

[TICKETS](#)[SCHEDULE](#)[SCORES](#)[STATS](#)

## Group Ticket Sales and Theme Night Policies & Procedures

For 2022 Games

By making a payment towards Group, Splash Page, Coupon Code or Theme Night tickets, customer accepts and agrees to be bound by the following Group Ticket Sales and Theme Night Policies & Procedures for 2022 Games, as well as the [Phillies Tickets Terms & Conditions](#). Please contact your Phillies sales representative, e-mail [grouptickets@phillies.com](mailto:grouptickets@phillies.com), or call 215-463-5000 with any questions or concerns. **All Group Ticket Sales and Theme Night Policies & Procedures are subject to change.**

### Group Ticket Sales Discounts/Rebates

Most Groups of 25 or more receive a Group discount on tickets purchased for most games on the schedule. Non-profit organizations may receive the Group discount up front or in most instances may purchase tickets at full price and receive a rebate to their organization after the game date. A rebate is available only if the game is played. Tickets sold on the secondary market are not eligible to receive a Phunraising rebate. Click here to obtain more information about [Phunraising details](#).

Group Ticket discounts/rebates are subject to change after November 5, 2021.

Discounts/rebates do not apply to select seating areas, such as: Field Level Sections 112-135, Premium seating areas, Suites and Hall of Fame Club Decks. For the following game dates, discounts/rebates will not apply: Friday, April 8; Friday, June 3; Saturday, June 4; Sunday, June 5; and all Saturday games from May 7 - August 6.

There is a maximum of 50 tickets per customer and payment is due in full at the time of order for the following games: Friday, April 8; Friday, June 3; Saturday, June 4 and Sunday, June 5. Group tickets are not available within 14 days of the game date.

## Group Ticket Sales Orders and Payment

For most Group ticket purchases, a \$5 per ticket, nonrefundable credit card deposit (MasterCard, Visa, Discover or American Express) and \$15 processing fee per game is due at the time the Group ticket order is placed. Final payment is due 45 days before the game date. When booking a Suite, Hall of Fame Club Deck or Hospitality area, a \$500 per facility nonrefundable deposit is due at the time of the order and final payment is due 45 days before the game. The Phillies Sales Office reserves the right to require full payment for the Group ticket order at any time for any game. Further, The Phillies Sales Office may cancel your Group ticket order if the final payment is not received by the due date.

All online orders include a \$40 order charge per game and payment in full is due at the time of purchase.

Group tickets for most games may be purchased online via The Phillies website at [Phillies.com](http://Phillies.com), or by calling The Phillies Sales Office at 215-463-5000.

Based on availability, additional tickets may be added to general Group orders. For Suites, Hall of Fame Club Decks and Hospitality areas, additional tickets may be added at any point while staying within the pre-set limits for each facility. Tickets are subject to dynamic pricing, therefore, the price of additional tickets may be different than the original ticket purchase price.

## Group Ticket Delivery

Tickets (and Hospitality area passes if applicable), will be issued by mobile delivery and accessible via the MLB Ballpark app. Visit the [Phillies Mobile Ticketing](#) page for guidance. The tickets will be available in the app after final payment is made; however, the barcode may not appear until closer to the game date, at the Phillies' discretion. To distribute tickets (and Hospitality area passes if applicable) to your guests, use the ticket forwarding feature within the app.

## Ticket Pricing

Group tickets are subject to dynamic pricing and based on availability, also some restrictions may apply. Pricing is subject to change at any time without notice. Scheduled date and/or time is also subject to change. In the event of a change, except as stated below with respect to COVID-19, ticket purchasers will not be entitled to a refund.

## No Ticket Resellers

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If The Phillies determine, in its sole discretion, that any individual or entity did not adhere to the established ticket limits (if applicable), is re-selling the majority of the purchased Group, Splash Page, Coupon Code or Theme Night tickets on the secondary market, has violated any other ticketing policy or procedure, or for any other reason, The Phillies may classify a Group ticket purchaser as a Ticket Reseller. Ticket Resellers are not eligible to purchase Phillies Group tickets. The Phillies, in its sole discretion, may, but is not obligated to, cancel and refund any Group ticket purchase made by anyone determined to be a Ticket Reseller.

### **Community/Corporate Partnership Program**

The Phillies reserve the right to modify, delete or terminate any or all aspects or benefits of the Community/Corporate Partnership Program at any time in the sole discretion of The Phillies, including without limitation, as a result of the COVID-19 pandemic or any other public health situation.

### **Private Splash Page and Coupon Code Page**

Some Groups will have the option to sell tickets exclusively to their Group members via a private online Splash Page or Coupon Code Page. Tickets sold via Splash Page or Coupon Code Page will be limited to a maximum number of tickets per purchaser.

### **Group Leader Bonus Program**

Minimum purchase required to qualify for Group Leader Bonus Program is 25 paid tickets. Ticket Resellers, bus companies and tour and travel agencies are not eligible for the Group Leader Bonus Program. A Group ticket purchase is included toward the Group Leader Bonus Program only if the game is played. Tickets for postponed games do not qualify. The Phillies Sales Office reserves the right to (1) disqualify or exclude any person from the Group Leader Bonus Program at any time; and (2) modify, delete or terminate any or all bonus items, in the sole discretion of The Phillies.

### **Theme Nights**

Phillies Theme Nights are special ticket offers for select games throughout the season. They provide an opportunity for fans with similar interests to enjoy a game together at Citizens Bank Park. In order to receive exclusive Theme Night elements such as ticket discounts or unique

limited-quantity giveaway items, fans **MUST** purchase Theme Night tickets. In addition to exclusive elements for Theme Night ticket purchasers, a Theme Night may also include some ballpark-wide entertainment, which can be enjoyed by all fans.

Tickets purchased for Phillies Theme Nights will be limited to a maximum number of tickets per purchaser. There is a limit of one Theme Night giveaway item per person.

## Scoreboard Message Information

Once you have purchased a Group of 25 or more tickets, you are entitled to a scoreboard message that will be displayed during the following times:

- Pre-game on the large PhanaVision screen; and
- At the end of the 4th/top of the 5th inning (following the birthday messages) on the upper-side auxiliary message boards.

The Phillies must have your message at least 72 hours before your game date. Otherwise, display of your message cannot be guaranteed. Messages must be family-friendly in nature.

Guidelines to follow when choosing a message to display:

- Messages may not be advertising in nature (e.g. website URL or phone number); and
- All messages are preceded with “The Phillies Welcome.”

The Phillies may elect not to display a message at its sole discretion.

## COVID-19

If, due to the COVID-19 pandemic, The Phillies must reduce fan capacity for a game for which you reserved tickets and the reduced capacity prohibits your reserved tickets from being used, The Phillies will issue you a credit for any payment(s) already made for the group ticket reservation to be used toward a future ticket purchase or will refund such payment(s) in the same manner by which you made the payment(s). Except as expressly stated herein, all sales are final and there are no refunds.

## FAQs

[Group FAQs](#)

[Group Party Area FAQs](#)

[Theme Night FAQs](#)

[« Back to Group Tickets](#)