

## Select-A-Seat Handbook.

### Signing Day is Here.

Your Account Executive called you and told you it's time to become a Bolt for Life member! Now what??!! Below is a guide of what you can expect when it is your turn to join the team and sign your Rookie Contract.

Within this Select-A-Seat guide, you will find all relevant information to help you purchase your Bolt for Life membership. You will find helpful tips regarding information on Bolt for Life member benefits, playoff information, and what to expect the day of your Select-A-Seat appointment.

We look forward to welcoming you to Bolt for Life membership in the future. On behalf of everyone at the Tampa Bay Lightning – THANK YOU for being the best fans in the NHL!

### Meet The Team

As a Bolt for Life, one of your primary benefits is having a dedicated Account Executive. Your Account Executive's priority is to ensure you are fully aware of everything your membership encompasses and answer any questions you may have. We look forward to meeting you in person at AMALIE Arena soon! Click [HERE](#) to view your Account Executive's information.

### BOLT FOR LIFE MEMBER Benefits

- Personal Account Executive
- Food & beverage discount \*
- Merchandise discount \*
- Priority Access to AMALIE Arena, Yuengling Center and Raymond James Stadium concerts and events
- Priority access to Stanley Cup playoff tickets
- Exclusive access to Bolt for Life member events

\*Applicable to Full & Half season members only

### BOLT FOR LIFE MEMBER Plans & Playoff Details

#### Full Season

- 44 games: 41 regular season, 3 preseason games
- First right of refusal on your seats for the entire playoff strip
- 35% off merchandise, 25% off F&B at Lightning games

#### Half Season

- 22 games: 20 regular season games and two pre-season games
- 2 plan types: A & B

- First right of refusal on your seats or a comparable location for half of the playoff games
- 15% off merchandise, 10% off F&B at Lightning games

#### 10-Game Plan

- 10 regular season games spread throughout season
- 4 plan types: A, B, C & D
- Playoff presale

### Bolt for Life: Payment Plan Options

#### What is Bolt for Life?

Bolt for Life is our membership platform that allows our Bolt for Life members to have the most flexibility to manage their account. This allows Bolt for Life members the option to enroll into an interest free payment plan to pay for their membership. Bolt for Life members may elect to cancel their membership at any time before or during the 2024-25 Lightning Season. Written notification is required via [www.tampabaylightning.com/boltforliferesources](http://www.tampabaylightning.com/boltforliferesources).

#### Payment Plans

As a Bolt for Life, you can enroll in our monthly payment plan or pay in full for your membership.

The payment plan is an interest-free 9-month payment plan for your first year, with your first payment due at checkout once you select your seats. You are then enrolled in our automatic payment plan that charges the card on file on the 15th of each month (or the next business day).

To pay in full, you will pay the total balance of your membership at checkout. You will not see another payment due until the Dues Notification period in March of 2025. This is the time that we announce your membership dues and pricing for next season. There is no discount for paying in full.

The payment plan continues throughout the duration of your membership, without stopping (i.e., Netflix or gym membership that is on an "automatic renewal"). We send your pricing and benefits during the Dues Notification period in February of 2025, and you will see your first payment for the following season, due in March of 2025.

### Account Management: My Bolts Nation

My Bolts Nation is your account management platform that is the Tampa Bay Lightning's version of Ticketmaster. This is how you will access your season tickets, playoff tickets, Bolt for Life members concert tickets, flex plan tickets, event invite tickets (ex: Arena Watch Parties or Bolt for Life members events) and more. This is also where you manage your Bolt for Life monthly payment plan, update/add credit cards on file, and view invoices. You will login with your username and password at [www.myboltsnation.com](http://www.myboltsnation.com).

- Your username is the current email address which you receive all Lightning Priority Access Club notifications.

- If you need to reset your password, please go to [www.myboltsnation.com](http://www.myboltsnation.com) and select "Forgot Password."
- Please ensure to review your login information prior to your time slot for the event.

**Please note:** Although it is our version of Ticketmaster, you will maintain a separate login for Ticketmaster and use it alongside your My Bolts Nation account. This will be the case for any additional Lightning game or concert tickets purchased exclusively on Ticketmaster. As a Bolt for Life, we encourage you to default to My Bolts Nation first.

## Select-A-Seat Event Process

On the day of the online Select a Seat event, you will receive an email reminding you of your timeslot and directing you to [www.myboltsnation.com](http://www.myboltsnation.com). We highly recommend you enter the event on a laptop/computer and not a phone/iOS device, as it does require the use of the Ticketmaster interactive seat map, which loads best in Google Chrome or similar web browsers.

Once your appointment time comes, please login to [myboltsnation.com](http://myboltsnation.com) where you will see a prompt to exchange your LPAC initial payments for seats. On the next page, you will see all 7 of our membership plans (Full season, Half Season A & B, and 10-Game plan A-D). You will need to click through each individual plan type to see available seats within that membership.

**Please Note: What you see available on the map is everything that is available. Account Executives do not have access to excess inventory or other seats. If you do not see desired seats within that plan type, we urge you to change plan types and browse other inventory.**

If you are looking to choose fewer seats than the initial payments you have on file, or to choose two different plan types, the system will not allow you to complete your transaction. You must preemptively make an appointment with your Account Executive to do this. Please check your emails for their contact information and connect with them to set this up.

We do have extremely limited inventory due to the continued loyalty of our current Bolt for Life members. Because of this, we encourage you to choose seats today to start building your Lightning Loyalty with us and note that you have the option to change seat locations once each year.

## Select-A-Seat FAQ

**What Bolt for Life memberships are available in the event?**

- All Bolt for Life membership plans are offered at the event, based upon availability. We offer the following memberships:
  - Full Season memberships (44 games)
  - Half Season memberships (22 games; Half Season A, and Half Season B are available)
  - 10-Game plans (10 games; 10 Game Plan A, B, C and D are available)

**Why can't I select two seats from a location with three seats?**

- Due to system limitations and standard arena practices, you cannot leave a single seat
- Any available single seats are from past members who only had one seat in their membership

#### **What is the difference between Half Season A and B, or 10-Game plan A, B, C, or D?**

- All Half Season packages and 10-Game plans are pre-selected packages. Each season, our analytics team divides the schedule amongst each plan, making them as equitable as possible to maximize the value of each membership. If you want to guarantee yourself access to any game in the schedule, we recommend you purchase a Full Season membership. If you purchase a Half Season membership or a 10-Game plan, we will notify you when your package schedule is announced and provide opportunities to purchase additional games (BFL Ticketmaster presales or Flex Plans) that may not be in your original plan type.

#### **What playoff opportunities do I get?**

- Full Season members are automatically opted into a full playoff strip. Full Bolt for Life members have the first right of refusal on their exact seats for all home playoff games at AMALIE Arena
- Half Season members are automatically opted into a playoff strip. Half Bolt for Life members have first right of refusal on half of the home playoff games at AMALIE Arena. The longest tenured Half Bolt for Life members in that seat location will have first right of refusal for their exact same seats. The less tenured member will get relocated to a comparable seat location.
- 10-Game plan members receive a single game Ticketmaster presale prior to each round.

#### **I need ADA Seating, how does this work?**

- Inventory for ADA seating is extremely limited. Please schedule an appointment with your Account Executive at your timeslot to check ADA availability.

#### **How many seats can I select?**

- You can only select the same number of seats as the number of initial payments you have placed originally. If you want to select fewer seats than the number of initial payments you have placed, you must set an appointment with your Account Executive.

#### **I want to add seats to my account, can I do this during the event?**

- If you would like to add seats to your account, you will need to contact your Account Executive directly to help set you up with additional LPAC Deposits.

#### **What are my payment options?**

- Payment options include pay in full or a 9-month Bolt for Life automatic pay plan. In future seasons, this would be a pay in full or our 12-month Bolt for Life payment plan.
  - You can make additional payments at any time through My Bolts Nation.
- Your LPAC initial payment fee is applied toward your membership and your first payment is due at checkout. For example, if you had two initial payments down, \$200 will be applied toward your first payment.
  - If you select fewer seats than initial payments you put down (i.e. you have 4 deposits but only purchased 2 seats), your initial payments can either all be rolled over toward those seats you purchased, or you may leave your initial payments on account for additional seats in the future.
  - The payment due at checkout will be for the month of June (which is approx. 1/9th of your membership, less the LPAC initial payments applied).
  - All Bolt for Life membership plans are subject to a handling fee.

### Why do I see multiple price codes upon checkout?

- Each level of the arena has multiple price codes based on the seat row. If you are purchasing seats in the club level (200) and terrace (300) level, please select the corresponding price code to the seats you select
  - i.e. 205 A 3-4 seats correspond to 'Row A Price'; 307 E –2 seats correspond to 'XX'
  - To see pricing information for the 2024-25 season, click [HERE](#)

### What is My Bolts Nation?

- This is your online Bolt for Life member account management platform/website where you can manage your tickets, invoices, payment plan information, and make any changes to your account as needed. You will also go directly through this website at your timeslot of the Select-A-Seat event, so please ensure that you know your login information prior to your timeslot.

### What is offered with the premium seating in Channel Club and Ashley Furniture VIP Lounge?

- Ashley Furniture VIP Lounge is our ice-level all-inclusive club area. VIP Lounge members enjoy premium up-scale hors d'oeuvres, beer, wine, soda, cocktails, and access to the Chase Club as well. Seating for the VIP Lounge is rows A and B in the 100 level. The VIP Lounge also includes Row C in Sections 130, 101, and 102.
- Channel Club is our 200-level all-inclusive club area. Channel Club members enjoy premium up-scale hors d'oeuvres, beer, wine, soda, cocktails, and access to the Diamond Crown Cigar Lounge.

### Is parking included for Bolt for Life members?

- All Bolt for Life members will receive a presale opportunity to purchase a parking plan through ParkWhiz before the start of the season.
- Channel Club Members and Ashley Furniture VIP Lounge members with 4+ seats receive 1 complimentary parking pass.

### **I don't know if I want seats this year. Can I leave my initial payments down?**

- We encourage you to start building your loyalty now, even if it is just with a 10-Game Plan. You will have the opportunity to upgrade/move seats in the future, but this will get your foot in the door and help you to start taking advantage of all the benefits of being a Bolt for Life member! Ultimately, if you do not find a location you would like, you can keep your initial payments on file with us.

### **Why is the event online this year?**

- Due to the busy AMALIE Arena schedule of World Class+ Lightning games, concerts, and events, we are unable to host an in-person event. For your convenience, the online event enables you to see all plan types and available seats quickly and easily. Stay tuned for another opportunity to come and see your seats later!

## **Current BOLT FOR LIFE MEMBER FAQ**

**If you are a current Bolt for Life member who is looking to add seats to your account, please contact your Account Executive upon receiving your time slot.**

- If you would like to combine your current Bolt for Life member seat location with your new seats so they are together, please locate a specific seat location with the total number of seats desired and contact your Account Executive.
- What if I do not see my exact number of seats together?
  - Please note that what you see on the map is what is available, and we do not have additional inventory held.
  - Be sure to check all plan types.
  - You may have to select two seat locations to accommodate your total number of seats. You will be given the opportunity to relocate your seats once a season as a current Bolt for Life member.