

## Sarah Bartczak

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**From:** Sarah Bartczak  
**Sent:** Saturday, December 17, 2022 10:27 AM  
**To:** Jose Diaz [REDACTED]  
**Subject:** Here is the standard email

Hi

Here's the instructions I send out

Tickets are only available electronically through the NHL App. You MUST download the NHL App using the EXACT email address provided to Sarah Bartczak

### **Important Ticket Access Procedure:**

- All event tickets including "**Disney on Ice**" may only be accessed by downloading the "NHL" app and creating a username and password using the email address that was provided to Sarah Bartczak. This can be done any time prior to the time of the event, but it is suggested to do so before arriving at the Honda Center.
- All tickets are NON-TRANSFERABLE.
- Tickets will be viewable in your NHL app by 5pm the day before the event for weekday events and by Friday at 5:00 pm for Saturday/Sunday events.
- When you arrive at the Honda Center you should log into your account where you will be able to access and view your tickets.
- At time of entry to the Honda Center, show the ticket barcode(s) to the ticket taker to be admitted to the Arena.
- You can visit the southeast concierge if you have trouble accessing the tickets on the NHL app.

If you have any other questions, please feel free to contact me. Enjoy the show!

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