

FAQs for Flex Plan

1. Flex Plan Information

- What is a Flex Plan and why should I buy a Flex Plan?
 - This is our most customizable and flexible ticket package! The Flex Plan allows you to select your games and number of tickets. This is a great way to either supplement your current Bolt for Life ticket package or the ability to introduce yourself to having a large amount of tickets if you are on the LPAC list.
- What determines pricing for tickets/games?
 - Pricing is determined by the matchup. We have **X** different tiers available to choose from. The games in higher tiers are typically the higher demand plans.
- What locations will be available to purchase?
 - Flex Plans are available in our 100, 200 and 300 level. Inventory will vary depending on the game.
- Where can I find ADA seating?
 - ADA seating must be purchased through your Account Executive. Please reach out to your representative today for more information.

2. Details on Purchasing Your Flex Plan

- How many total games can I buy?
 - The Flex Plan requires a minimum of 20 tickets purchased, to a maximum of 50 tickets purchased.
- How many tickets can I buy per game?
 - You can purchase a maximum of 4 tickets per game. You can alter the amount of tickets you prefer for each game as well. Keep in mind you need to get to at least 20 tickets total to complete your purchase of the Flex Plan.
- Do I have to have all my games selected prior to checking them out?
 - Yes, you must have all your games selected prior to checking out. To complete your flex plan purchase, you must have reached the minimum of 20 tickets.
- Will my seats be in the same location?
 - Seat locations are offered throughout the arena, subject to availability. You will be given the best available location based on your preferences determined through the buying process. You have the Flexibility to choose different seats, different number of tickets, and different seats for each game

- Is there a deadline to purchase?
 - The flex plan inventory will be closed once inventory has fully sold out or upon the deadline date to purchase. Please keep in mind our high-demand games are more likely to sell out quickly.
- Is there a payment plan?
 - You must submit payment in full for your Flex Plan upon checking out.
- Can I add tickets to my plan after I purchase?
 - If inventory is available after you purchase the Flex Package, we can look to accommodate. Please keep in mind we do not allow exchanges and you will not be able to purchase less or more than the required Flex Plan ticket amount.

3. Miscellaneous Flex Plan Questions

- When can I manage my tickets?
 - Tickets will be available to manage prior to the first pre-season game. We will reach out to you once your tickets are available to manage.
- Will parking be included?
 - Individual game parking will be available for purchase through our third party vendor, parkwhiz.com as we get closer to the season.
- Can I swap/exchange tickets in my package if I cannot make it to a game?
 - Purchasers will have the ability to manage their tickets through our Official Tampa Bay Lightning App or directly on myboltsnation.com. The Flex Plan does not allow you to exchange your tickets for another game. Flex Plans are also a final purchase, as we will not offer refunds.

4. How to Set Yourself Up for Success!

- Do not click on the purchase link before your timeslot
- Have your list of games ready along with multiple games for backup options!
- Reminder: You MUST choose a minimum of 20 tickets total
- If you're having issues with check out, feel free to call your Account Executive for assistance!