April 1, 2011 of your desire to decline your seats for the 2011 playoffs).

2. **Printing Tickets**- If you print or photocopy more than one set of your tickets, only the tickets printed most recently are valid for entry into the AmericanAirlines Arena and will be granted admission to the game. All other copies of those tickets will be denied entry and you will be subject to discipline and possible termination of your account for fraudulent use of your tickets. Please keep your tickets in a safe place, as they will not be replaced.

3. **Forwarding Tickets** - You may forward your tickets to family, friends, clients, etc to use for any home game. Your guest will receive an email alerting them that you have offered them tickets to the selected game. Your guest will be provided a link to log onto in order to collect the tickets for the selected game. This will require them to create an account to receive the tickets. After the account is created, any future tickets you forward them will only require them to enter their account number and their password. When you forward your tickets to a game, the original ticket that you printed will no longer be valid. If you or someone else tries to gain admittance to the game with the original ticket, they will be denied entry and you will be subject to discipline and possible termination of your account for fraudulent use of your tickets.

4. **Selling Tickets** - You may post your tickets for resale through the safe and secure ticketExchange site on HEAT.com. If your tickets are purchased on ticketExchange, you will receive an email notification of the sale and the credit that will be posted to your account. When you sell your tickets to a game, the original ticket that you printed will no longer be valid. If you or someone else tries to gain admittance to the game with that ticket, they will be denied entry. You will receive 85% of the posted value as a credit to your account that can be used towards your 2011-12 season ticket renewal or 2011 playoff tickets. If you elect not to renew your tickets and do not purchase playoff tickets, your ticketExchange credit will be forfeited and cannot be used for any future HEAT tickets. If you renew your season tickets, and your ticketExchange credit exceeds the combined total of your 2011-12 season tickets plus your 2011 playoff tickets, you are eligible for a refund of the amount that exceeds that total of your renewal plus your playoff tickets. This refund will not be issued until after July 1, 2011, and if you wish to receive the refund, you must notify the Miami HEAT in writing prior to October 1, 2011.

5. **2011 Playoff Tickets** - The only way to secure your seats for the playoffs at the discounted Season Ticket Holder price is to renew your account by the published renewal deadline. If you do not want to renew your seats, you must notify the Miami Heat in writing prior to the renewal deadline that you would like to purchase your seats for the playoffs. You will be charged the market individual game price for all 16 potential home playoff games if you do not renew.

6. **Collections** - If your Season Ticket Holder account falls behind in payment (this includes a balance from playoffs, last season, monthly payment, handling fee, parking, etc), your account will be deactivated (all online privileges will be shut off and your tickets will be invalid for any future games even if you have printed or forwarded them, so you or your guests will be denied entry into games) and your account may also be cancelled.

7. **Ticket Misuse** - If your tickets are misused per team policy, your account may be subject to cancellation at the sole discretion of the Miami Heat. Any violation will result in account deactivation and/or cancellation. Below are examples of violation of team policies:

1. You print your tickets for a game as well as resell your tickets for the same game (via ticketexchange, any third party system, on the street, cash transaction, etc).
2. You print your tickets for a game as well as forward your tickets for the same game
3. You print your tickets for a game multiple times and multiple people attempt to enter
4. You print your tickets for a game, forward your tickets for the same game and sell your tickets for the same game.
5. You distribute tickets for games following deactivation of your account

8. **Ticket Reprint Policy** – If your game tickets need to be reprinted at the AmericanAirlines Arena ticket office, you will be charged a reprint fee of \$25 per ticket. Tickets will only be reprinted for the account holder of record. The account holder of record must present valid, government issued photo identification to obtain the reprinted tickets.

***ALL INFORMATION HEREIN IS SUBJECT TO CHANGE. FOR MORE INFORMATION, VIST
MYHEATSEASONTICKETS.COM OR CONTACT THE SEASON TICKET SERVICES DEPARTMENT
AT 786-777-1400 OR SEASONTICKETSERVICES@HEAT.COM***