

COLORADO AVALANCHE BOOK NIGHT SERIES FAQ

We can't wait for you to join us for our Colorado Avalanche Book Night Series this upcoming season! Whether it's your first Avalanche game, or 100th, we're here to help and make your experience at Ball Arena as smooth as possible.

Where can I buy a Book Night ticket?

- Colorado Avalanche Book Night ticket packages are only available through Ticketmaster. Tickets purchased through other vendors cannot be verified by the Colorado Avalanche and are not eligible for a Book Night ticket package. Please note that not all Ticketmaster tickets include the Book Night ticket package. Before purchasing, make sure you select a Book Night Ticket Package to receive the included item(s).

I bought verified re-sale tickets – will those come with the ticket package?

- No, verified re-sale tickets do not come with book night ticket packages.

How do I transfer my tickets to people who are going with me?

- You can manage your tickets using our [KSE Account Manager](#), or in the Colorado Avalanche app. Please note that ticket package items are not transferrable.

The package I want is sold out! What can I do?

- We have a waitlist! Our book nights are very popular, and we expect all of them to sell out before the game date. If a package is sold out before you get tickets, please sign up for our waitlist, and indicate what book you are interested in. We will send updates to the waitlist if more tickets become available.

It's my first time at Ball Arena, what can I expect?

- Welcome! Please familiarize yourself with [Ball Arena Building Policies](#) to ensure a smooth experience.

I'm a season ticket member. Can I get the package?

- We have a limited number of ticket package items for Full Season ticket members, as we recognize that you already have a ticket to the game! These packages are available on a first-come, first-served basis. If you have questions, please reach out to your dedicated service representative, or email avs.seasontickets@teamkse.com.

I got a ticket package! When can I pick up my items?

- Items will be available for redemption on the day of the game. Redemption will be located outside of our Grand Atrium. You will receive more redemption instructions within 48 hours of the game. Please note that only the original purchaser will be able to redeem items.

Can you mail me my items?

- No. Items are only able to be picked up on the day of the game at Ball Arena, and we cannot accommodate any requests to mail items.

Don't see your question answered?

Please reach out to AvalancheGroupSales@teamkse.com



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