



102 E. Grand Ave.
Eau Claire, WI 54701

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Eau Claire Express Rain Policy

The following document outlines Eau Claire Express Baseball's policies and procedures in the event that we have a game suspended or rained out.

General Admission / Reserved Seating

- **If the game is postponed before it is open to the public:**
All fans can exchange their dated ticket or voucher for a ticket of equal or lesser value at a later date for any future Express regular season home game.
- **If the game is suspended before it is ruled an official game:**
Fans holding a dated ticket can exchange it at a later date for a ticket of equal or lesser value to any future Express regular season home game. Fans having vouchers will need to get a replacement general admission voucher before they leave Carson Park. Vouchers will NOT be exchanged at a later date.
- **If the game is called off after it is ruled an official game (after 4.5 innings of play if the Express are ahead, or after 5 innings of play if the Express are losing):**
The Eau Claire Express will offer no refund of any kind. This is the universal policy for all patrons at all Eau Claire Express home games when a game is called off, for whatever reason, after it is ruled an official contest.
- **If the game is delayed by weather or any other cause:**
During a delay, no matter how short or long, the stadium will remain in full-service until a final decision has been made regarding the play on field. If the scheduled ballgame is played without being postponed, and the game concludes after 4.5 innings of play if the Express are ahead, or after 5 innings of play if the Express are losing (see above policy), the game will be complete and all tickets are deemed used and the Eau Claire Express will offer no refund of any kind. Eau Claire Express management reserves the right to discontinue alcohol service completely to any individual at any time in the interest of fan safety and/or fan experience of any individual attending the game.

Fan Deck

- **If the game is postponed before the fan deck is opened to the public:**
Your fan deck ticket can be exchanged at a later date for a fan deck ticket to a future Express regular season home game.
- **If the game is suspended before it is ruled an official game:**
You will be able to stay on the fan deck for a reasonable amount of time to enjoy your unlimited food/soda and remaining beer tabs. The fan deck will remain in full-service a minimum of one hour after the first pitch. Everyone in attendance on the fan deck will be given one general admission voucher, redeemable for any remaining Express regular season home game this season.
- **If the game is called off after it is ruled an official game (after 4.5 innings of play if the Express are ahead, or after 5 innings of play if the Express are losing):**
The Eau Claire Express will offer no refund of any kind. This is the universal policy for all patrons at all Eau Claire Express home games when a game is called off, for whatever reason, after it is ruled an official contest.
- **If the game is delayed by weather or any other cause:**
You will be able to use your beer tabs during and after the delay. Food service will remain open during and after the delay. Food and beverage service for a regularly played game will continue through the 9th inning, *however*, in the event of a delay the Express management staff reserves the right to end food and beverage service at an earlier time if it has been determined that fans have received equivalent value to a regularly played game. After beverage service has ended, alcoholic beverages are available to fans at regular price. Express staff reserves the right to discontinue alcohol service completely to any individual at any time in the interest of fan safety and/or fan experience of any individual attending the game.

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PLEASE NOTE:

Under no circumstances will cash refunds be issued for games that are rained out. In the event that the last regular season home game of the season is rained out, vouchers for the next season will be issued to all of those in attendance. If the chance of heavy rain is imminent, the opening of the fan deck may be delayed until a decision on whether or not to play the game is determined. If the deck does open, food and beverage serving time may be extended by the Express staff under certain circumstances. Fan deck ticket holders enter the deck at their own risk. Once the deck is entered, there is NO CIRCUMSTANCE where fan deck patrons will receive another fan deck ticket free of charge, regardless of rain. Fan deck ticket holders wishing to sit in general admission so as to not take the chance of using their fan deck ticket for a rainout may exchange their fan deck ticket at the stadium for a ticket to a later regular season Express game. No cash refunds will be given.