

Ticket FAQs:

IF YOUR POSTPONED GAME HAS BEEN RESCHEDULED:

INDIVIDUAL TICKET CUSTOMERS:

Q. How will I know if my game has been rescheduled?

A. Customers should receive a direct notification from the arena or ticketing company they purchased their tickets from advising them of the new date and time. Please check your spam filter. You can also check the arena's website for more information.

Q. Do I need to get new tickets?

A. No. All tickets purchased for the original date will be valid for the new date. There is no need to exchange your tickets.

Q. Will my seat locations change?

A. We are following the guidelines of local health officials in each city, so at this time, most customers will keep the seats they originally purchased. Obviously, things can change at any time, so we will keep you informed if any changes need to be made to your purchase.

Q. I purchased Magic Passes with my game tickets, what happens to them?

A. Your Magic Pass tickets will also be valid for the new date. Magic Pass will still take place 90 minutes prior to the NEW game time and will last 30 minutes. Doors for the Magic Pass event will open 2 hours prior to the NEW game time.

Q. I purchased seats on the bench. Will I still be able to sit with the Globetrotters?

A. In order to keep our fans and our players safe, we have eliminated fan seats on the bench until further notice. If you purchased a Bench Experience package, you will be contacted directly by a Globetrotters staff member with details of a modified package.

Q. I'm excited for the Globetrotters to come back, but what if I can't attend on the new date or still don't feel comfortable attending a live event?

A. In the notification you receive, there will be instructions for you to request a refund if you cannot or don't feel comfortable attending the event. The window to request a refund will be open for 30 days from the date the announcement is sent.

Q. What if I purchased tickets through a 3rd party instead of the arena?

A. Tickets purchased through 3rd party ticket brokers (like Stubhub) are subject to the refund/exchange policies established by those companies. You will need to work directly with them.

Q. What if I have a question that you didn't answer here?

A. For any lingering questions, please contact us via email at info@harlemglobetrotters.com. Make sure to include your name, the city/arena you were attending and how you purchased your tickets (Ticketmaster, the arena box office, Groupon, etc).

GROUP SALES CUSTOMERS:

Q. My group purchased tickets with a group sales offer through Groupmatics and they went out of business. What do I do?

A. All tickets purchased through Groupmatics will still be honored at the rescheduled event. You will receive an email from the Globetrotters with information about the new game date/time and the options available to you.

Q. My group was supposed to perform or participate in an on-court activity. Will we still be able to do that?

A. Due to safety measures that have been implemented, some on-court activities will need to be adjusted or canceled. Please have your group leader contact the Harlem Globetrotters at GroupSales@harlemglobetrotters.com so we can explain your options. Make sure to provide us with your name, the city in which you are attending, the group name and the activity you were scheduled to participate in.

Q. I bought group tickets, but I'm no longer part of the group I was supposed to attend with. Can I still come to the game?

A. Of course! Anyone holding valid game tickets for a rescheduled game will be allowed entry on the new date.

Q. I'm a group leader and have a specific question about my group's outing. Who can I ask?

A. Please feel free to direct any questions to us via email at GroupSales@harlemglobetrotters.com and we'd be happy to help. Again, please make sure to provide us with your name, the city in which you are attending and your group name.