



2019-2020 More Rewards Canucks Ticket Sales FAQs

When can I order Vancouver Canucks Hockey Tickets?

Tickets can be ordered **online only** at www.morerewards.ca any time after 9:00 am PST, Tuesday, September 3rd, 2019.

How do I order Vancouver Canucks Hockey Tickets?

Tickets can be ordered **online only** at www.morerewards.ca

- From the main page
 - Log into your account using your email and password
 - Hover your mouse over 'Redeem' found in the top blue bar
 - Select 'Rewards Catalogue' from the data presented.
 - Under the Categories section on the left, select 'Tickets – Hockey'.
 - All available games will be displayed (sorted chronologically)
 - Select the game you wish to redeem for, then follow the prompts to complete your order
- Shortly after completing your order, you will receive a confirmation email indicating that your order was processed.
- Electronic PDF tickets will be emailed to the e-mail address you provide during the ordering process. This email will be sent within 5 business days. Although you select a store for delivery during the ordering process, **physical tickets will not be delivered to the store.**
- For concerns with your tickets, please contact ticket.info@canucks.com (or call 604 899 4625 – select option 2).

Note:

- Tickets are available **online only** (not at store locations)
- **No returns, refunds or exchanges** on Canucks Tickets.
- Orders must be Redeemed/Prepaid at time of ordering
- If a game does not appear on the website, it is sold out.

How do I receive the tickets?

Previous to the 2018-2019 season, the ticket will not be sent as a PDF, but rather as a link to an online log in. This link will be sent within 5 business days. Although you select a store for delivery during the ordering process, physical tickets will not be delivered to the store. The email will outline the exact steps on how to access and acquire their tickets through their mobile device.

How long will it take to receive the tickets?

Electronic PDF tickets will be emailed to the e-mail address you provide during the ordering process. This will be sent up to 5 business days from the time your order is confirmed.

Is there a limit of how many tickets I can redeem for?

There is no limit on how many tickets you can order per More Rewards card, however, More Rewards reserves the right to limit tickets quantities to any person(s).

Please note: orders for more than 4 tickets for a single game cannot be guaranteed to be sat together.

How long will tickets be available to order?

Tickets for each game are available while quantities last. We recommend to buy now so you don't miss out.

Where are the seats located in the venue?

Seats are located in the Lower Bowl* area of Rogers Arena.

*IMPORTANT NOTE –Upper Bowl Marquee game **may** be available at a reduced redemption offer. This will be clearly specified when you make your order selection on the website. Please ensure you read the item description prior to placing your order.

Can I choose my seats?

You cannot select seats, but all tickets ordered (up to a maximum of 4) will be together.

What if I don't receive my tickets after 5 business days?

For concerns with your tickets, please contact ticket.info@canucks.com (or call 604 899 4625 – select option 2)
