



2019-20 MONSTERS HOCKEY CLUB

SURVIVAL GUIDE

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What is the Monsters Hockey Club?

- The Monsters Hockey Club is the exclusive membership program of the best fans in the American Hockey League. In addition to your tickets, the Monsters Hockey Club experience consists of one of a kind events and benefits specific to our members.
- Memberships will continue to be categorized as Platinum and Gold
(Your benefits may vary based on your tenure and/or type of membership)
 - Platinum Membership:
 - Our Full Season Membership
 - Includes all 38 regular season home games and the best price per ticket
 - Gold Members:
 - Our Half Season Membership
 - Includes 21 weekend regular season home games (our best promo nights)

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MHC Tenure

- Some of your MHC benefits are related to how long you have been a member:
 - **Legend Members**
 - Those who have been members (season ticket holders) for 6+ consecutive years.
(If the 2019-20 season is your 6th full season as a member, then you are a Legend. Your first paid MHC season would've been 2014-15 or earlier.)
 - **All-Star Members**
 - Those who have been members (season ticket holders) for 3-5 consecutive years.
(If the 2019-20 season is your 3rd, 4th or 5th full season as a member, then you are an All Star. Your first paid MHC season would've been 2015-16, 2016-17, or 2017-18.)
 - **Rising-Star Members**
 - Those who have been members (season tickets holders) for 1-2 consecutive years.
(If the 2019-20 season is your 1st or 2nd full season as a member, then you are a Rising Star. Your first paid MHC season would've been 2018-19 or this current 2019-20 season.)

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Premium Club Memberships – Litehouse Chairman's Club



- Located on our Event Level
- All-Inclusive Food and Beverages (beer, wine, soda, water)
- Available with 1st Row Glass Membership as well as select Center Ice Sideline and Club Level locations.

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Premium Club Memberships – Westfield Champions Club




































- Located on the Huntington Bank Club Level
- All-Inclusive Food and Beverages (beer, wine, soda, water)
- Includes 3 different types of seating within the club:
 - Lounge Seats
 - Club Boxes (4 seats)
 - Lounge Boxes (4 seats)



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MHC Benefits Chart by Tenure

	LEGEND		ALL-STAR		RISING STAR	
	PLATINUM	GOLD	PLATINUM	GOLD	PLATINUM	GOLD
• Loyalty Pricing						
• Digital Team Shop Discount	20%	20%	20%	15%	15%	15%
• Early Entrance						
• Meet The Team						
• Monsters Lapel Pin						
• Future Game Ticket Exchange Program						
• Guaranteed Giveaways <i>(excludes any Kids Day giveaways)</i>						
• MHC Ticket Allotment	3 Games	3 Games	2 Games	2 Games	1 Games	1 Games
• Opportunity to customize your Membership with additional events	3 Events	3 Events	2 Events	2 Events	1 Events	1 Events

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What's New for the 2019-20 Season?

- **NEW MHC Early Entrance Location**

- MHC Members can now enter 1 hour and 15 minutes before puck drop on weekend games at BOTH the East Garage Bridge entrance and the new Cleveland Cliffs entrance!*

*The Cleveland Cliffs entrance is located on the corner of Huron and E. 6th St. by the team shop

- **NEW Choices for MHC Events**

- Pre-Game Break the Ice with our new Head Coach Mike Eaves (October 12th)
- FREE AHLTV Away Game Package (Subscription to watch all Monsters away games)
- Movie Night at Rocket Mortgage FieldHouse (January 21st)
- Game Day Morning Practice @ Rocket Mortgage FieldHouse (December 28th)*

*This event is one of our Legend and Premium Club Member only events

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What's New for the 2019-20 Season? (continued)

- **Members Lounge**
 - This brand new bar and lounge area is exclusive to our MHC Members and includes a cash bar!
 - Located in the NW Atrium by the Sherwin-Williams Entrance and the new Power Portal!
- **New Location for Member HQ**
 - By Portal 30 on the main concourse and near the Members Lounge and Power Portal



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What's New for the 2019-20 Season? (continued)

- **New Bars**
 - **Members Lounge** (located in Sherwin Williams entrance and NW Atrium)
 - **Saucy Brewpub** (located in the south neighborhood by Discount Drug Mart entrance)
 - **Bell's Bar** (located in our west neighborhood by sections 120 and 121)
 - **Budweiser Brewhouse** (located in the south end of Loudville) *only accessible when Loudville is in use
 - **Overlook Bar** (located by sections 207 and 208 in Loudville) *only accessible when Loudville is in use
- **New Entrances**
 - **Cleveland Cliffs Entrance** (located at the corner of Huron and E. 6th St. – by Monsters team shop)
 - **Sherwin Williams Entrance** (located at the corner of Huron and Ontario – by RTA Tunnel)
 - **Discount Drug Mart Entrance** (located at the south end of building – by Progressive Field)
- Check out more about the Rocket Mortgage FieldHouse Transformation project here:
 - <https://www.rmfhtransformation.com/>

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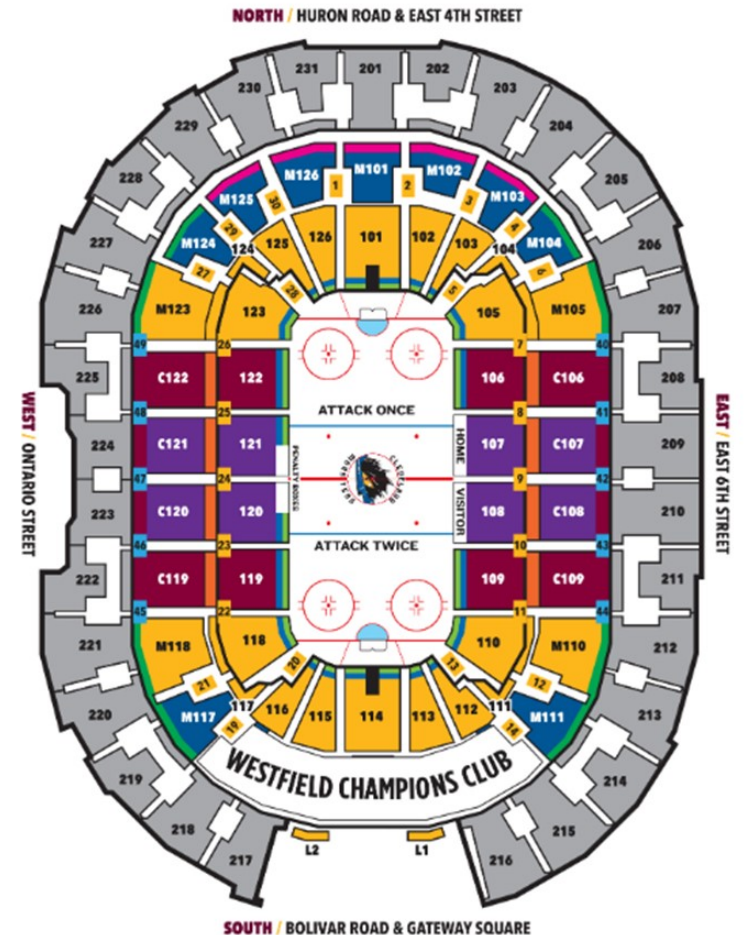


What's New for the 2019-20 Season? (continued)

- A New Seating Chart for our New FieldHouse

*Please note that your physical seating location did not change

- Wayfinding Changes:
 - Re-numbered Sections and Seats
 - Portal System
 - All tickets will now have a portal number to help guide fans to their seat more quickly and efficiently!



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MHC Member Parking

- Complimentary East Garage Parking
 - Legend and All Star Members who automatically re-enrolled in January 2019
 - Premium Club Members
- Discounted East Garage Parking*
 - Rising Star Members
 - Platinum - \$5 per pass Gold - \$8 per pass

*Please note that parking may be unavailable for purchase each season for select October and March/April games due to potential schedule conflicts in the Gateway East Garage

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Meet the Team Party 2019



Formal Invitation was sent via email on October 1st!

Deadline to RSVP is October 14th

The Meet the Team event is for All MHC Members and does not count as 1 of your Additional MHC Events. You will receive the same number of invites as seats in your membership.

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MHC Additional Events for 2019

The email to select your Additional MHC Events was sent on September 3rd.*

Legend and Premium Club Members – 3 events

All Star Members – 2 events

Rising Star Members – 1 event

*If you have not yet signed up for your additional MHC events please contact your representative to find out what events are still available.

NEW! AHLTV Road Game Package (Cleveland Monsters Away Games Subscription)

Pre-Game Break the Ice with Coach Mike Eaves (Saturday, October 12th)

Post-Game Press Conference (Saturday, November 9th)

Happy Hour & CBJ Viewing Party (Tuesday, November 19th) – **Currently at Capacity**

Holiday Skate & Autograph Session (Monday, December 16th)

Game Day Morning Practice (Saturday, December 28th) *Legend and Premium Only

Post-Game Press Conference (Friday, January 3rd)

CBJ Bus Trip (Thursday, January 16th) *Legend and Premium Only – **Currently at Capacity**

Movie Night @ Rocket Mortgage FieldHouse (Tuesday, January 21st)

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MHC Fan Experiences

Every season MHC Members will get the chance to do a fan experience at a game. We will do our best to make sure everyone gets one of their top experience and/or game date choices.

- Zamboni Rides
- Cave Crew
- Benchwarmers
- Big Flag



Contact your membership representative to find out what experiences and dates are still available!

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More MHC Benefits!

- Premium Credit
 - All **re-enrolled** MHC Members receive a premium credit to use towards our Huntington Club Level Suites and Theater Boxes
 - \$500 credit for Platinum
 - \$250 credit for Gold/Half
 - Contact your membership representative for pricing and availability!
- Ticket Allotment
 - All MHC Members will receive extra tickets in their Flash Seats account to use throughout the 2019-20 regular season. Amount of tickets is based on your tenure and the # of seats in your membership.
 - Legend – 3 games*
 - All Star – 2 games*
 - Rising Star – 1 games*

*A “game” is equal to the # of seats in your membership

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MHC Member Pre-Season Checklist

- ✓ Your Seats and Parking (if applicable) are in Flash Seats
- ✓ You know your membership representative and how to reach them
- ✓ You know how to find the MHC Central page on the new website
- ✓ You joined the Monsters Hockey Club Facebook group
- ✓ You signed up for Additional Member Event(s)
- ✓ You signed up for a Member Fan Experience (Zamboni, Cave Crew, etc.)
- ✓ You downloaded your Digital Card for your team shop discount
- ✓ You signed up for the Meet the Team Party on 10/29 at Scene 75

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Managing Your Tickets

Flash Seats

Click below to learn how to sell and manage your tickets via Flash Seats

[Selling Tickets](#)

[Transferring Tickets](#)

StubHub

[Click Here](#) to learn how to set up an account for selling your Monsters tickets

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Helpful Links and FAQs

Monsters Hockey Club

MHC Member Page: <https://www.clevelandmonsters.com/MHC>

MHC FAQs: <https://www.clevelandmonsters.com/MemberFAQ>

Rocket Mortgage FieldHouse

Plan Your Visit: <https://www.rocketmortgagefieldhouse.com/plan-your-visit>

Guest Experience: <https://www.rocketmortgagefieldhouse.com/guest-experience>