



# 2014 SEASON TICKET HOLDER BROCHURE

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# EXCLUSIVE EVENTS

## STATE OF THE FRANCHISE

An exclusive opportunity for Season Ticket Holders to meet with senior members of the *Toronto Blue Jays* front office for a candid Q&A on the overall philosophy and direction of the organization.

## SEASON TICKET HOLDER PLAYER AUTOGRAPH NIGHT

Join us post-game on the field at *Rogers Centre*™ one night this season where Season Ticket Holders will have an exclusive opportunity to get autographs from *Toronto Blue Jays* players. Space is limited.

## PREGAME BATTING PRACTICE

Get right down on the field to watch your *Toronto Blue Jays* take batting practice and prepare for the game from our designated Season Ticket Holder area. Space is limited. Season Ticket Holders will be able to register for one pregame batting practice visit during the 2014 season.











## BENEFITS AND DISCOUNTS

### SEASON TICKET HOLDER BENEFIT CARD

- Your personalized card with stored value capability can be reloaded throughout the season.
- Your stored value can be used to purchase tickets for the 2014 regular season, merchandise, and selected food and beverage products at *Rogers Centre*. Please refer to the terms and conditions included with your card for more details.

### JAYS SHOP VIP DISCOUNT

- Use your Season Ticket Holder Benefit Card to save 20% on official *Toronto Blue Jays* merchandise.
- Valid at *Jays Shop* Stadium Edition located at *Rogers Centre* Gate 5, concourse merchandise kiosks, and *Jays Shop* at Sears Yonge & Dundas.
- Some conditions apply. Please refer to the terms and conditions included with your card for more details.

### ACCESS TO *TORONTO BLUE JAYS* POSTSEASON TICKETS

- Be eligible to purchase *Toronto Blue Jays* postseason tickets before the general public.

### SEASON TICKET HOLDER WALL OF FAME

- In recognition of your commitment to the team, see your name displayed all season long on the digital Wall of Fame, located on the 100 level concourse behind home plate, near aisle 123.

### NO SERVICE CHARGES

- Pay no service charges on additional 2014 regular season single game tickets purchased in person or over the phone.

### PREFERRED ACURA LUXURY SUITE RATE

- Receive a preferred rate on a regular priced single Acura luxury suite for a corporate or personal event during a *Toronto Blue Jays* 2014 regular season game.

### PHOTOGRAPHY DISCOUNT

- Save between 15% and 40% on commercial photography, event photography, photo finishing, enlargements and framing.
- Contact Chuck Kochman, System 4 Productions Inc. at 416.741.5542 or [chuck@system4.ca](mailto:chuck@system4.ca)



# TICKET EXCHANGES

## BEFORE A GAME IS PLAYED

- Tickets from a 2014 *Toronto Blue Jays* full season ticket subscription can be exchanged in advance of the game on a ticket-for-ticket basis only for games scheduled to be played during the 2014 regular season.
- Replacement tickets must be selected at the time the original tickets are returned to complete the exchange process. There will be no future ticket credits provided and no credit will be issued to the account.
- Maximum of **40 tickets** can be exchanged per account per season.
- Maximum of **4 tickets** can be exchanged per account per season for Canada Day, New York Yankees, and Boston Red Sox games and a maximum of **10 tickets** can be exchanged per account for any other game.
- Exchanges are not available for the first 2014 home game (i.e., the “Home Opener”).
- Exchanges must be completed at least 24 hours prior to the date on the original ticket.
- Tickets can be exchanged by logging into your online Account Manager at [www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets) or by bringing the ticket(s) to subscriber services windows at the Gate 7 box office on game days or to the Gate 9 box office on non-game days.
- The replacement ticket(s) will be issued for the 2014 *Toronto Blue Jays* regular season based on availability, in a seating area of equal or lesser value than the original ticket(s).
- Only tickets from the Season Ticket Holder’s 2014 full season ticket subscription can be exchanged. In other words, there are no exchanges for tickets acquired through a previous ticket exchange, from other subscription packages, from group sales, or as single game tickets.
- Ticket exchanges are available only to the Season Ticket Holder and up to four authorized exchange contacts that appear on the Season Ticket Holder’s account, with valid ID.

Exchanges not available until March 2014.

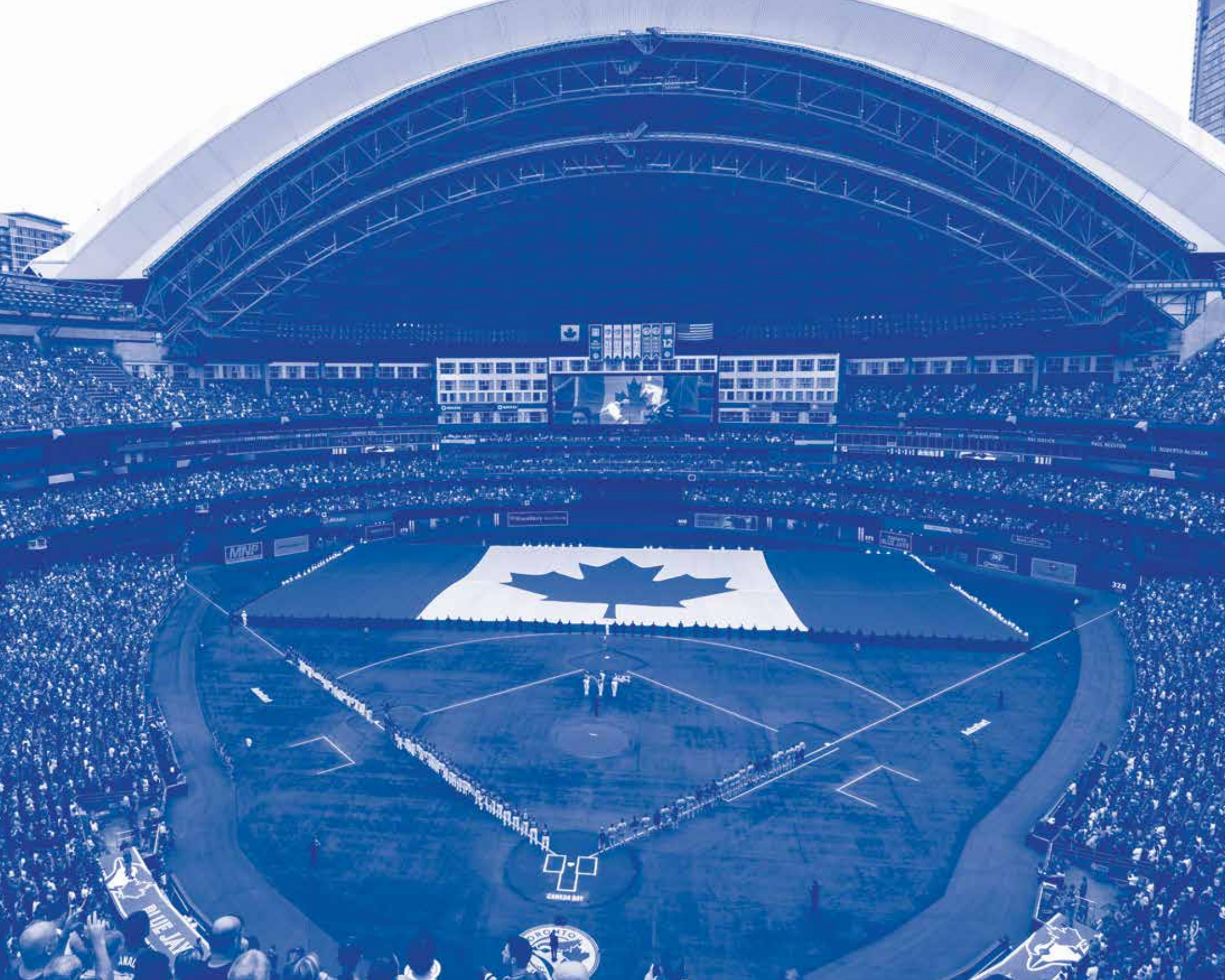
## AFTER A GAME IS PLAYED

- If you are unable to exchange tickets from your 2014 full season ticket subscription in advance of the game, there are still opportunities to exchange them for your choice of three designated games played during the 2014 *Toronto Blue Jays* regular season: **May 31, June 26, and August 7.**
- Maximum of **20 tickets** can be exchanged per account per season with a limit of **10 tickets** per designated game.
- Tickets can be exchanged by bringing them to the subscriber services windows at the Gate 7 box office on game days or to the Gate 9 box office on non-game days.
- The replacement ticket(s) will be issued for the 2014 *Toronto Blue Jays* regular season based on availability, in a seating area of equal or lesser value than the original ticket(s) and will be limited to the 200 Level Bases, Field Level Bases, 100 Level Outfield, 200 Level Outfield, and 500 Level seating.
- Only tickets from the Season Ticket Holder’s 2014 full season ticket subscription can be exchanged. In other words, there are no exchanges for tickets acquired through a previous ticket exchange, from other subscription packages, from group sales, or as single game tickets.
- Ticket exchanges are available only to the Season Ticket Holder and up to four authorized exchange contact that appear on the Season Ticket Holder’s account, with valid ID.

## AUTHORIZED EXCHANGE CONTACTS

- Add up to four authorized exchange contacts to your account.
- Only the primary Season Ticket Holder and the four authorized exchange contacts listed on the account have the privilege of performing ticket exchanges.
- To add and update your four authorized exchange contacts visit [www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets) and log into your personal Account Manager.







# MANAGING YOUR ACCOUNT AND TICKETS

## RENEW YOUR SEASON TICKETS ONLINE

You can renew your season tickets through your online Account Manager! Simply visit [www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets) and log into your personal Account Manager by using your account number and password found on your season ticket renewal form.

## MANAGE YOUR ACCOUNT AND TICKETS ONLINE

Your *Toronto Blue Jays* online Account Manager is an easy and secure way to access and manage your tickets quickly and at your convenience.

Visit [www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets) and log into your personal Account Manager using your account number and password found on your 2014 season ticket renewal form and order confirmation form, to:

- Renew your full season ticket subscription for the 2014 regular season
- Select online payment options
- Update your contact information
- RSVP for exclusive Season Ticket Holder events
- Forward tickets
- Exchange tickets before a game is played
- Add and update your four authorized exchange contacts

Ticket forwarding and exchange functions will not be available until March 2014.

## ACCOUNT CHANGES

- Please help us serve you better by remembering to update your account information with the correct contact name, mailing address, email address and phone numbers of the person designated to receive account information and tickets.
- To make changes to your account, simply visit [www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets) and log into your Account Manager, or contact your Account Executive, whose name appears on your season ticket renewal form and order confirmation form.

## LOST OR STOLEN TICKETS

- Tickets that are misplaced or stolen can be reissued by logging into your online Account Manager at [www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets) and printing the tickets.
- Once a ticket has been reissued, the original ticket becomes null and void. Only the primary Season Ticket Holder is authorized to reissue tickets.

## SUBSCRIBER SERVICES WINDOWS AT GATE 7 BOX OFFICE

- Windows 1, 2, and 3 of the Gate 7 box office at *Rogers Centre* are dedicated to subscriber services on game days from 90 minutes before the first pitch to the end of the 2nd inning.
- Subscriber services windows can be used to purchase additional tickets, complete ticket exchanges, load your Season Ticket Holder Benefit Card and manage your account.

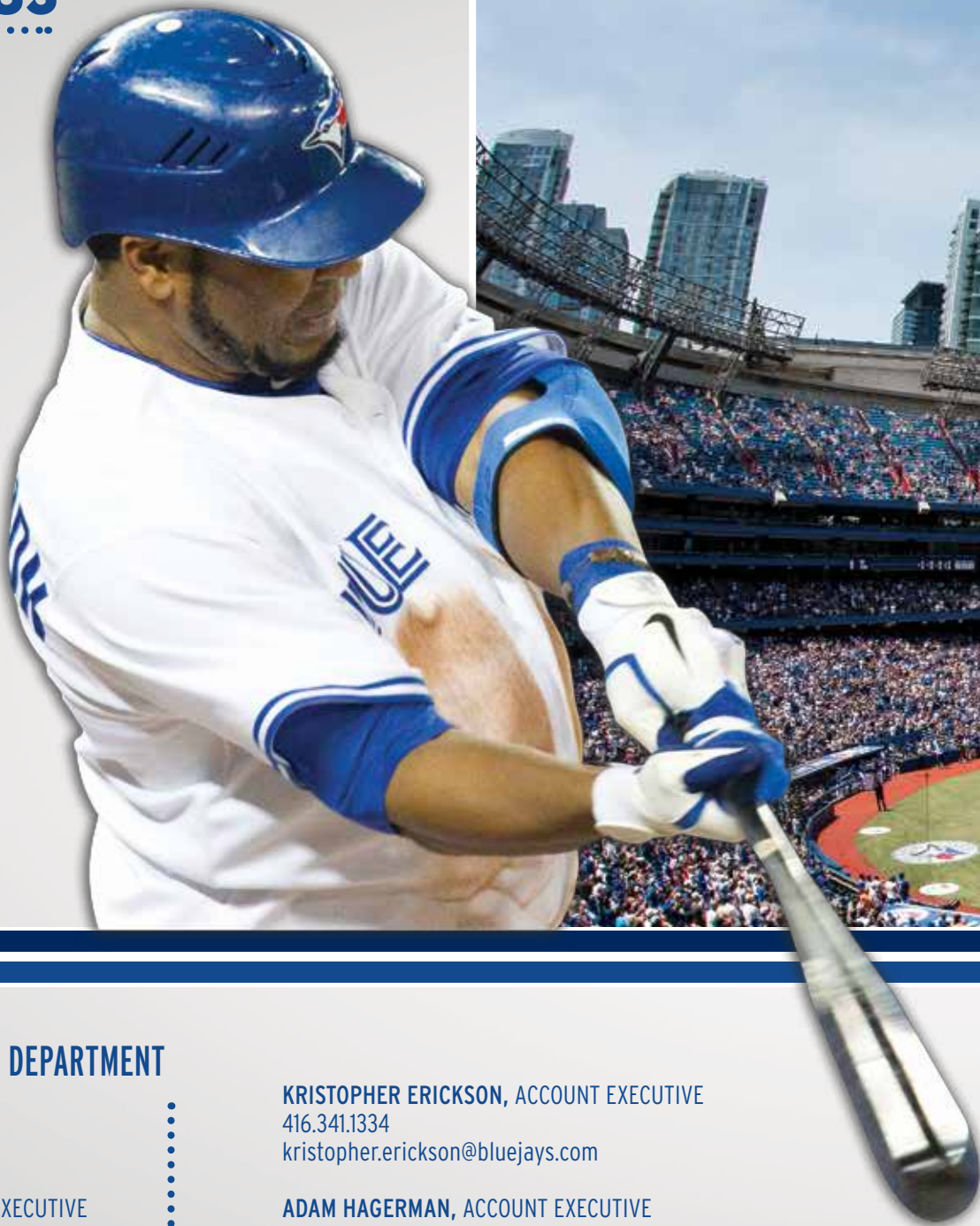
## RESALE OF TICKETS

- Unless otherwise authorized by the *Toronto Blue Jays*, any direct or indirect sale, resale, auction, assignment or transfer of any ticket at a price greater than the price printed on the front of the ticket is strictly prohibited and is grounds for seizure and cancellation of such tickets without refund or other compensation.
- No tickets may be used for advertising, promotion or any other trade or commercial purposes without the prior written consent of the *Toronto Blue Jays*.





## CONTACT US



### SEASON TICKET SERVICES DEPARTMENT

ERIK BOBSON, MANAGER  
416.341.1196  
[erik.bobson@bluejays.com](mailto:erik.bobson@bluejays.com)

JONATHAN BAGNELL, ACCOUNT EXECUTIVE  
416.341.1329  
[jonathan.bagnell@bluejays.com](mailto:jonathan.bagnell@bluejays.com)

KRISTOPHER ERICKSON, ACCOUNT EXECUTIVE  
416.341.1334  
[kristopher.erickson@bluejays.com](mailto:kristopher.erickson@bluejays.com)

ADAM HAGERMAN, ACCOUNT EXECUTIVE  
416.341.1206  
[adam.hagerman@bluejays.com](mailto:adam.hagerman@bluejays.com)

GENERAL INQUIRIES  
416.341.1280  
416.341.1230 (fax)  
[www.bluejays.com/seasontickets](http://www.bluejays.com/seasontickets)

### MAILING INFORMATION

TORONTO BLUE JAYS BASEBALL CLUB  
One Blue Jays Way, Ste 3200  
Toronto, ON M5V 1J1



# TORONTO BLUE JAYS™

## 2014 SEASON SCHEDULE

APRIL						
SUN	MON	TUE	WED	THU	FRI	SAT
	31 TB	1 TB	2 TB	3 TB	4 NYY 7:07PM	5 NYY 1:07PM
6 NYY 1:07PM	7	8 HOU 7:07PM	9 HOU 7:07PM	10 HOU 7:07PM	11 BAL	12 BAL
13 BAL	14	15 MIN	16 MIN	17 MIN	18 CLE	19 CLE
20 CLE	21	22 BAL 7:07PM	23 BAL 7:07PM	24 BAL 7:07PM	25 BOS 7:07PM	26 BOS 1:07PM
27 BOS 1:07PM	28	29 KC	30 KC			

MAY						
SUN	MON	TUE	WED	THU	FRI	SAT
				1 KC	2 PIT	3 PIT
4 PIT	5 PHI	6 PHI	7 PHI 7:07PM	8 PHI 7:07PM	9 LAA 7:07PM	10 LAA 1:07PM
11 LAA 1:07PM	12 LAA 7:07PM	13 CLE 7:07PM	14 CLE 7:07PM	15 CLE 7:07PM	16 TEX	17 TEX
18 TEX	19	20 BOS	21 BOS	22 BOS	23 OAK 7:07PM	24 OAK 1:07PM
25 OAK 1:07PM	26 TB 7:07PM	27 TB 7:07PM	28 TB 7:07PM	29 KC 7:07PM	30 KC 7:07PM	31 KC 1:07PM

JUNE						
SUN	MON	TUE	WED	THU	FRI	SAT
1 KC 1:07PM	2	3 DET	4 DET	5 DET	6 STL 7:07PM	7 STL 1:07PM
8 STL 1:07PM	9 MIN 7:07PM	10 MIN 7:07PM	11 MIN 12:37PM	12 BAL	13 BAL	14 BAL
15 BAL	16	17 NYY	18 NYY	19 NYY	20 CIN	21 CIN
22 CIN	23 NYY 7:07PM	24 NYY 7:07PM	25 NYY 7:07PM	26 CWS 7:07PM	27 CWS 7:07PM	28 CWS 1:07PM
29 CWS 1:07PM	30					

JULY						
SUN	MON	TUE	WED	THU	FRI	SAT
		1 MIL 1:07PM	2 MIL 12:37PM	3 OAK	4 OAK	5 OAK
6 OAK	7 LAA	8 LAA	9 LAA	10	11 TB	12 TB
13 TB	14	ALL-STAR BREAK			18 TEX 7:07PM	19 TEX 1:07PM
20 TEX 1:07PM	21 BOS 7:07PM	22 BOS 7:07PM	23 BOS 7:07PM	24 BOS 12:37PM	25 NYY	26 NYY
27 NYY	28 BOS	29 BOS	30 BOS	31 HOU		

AUGUST						
SUN	MON	TUE	WED	THU	FRI	SAT
					1 HOU	2 HOU
3 HOU	4	5 BAL 7:07PM	6 BAL 7:07PM	7 BAL 7:07PM	8 DET 7:07PM	9 DET 1:07PM
10 DET 1:07PM	11 SEA	12 SEA	13 SEA	14	15 CWS	16 CWS
17 CWS	18	19 MIL	20 MIL	21	22 TB 7:07PM	23 TB 1:07PM
24 TB 1:07PM	25 BOS 7:07PM	26 BOS 7:07PM	27 BOS 7:07PM	28	29 NYY 7:07PM	30 NYY 1:07PM
31 NYY 1:07PM						

SEPTEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2 TB	3 TB	4 TB	5 BOS	6 BOS
7 BOS	8 CHC 7:07PM	9 CHC 7:07PM	10 CHC 7:07PM	11	12 TB 7:07PM	13 TB TBA
14 TB 1:07PM	15 BAL	16 BAL	17 BAL	18 NYY	19 NYY	20 NYY
21 NYY	22 SEA 7:07PM	23 SEA 7:07PM	24 SEA 7:07PM	25 SEA 4:07PM	26 BAL 7:07PM	27 BAL 1:07PM
28 BAL 1:07PM	29	30				

PREMIUM REGULAR AWAY All times are Eastern (Toronto) time. Times, opponents and dates are subject to change. Schedule as of September 3, 2013.

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