



Q: What is the benefit of becoming a Sens on Demand member?

A: Purchasing a Sens on Demand Flex Membership gives you the flexibility to decide which games you want to attend with no up-front commitment to specific games, seating location or number of seats, but with savings not offered to last minute buyers. Your Sens on Demand membership also provides you access to select Season Seat Membership benefits.

Q: How does Sens on Demand differ from a Full or Half Membership?

A: With Sens on Demand, YOU decide; it's all about flexibility! Use your membership to choose which games to attend, where you sit, how many tickets you need, and how many games you go to throughout the season.

Q: How do I redeem my Sens on Demand credit for game tickets?

A: Sens on Demand credit is redeemable online for tickets on My Sens Account. Login to your account to view and redeem credit for game tickets as your schedule permits.

Q: When can I start redeeming my Sens on Demand credit for game tickets?

A: Shortly after the Sens schedule is released you will be contacted via email with the date you will be able to use your Sens on Demand credit to book your tickets. Redeem Sens on Demand credit throughout the season as your schedule permits. If you purchase this program after credit redemption has begun, you may start redeeming credit 1 business day following your membership purchase.

Q: Are there any restrictions/limitations on Sens on Demand redemption?

A: Sens on Demand credit may be redeemed for up to 8 tickets online. Additional tickets may be available by speaking to your Account Representative to ensure you are maximizing group incentives. Those purchasing at the entry \$750 investment level will have restricted seating options for select premium games.

Q: How do I access my Sens on Demand tickets?

A: All Sens on Demand tickets are mobile only. For complete information on how to access your tickets via your mobile device, please visit senators.com/mobiletickets.

Q: Can I exchange Sens on Demand tickets I've already purchased?

A: Yes, Sens on Demand offers the ultimate in flexibility. If your availability changes you may exchange Sens on Demand tickets online via My Sens Account (Account Manager).

Q: Can I forward my Sens on Demand tickets?

A: Yes. Sens on Demand tickets are available to forward digitally. Complete information on how to forward your tickets can be found at senators.com/mobiletickets.



Q: Can I purchase more than eight (8) tickets to a game?

A: You are unable to purchase more than eight (8) tickets to a game online using your Sens on Demand credit. Please contact membershipservices@ottawasenators.com to inquire about group programming should you require more than 8 tickets to a single game.

Q: Can I add credit to my account once I run out?

A: Yes. You can add credit to your account at any time by calling your Account Representative. As a bonus, once you reach a new Investment level you may qualify for increased savings on future tickets.

Q: Can I use my Sens on Demand credit to purchase Sens Suites or Group tickets?

A: Please contact your Account Representative to inquire about group or suite programming.

Q: Can Sens on Demand credit be used for postseason?

A: Your Sens on Demand credit must be utilized during the regular season in which it was purchased and cannot be used for the postseason. However, you will qualify for limited playoff access with presale opportunities.

Q: If I don't use all of it, will my Sens on Demand credit roll over to next season?

A: No. All Sens on Demand credit must be utilized during the regular season in which it was purchased; Sens on Demand credit will not roll over to the following season.

Q: How do I view my Sens on Demand credit balance?

A: You can view your account balance in My Sens Account (Account Manager).

Q: Can I get printed tickets for my Sens on Demand tickets?

A: Sens on Demand is a mobile-only ticketing platform with tickets accessible for management and entry digitally through My Sens Account. If you require special accommodations, please contact membershipservices@ottawasenators.com. For more information about mobile ticketing, visit senators.com/mobiletickets.