

FREQUENTLY ASKED QUESTIONS

RENEWAL INFORMATION

When is the deadline to renew my tickets for the 2012-13 season?

Early Bird Renewal Deadline: Friday, March 9, 2012

Renew by the Early Bird deadline on Friday, March 9, 2012 to receive an autographed stick from a player of your choice!

Limit (1) per account. Opportunity to select a player's autograph will be based on the date you renew and fulfilled on a first-come, first-served basis. Not every player's autograph will be available.

Final Renewal Deadline: Wednesday, March 21, 2012

To receive access to the 2012-13 renewal season ticket pricing, the 2012 season ticket holder playoff pricing and access to the Pay-As-We-Play payment plan for playoff tickets, Season Ticket Holders must renew their season tickets by Wednesday, March 21, 2012.

How can I view and print invoices for my season tickets and playoff strips?

Electronic versions of your invoices are available in 'My Bruins Account' under 'Account Settings'.

Please note: The invoice account balance is based on the renewal of your season tickets. If you choose to not renew your tickets and need an invoice, please contact your Fan Relations Representative.

ADDITIONAL TICKETS

Can I purchase additional full season seats for the 2012-13 season?

The only way to secure additional full season seats is to join the Season Ticket Waiting List. Please call your Fan Relations Representative for more information.

Can I purchase single game tickets for the playoffs?

Individual game tickets for the 2012 Stanley Cup playoffs will go on sale to the public in late March. As a Season Ticket Holder you will receive access to an online presale for additional individual playoff tickets. Tickets will be limited and are not guaranteed.

TICKETEXCHANGE

How is my credit from TicketExchange applied?

At the conclusion of the playoffs, your TicketExchange credit can be applied to your 2012-13 season tickets, refunded to the credit card on your account, or refunded by check upon request. If you do not renew your season tickets, please contact your Fan Representative to discuss the refund process.

Will TicketExchange be available for the 2012 Stanley Cup playoffs?

Yes. The same rules and policies will apply. Playoff games will be available to buy or sell as games are announced.

PLAYOFF INFORMATION

What does my 2012 Stanley Cup playoff strip include?

It includes a ticket to every potential Bruins home playoff game. There are four playoff rounds, and a maximum of four home games each round.

Will I have the same seat location for the playoffs?

Yes. You will enjoy the 2012 Stanley Cup playoffs from your current seat location.

How does Pay-As-We-Play work?

Once you have committed to your 2012-13 season tickets and the Pay-As-We-Play payment option, you will be automatically charged for the playoff games as they are announced. Only credit cards are accepted with this payment plan and there is a \$1 fee per ticket, per game, associated with each processing.

How do I sign up for Pay-As-We-Play?

When you renew your season tickets you are eligible for the Pay-As-We-Play option for the 2012 Stanley Cup playoffs. Choose the Pay-As-We-Play payment plan or through the online renewal option.

Am I committed to purchasing all playoff games if I sign up for Pay-As-We-Play?

Yes. You are committed to the full 2012 playoff run for the Boston Bruins. You will be guaranteed your season ticket seats for all home playoff games throughout the 2012 Stanley Cup playoffs.

Can I pay by check for my 2012 Stanley Cup playoff strips?

Yes. Please submit a payment for the total amount for all games in each playoff round. Payment for any games that are not played will be refunded at the end of the playoffs or applied to your Bruins account.

Do I have access to forward my playoff tickets via 'My Bruins Account'?

Yes. You will be notified via email when ticket forwarding for your playoff tickets is available. Season ticket accounts must be in good standing to receive access.

When will my playoff tickets be mailed?

Playoff tickets were mailed with your 2011-12 regular season tickets in September and are located in the back of your ticket booklet. ***You must purchase these tickets for them to be activated. If not purchased, the tickets will be void.***

What should I do with my playoff tickets if I do not wish to purchase them for the 2012 Stanley Cup playoffs?

Your 2012 Stanley Cup playoff tickets must be mailed back to your Fan Relations Representative. Please contact your Fan Relations Representative for further details.

Can I purchase additional playoff strips?

Additional playoff strips will not be available.

What if I do not wish to renew my season tickets, but would like to purchase 2012 Stanley Cup playoff tickets?

Please contact your Fan Relations Representative for assistance.

EARLY BIRD RENEWAL DEADLINE: MARCH 9 | FINAL RENEWAL DEADLINE: MARCH 21