



Frequently Asked Questions

Why is the deposit now non-refundable?

- The deposit helps us manage priority access more effectively and ensures serious interest in Bolt for Life season ticket membership. It will be fully applied toward your future membership when your purchase seats.

What happens to my initial payment?

- Once you receive a call from your Account Executive to select seats to become a Bolt for Life member, your initial payments will be applied toward your membership payment plan.

What happens after my third opportunity to purchase season tickets?

- If you haven't purchased a membership after three (3) Select-A-Seat invitations, your name will be removed from the Lightning Priority Access Club to allow others to become Bolt for Life members and your deposit(s) will be forfeited. You are always welcome to rejoin the list in the future.

Can I transfer my deposit to someone else?

- No – deposits are non-transferrable and must be used by the account holder listed.

What happens to my deposits if I do not accept the new terms and conditions by August 31, 2025?

- If you do not accept the new terms and conditions, you will be removed from the Lightning Priority Access Club list. The deposit funds on file will be available to be applied to other Lightning tickets for 5 years starting on September 1, 2025. If we are unable to make contact with you during this 5 year period, your deposit funds will be sent to the State of Florida as unclaimed property as of September 1, 2030, or 5 years from the last date we made direct contact with you regarding your deposit, **whichever is later**.

How will updates and other information be communicated to me while on the Lightning Priority Access Club (LPAC)?

- Email will be the primary form of communication for information and updates (info@mail.tampabaylightning.com). LPAC members are responsible for maintaining a valid email address that is able to receive LPAC emails and are encouraged to notify the Lightning if they feel communication is not be properly received by emailing priorityaccess@viniksportsgroup.com. It is the sole responsibility of LPAC members to promptly notify the Lightning if their email address or telephone number changes. The Lightning are not responsible for false, incorrect, changed, incomplete, or illegible contact information.

Can I make a specific seating request for my eventual Bolt for Life membership?

- Yes – you can share your preferences with your Account Executive at any time. Once we can offer you Bolt for Life membership, you will be invited to our Select-A-Seat event where you will be able to view all



available plan types and seating locations. At that time, you can select the seats and plan type that fit your preferences, based on availability.

When will I be contacted regarding available Bolt for Life memberships?

- Our team will reach out to you via email and phone prior to our Select-A-Seat event, typically in May or June each year, to let you know when you are able to select your Bolt for Life membership plan and seat location.

How will I be contacted if Bolt for Life membership becomes available?

- If we are able to offer you membership, you will be contacted by a Lightning Account Executive. Due to the timeliness of this process, it is extremely important that LPAC members keep their email, mailing address, and phone number up to date. If you wish to change your contact information, you can log into your [My Bolts Nation](#) account or contact our team at priorityaccess@viniksportsgroup.com.

Will I know my priority number?

- Your priority number is based on the timestamp of your membership. While we will not share your priority number with you, we will keep you informed of our availability and if you will be able to select seats for each upcoming season.

What happens if I decide I no longer want season tickets?

- You can opt out of the membership at any time. Your deposit(s) are non-refundable and will be forfeited.

Can I transfer my deposit to someone else?

- No – deposits are non-transferable and must be used by the account holder.

What if I don't want the seating location being offered during the Select-A-Seat event?

- If you do not want the seating locations being offered to you, you do have the option to defer your opportunity to the following season and keep your place in line. You have three (3) opportunities to be invited to select seats before being removed from the list. You will be charged a \$25 fee each time you decline the offer to select seats. This fee will be applied to the same card that you placed your deposit with.
- We recommend that you convert your initial payments to membership as soon as you are able, as all current Bolt for Life members are invited to our relocation event which takes place prior to our Select-A-Seat event each year.

What if I don't want to convert to Bolt for Life membership when I am invited to the Select-A-Seat event?

- You have two rights of refusal on a Bolt for Life membership offer. If you decline your first ticket offer, no other offer will be made to you until the following season, and you will be charged a \$25 fee to hold your spot in line. If you decline your second ticket offer, no other offer will be made to you until the following season, and you will be charged another \$25 fee to hold your spot in line. Should you decline a third ticket



offer, your name will automatically be removed from the Lightning Priority Access Club and your initial payments and fees will not be refunded.

Can I request a refund at any point?

- No – LPAC initial payments are non-refundable. They are applied toward your Bolt for Life membership payment plan in the future.

Is there a limit to the number of initial payments I can place?

- Yes – no more than 6 deposits can be placed for season ticket membership. Please contact our team at priorityaccess@viniksportsgroup.com if you have specific questions about the number of deposits you would like to place.

When I am invited to select seats, can I purchase more or fewer Bolt for Life memberships that I originally requested?

- You can purchase less than the number of initial payments placed. You cannot purchase more than originally requested as this affects the length of the priority list.

What are my payment options when Bolt for Life membership is offered to me?

- Bolt for Life members can pay in full or enroll in our monthly payment plan. 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).

How do I change my account information?

- You can change your account information at www.myboltsnation.com or by contacting our team at priorityaccess@viniksportsgroup.com.

If I don't like the seats that I selected at the Select-A-Seat event, what are my options?

- Once you are a current Bolt for Life member, you have the benefit of participating in our relocation event, where you can change your plan type and seat location based on availability.

Am I able to join the Lightning Priority Access Club if I live outside of Florida?

- Due to high demand and a limited number of Bolt for Life memberships, all accounts that register for the priority list will be subject to a verification process. Please note that accounts located outside of North America are not eligible for the waitlist, and final eligibility will be determined at the discretion of our Ticket Sales Leadership team.

To review our Lightning Priority Access Club Terms and Conditions, please visit our website [here](#).

