



CAROLINA HURRICANES STM THINGS TO KNOW

Thank you for being a Carolina Hurricanes Season Ticket Member.

Beneath are a few quick tips to help you get the most out of your STM Benefits.

Accessing & Managing Your Tickets

[Hurricanes.com/AccountManager](https://hurricanes.com/AccountManager)

Visit the link above on your mobile device to access your tickets/parking passes (*if applicable*) to enter PNC Arena. Through your online Account Manager, you will be able to:

- **FORWARD** tickets via email
- **EXCHANGE** tickets (*if applicable*)
- **POST** tickets for re-sale
- **PURCHASE** additional discounted tickets
- **REDEEM** Free Ticket Vouchers (*if applicable*)
- **SAVE** tickets to Apple Wallet or Google Pay

REMINDER - All tickets & parking passes are now 100% Mobile!

Ticket Exchanges*

As a Canes STM, you have access to the most flexible exchange program in the NHL. If you can't make a game, you are able to exchange your tickets and parking **until 11:59PM the day before the game**, online via your Account Manager.

**All exchanges are based on availability.*

Pure Hockey seats do not qualify for exchanges.

Mobile Ticketing Help

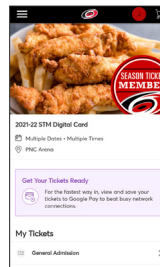
Need more help accessing your tickets?

Visit [Hurricanes.com/Mobile](https://hurricanes.com/Mobile) for a step-by-step guide on accessing and transferring your tickets!

STM Badge & Digital Cards



On gamedays, your STM Badge serves as your identifier and discount card at merch and concession locations.



If you don't have your badge, you also have a STM Digital Card located within your Account Manager. It is listed as an event under **'Tickets'**. Select **'STM Digital Card'** to utilize your QR code at merch and concessions locations.

Parking

STMs can purchase a discounted parking pass for the season. Individual game parking can be purchased at full price (*cashless*) on gameday, or in advance at

PNCArena.com/Parking

Food & Merch

You will receive a 15% concession discount* on gamedays by showing your STM Badge or Digital Discount Card. Additionally, you will receive either a 15% or 20% discount on merchandise based on your account tenure!

**Select exclusions apply.*

Auto-Renewal

All Memberships are enrolled in auto-renewal, which means your membership will automatically renew unless you opt-out during the annual opt-out window (Spring 2022).