

2015 BRIDGESTONE NHL WINTER CLASSIC® SEASON-TICKET/PARTIAL PLAN MEMBER FREQUENTLY ASKED QUESTIONS



How many tickets can I purchase?

Current Full Season-Ticket Members and Partial Plan Members have access to purchase the same number of 2015 Bridgestone NHL Winter Classic® tickets as 2014-15 full season or partial plan seats they have on their account.

How was I assigned my tickets?

You were assigned seat locations by the Washington Capitals® based upon your season ticket or partial plan price category and seniority. Please refer to the enclosed 2015 Bridgestone NHL Winter Classic seating chart to see your location.

What is the best sightline for the 2015 Bridgestone NHL Winter Classic?

Please note that the scaling of the venue is not typical of an indoor hockey game. Due to sight lines, the higher priced seats will be in the highest levels of the building and similarly, the lower priced seats will be those closest to the field.

Can I choose my seat or choose to sit with my friends who are also Full Season-Ticket or Partial Plan Members?

We will unfortunately be unable to accept requests to seat Full Season-Ticket Members or Partial Plan Members near other members as this is not possible due to the limited allocation of tickets.

What should I do if I currently have accessible seating for my Capitals tickets at Verizon Center?

Please contact Capitals Guest Services at 202.266.2350 prior to Friday, October 17, 2014 if you will also require accessible seating at Nationals Park for the 2015 Bridgestone NHL Winter Classic.

How do I pay for my 2015 Bridgestone NHL Winter Classic tickets?

Tickets can be paid for with credit card or check ONLY. Payments can be made online through Monumental Sports Account Manager or by returning your invoice to us by Friday, October 17, 2014.

Washington Capitals
Attn: NHL Winter Classic Tickets
627 N. Glebe Rd, Suite 850
Arlington, VA 22203

Can I include my 2015 Bridgestone NHL Winter Classic tickets on my Power Pay payment plan?

No, payments for 2015 Bridgestone NHL Winter Classic tickets must be paid in full by Friday, October 17, 2014.

How much are 2015 Bridgestone NHL Winter Classic tickets?

Prices for the 2015 Bridgestone NHL Winter Classic tickets allocated to Washington Capitals Full Season-Ticket and Partial Plan members range from \$149 to \$349.

Why is there a \$9 per ticket service fee and a \$10 per customer shipping fee?

The \$9 fee per ticket is a service and administrative fee that covers processing costs and taxes. The \$10 per customer fee covers shipping and handling of your tickets.

Can I use Account Manager to manage my tickets for the 2015 Bridgestone NHL Winter Classic?

No, 2015 Bridgestone NHL Winter Classic tickets are not eligible to be managed online through Monumental Sports Account Manager. The commemorative tickets will be mailed out to season ticket members and should be treated like cash. Lost or stolen tickets will not be replaced.

Will there be additional 2015 Bridgestone NHL Winter Classic tickets available?

At this time, we do not expect additional tickets to become available out of our allotment. However, in the event that additional tickets do become available we will notify our season ticket members first, but the additional tickets will not be able to be seated with your original assigned seat locations.

When will I receive my 2015 Bridgestone NHL Winter Classic tickets?

2015 Bridgestone NHL Winter Classic tickets will be shipped out in early December, 2014.

Can I return my ticket if I cannot attend the game for any reason?

Once purchased, there will be no refunds or exchanges for 2015 Bridgestone NHL Winter Classic tickets.

2015 BRIDGESTONE NHL WINTER CLASSIC® SEASON-TICKET/PARTIAL PLAN MEMBER FREQUENTLY ASKED QUESTIONS



What happens to my 2015 Bridgestone NHL Winter Classic tickets in the event the game is delayed, postponed or cancelled?

The 2015 Bridgestone NHL Winter Classic (the "Event") will be held on January 1, 2015 at Nationals Park in Washington, D.C. The Event may be delayed or postponed for any reason. If delayed or postponed, the Event will be held at the same location **either at a different time on January 1, 2015 or on January 2, 2015**. Event tickets issued for January 1, 2015 will be honored for the **delayed or postponed** Event on **either January 1 or January 2, 2015**. Please note refunds will not be issued for a delay or postponement.

The Event may be cancelled at the discretion of the National Hockey League® for any reason, including, but not limited to, weather. Except as described below, all ticket sales are final and no refunds or exchanges are permitted. If the Event is cancelled, the primary ticket purchaser is entitled to a ticket refund, subject to the following terms and conditions:

- Primary ticket purchaser will receive a refund directly from their authorized ticket outlet. "Authorized Ticket Outlets" for the Event are Ticketmaster, National Hockey League, Washington Capitals, Chicago Blackhawks®, or Washington Nationals.
- Anyone purchasing a ticket from a source other than the above-mentioned Authorized Ticket Outlets must seek a refund directly through the party from whom the ticket was purchased. Authorized Ticket Outlets will only refund the primary ticket purchaser.
- Primary ticket purchaser should retain original purchased ticket(s) and a credit card receipt, and /or receipt which verifies purchase from original Authorized Ticket Outlet.
- Primary ticket purchaser will be issued a refund of the ticket's face value. Service fees, processing fees and any other fees, such as delivery fees, are non-refundable.

If a refund is issued, such refund will be issued using the same method of payment used as original purchase through the Authorized Ticket Outlet. If a credit card was used to make the ticket purchase, then that same credit card will be credited for the refund.

Will I be eligible to purchase 2015 Bridgestone NHL Winter Classic tickets if I have missed a payment for my Washington Capitals Season Ticket package?

All Capitals Full Season-Ticket and Partial Plan members that are delinquent in plan payments will not be eligible to purchase their tickets to the 2015 Bridgestone NHL Winter Classic. Your account must be in compliance with our full season-ticket and partial plan payment schedules at the time of invoicing.

Are the policies and procedures the same as at the Verizon Center?

The 2015 Bridgestone NHL Winter Classic is an NHL event. All policies and procedures are subject to the NHL's discretion and those of the host facility, Nationals Park.

Does every member of my party require a ticket including children?

Every member of your party requires a ticket to attend the 2015 Bridgestone NHL Winter Classic, regardless of age. Fans will not be allowed to enter Nationals Park without a valid ticket for the event.

WASHINGTON CAPITALS® CONTACT INFORMATION

GUEST SERVICES

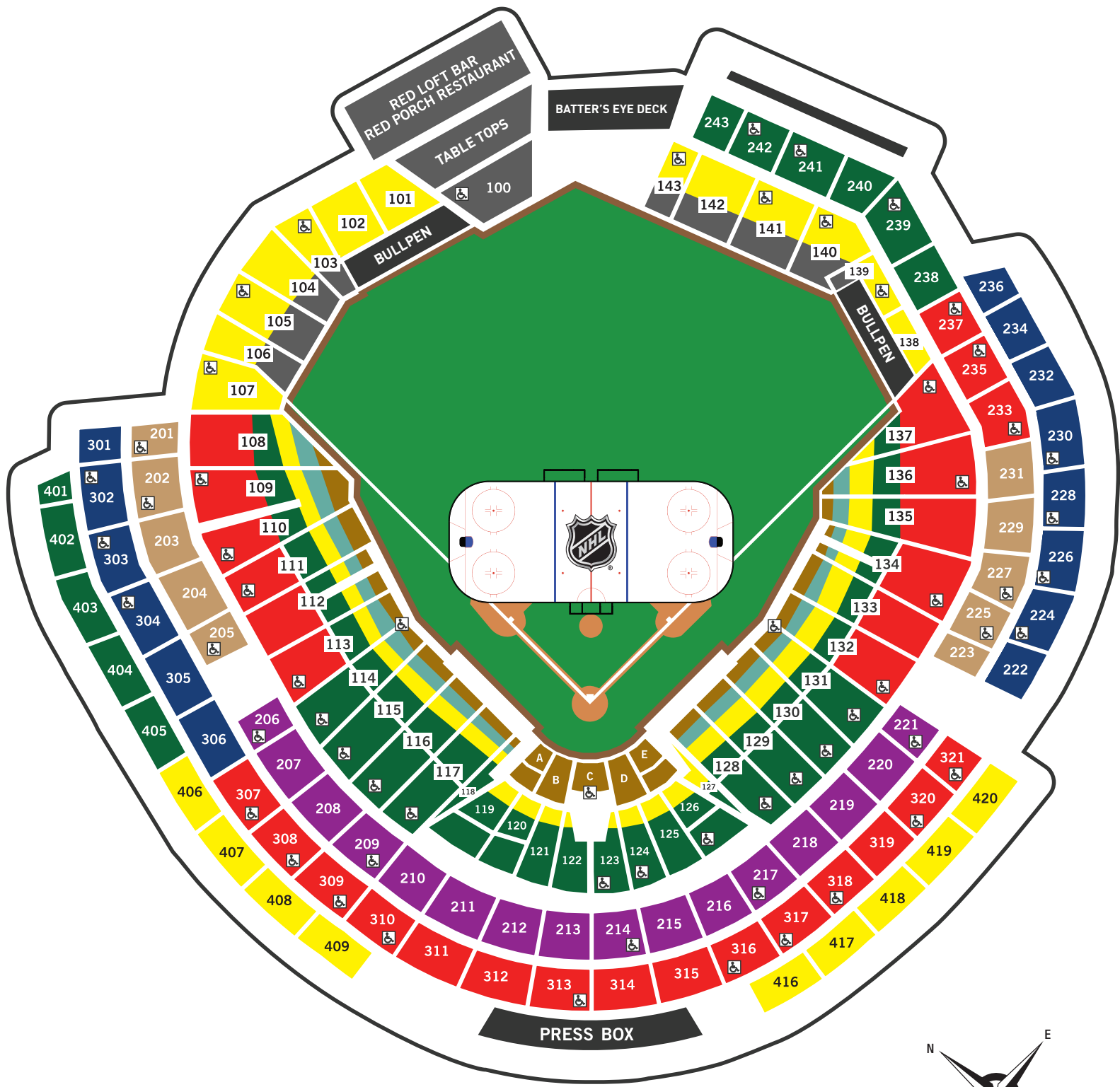
guestservices@washcaps.com
202-266-2350









TICKET SALES

ticketsales@washcaps.com
202-266-CAPS (2277)

KETTLER CAPITALS ICEPLEX

627 N. Glebe Road, Suite 850
Arlington, VA 22203



- | | | | | | | | |
|---|--------------|---|--------------|---|--------------|---|--------------|
|  | \$79 |  | \$119 |  | \$149 |  | \$189 |
|  | \$209 |  | \$249 |  | \$299 |  | \$349 |