

VANCOUVER CANUCKS FAQ's

2021 – 2022 SEASON

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Vancouver Canucks FAQ's – 2021.22

Q: When can I order Vancouver Canucks tickets?

A: Tickets will be available for order as of November 5th, 2021.

Q: How long do I have to order tickets for each game?

A: All games will be available on www.morerewards.ca as of November 5th, 2021. You will have until 6:00am, 96 business hours prior to the chosen game day to purchase tickets, or while supplies last.

Q: How do I order tickets?

A: Ticket can only be ordered online by visiting www.morerewards.ca.

- After logging into your More Rewards account, select 'Catalogue' located under the 'Redeem' tab.
- Select the category 'Tickets – Hockey' from the left-hand menu.
- Choose which game you want to redeem for and then follow the prompts to complete your order. Once complete, the you will receive a confirmation email from More Rewards.

Q: How will I receive their tickets?

A: Ticket fulfillment is done by the Vancouver Canucks. A link to your digital tickets will be delivered to the email provided at the time of checkout, within 7 business days. You will be prompted to choose a store for delivery/pick-up during checkout, however, no physical tickets will be sent to the store

Q: How long will it take for me to receive my tickets?

A: You will be sent a link with your tickets to the email address provided during checkout within 7 business days of purchase. Customers who purchase tickets within 7 business days and before the 96-hour cut-off before game day, will take priority over all other games.

Q: What should I do if I do not receive my tickets within 7 business days before game day?

A: Please contact Vancouver Canucks Customer Service for ticket concerns or inquires at membership.info@canucks.com or (604) 899-4625 (option 2)

Q: Is there a limit on how many tickets I can purchase?

A: You will only be able to redeem for 8 tickets, per transaction, per game

Q: Can I choose my own seats?

A: Seats are assigned by the Vancouver Canucks and in the lower bowl of Rogers Arena. Customers who purchase up to 4 tickets will be sat together; any more than 4 are not guaranteed to sit together.

Q: Can I return my Vancouver Canucks tickets?

A: Vancouver Canucks tickets are non-refundable and cannot be exchanged.

Q: What does it mean if I cannot see the game I want listed on the website?

A: If a game does not appear on the website, then it has sold out or it is past the 96-hour cut-off prior to game day.



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Q: Can I print my tickets?

A: The Vancouver Canucks tickets redeemed on www.morerewards.ca are digital only and cannot be printed.

Q: What if I do not have a mobile phone?

If you do not have access to a mobile phone, please can contact Vancouver Canucks Customer Service at membership.info@canucks.com or (604) 899-4625 (option 2) for assistance.

Q: Do I need to create an account to access my mobile tickets?

A: A Ticketmaster account will be created for you by the Vancouver Canucks after your first order. All you need to do is, follow the link in the ticketing email to access your tickets and at the login page, perform a password reset, using the same email used during checkout.

Q: What if I already have a Ticketmaster account?

A: If you already have a Ticketmaster account, and if the email on your account matches the email used to order the tickets, you will be able to login to your existing account and access your tickets.

Q: What should I do if I login to my account and do not see my tickets?

A: Please contact Vancouver Canucks Customer Service for ticket concerns or inquires at membership.info@canucks.com or (604) 899-4625 (option 2)

Q: Can I add my Vancouver Canucks tickets to my mobile wallet?

A: Yes, you will have the option to download your tickets to your Apple or Google Wallet. Once you have logged you're your account and selected your tickets the option to 'Add to Apple/Google wallet' will appear.

Q: What is Rogers Arena's COVID-19 policy?

A: Proof of vaccination, along with photo ID is required to enter Rogers Arena. As well, masks are required at all times, except when actively eating or drinking and only cashless payments are accepted.

