



Cancelled Game Refund Policies

Customer will have refund processed at point of purchase.

Admirals Office

Single-game Ticket & Group Ticket Buyers – Those that purchased with credit card may have the money refunded directly to their card. Cash or Check transactions will be refund via check issued by the Admirals

Flex Vouchers, Corporate Vouchers, Donation Vouchers – customers who redeemed a voucher for a cancelled game may be reissued a voucher good for any game in the same price level. Vouchers will be valid through December 2020.

Full/Half Season Ticket Holders – Money from cancelled games will be rolled over to playoff games (if played) or to the 2020-21 season.

WCD Box Office

Refunds for tickets purchased through the Miller High Life Theatre Box Office or the UWM Panther Arena Box Office will be processed by the WCD. Customers can bring their tickets to the High Life Theatre Box Office to process their refund.

If a customer exchanged a voucher through these outlets, then they will be given a new voucher valid for any game through December 2020.

Online Orders

Ticketmaster/Fevo

Tickets purchased through Ticketmaster.com or through a Fevo site will be automatically refunded to the purchaser's card once games are cancelled.

Secondary Markets

Tickets purchased second hand will be subject to the individual site's refund policy. Most sites will automatically refund once the event is cancelled. Being that there are so many re-sale sites there may be a hiccup for fans and we will deal with these issues as they arise.