

# 2019 Girl Scout Day at the K – Event FAQ

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## Ordering Tickets/T-Shirts/Patches FAQ

### How do I make sure my group sits together?

Nothing is more fun than a ballgame with your friends and family! If you want to sit with your family, troop and/or service unit, you can do so! But in order to do so, you must place one order, with all your tickets, including recognition tickets. If your order includes recognition earners, you must get the voucher codes for those tickets from the girls' caregiver. Each recognition earner has two voucher codes. **Please coordinate within your troop/group so one person orders all tickets (including cookie recognitions) in ONE order.**

### What information do I need to register my family or troop?

Before purchasing/redeeming Royals tickets, please coordinate within your troop/group to collect this information:

- 2 Voucher Codes for each girl who earned the cookie recognition (if any)
  - Each cookie recognition includes: 2 free tickets, 1 voucher for concessions, 1 patch, and 1 admission wristband for the on field experience)
- Number of tickets to purchase. Ticket price is \$19.50 (\$18 base fee + \$1.50 MLB fee per ticket)
- Number of discounted parking vouchers. (\$12 base fee + \$1 MLB fee)
  - Every order can purchase up to two parking vouchers.
- There is a \$3.50 per order MLB processing fee
- Electronic ticket delivery is free via the MLB Ballpark App. Paper tickets can be mailed for a \$5 fee.

Remember, if you want to sit as a group, all tickets must be redeemed/purchased in ONE order. Your order cannot be altered once it has been placed.

### How do I claim my cookie recognition tickets?

Caregivers of the girls who earned the recognition (2 free tickets, 1 voucher, 1 patch, and 1 admission wristband for the on field experience) will receive an email with two voucher codes. Those codes can be redeemed through the MLB system when placing your order. If you are placing a group order that includes recognition earners, you must reach out to the caregiver to attain the voucher codes for their girl. Voucher for concessions, patch and wristband will be mailed separately to individual households. Recognition tickets are guaranteed through April 19. Place your order prior to April 19.

### I'm a troop leader; can I claim the recognition tickets for the girls in my troop?

Troop leaders can claim cookie recognition tickets on behalf of girls in their troop if they reach out to those caregivers to request the voucher codes to redeem those tickets

### I am a troop leader of more than one troop, how can I order tickets for all of my troops?

You can be seated as a group if you place one large group order. Please coordinate within your troops/family so one person orders all tickets (including cookie recognitions) in ONE order.

### **What if I need more than 40 tickets (including paid and recognition tickets)?**

If you need to place an order for tickets (including paid and recognition tickets) please contact Jesse Blackstock at the Royals at 816-504-4168.

### **I am a guardian with girls in different troops. Will we be seated together?**

No. Separate orders will not be seated together. Please work with your troop leaders to decide if you want your entire family's tickets included within a troop order, or if you wish to order your family tickets separately under your name.

### **Something has come up and I am not able to attend the game. Can I get a refund?**

No, ticket sales are final.

### **I decided I don't want a t-shirt. Can I cancel my order?**

No, t-shirt sales are final.

### **The game was moved to an evening time and now I can't attend. Can I get a refund?**

MLB reserves the right to move this game to an evening game up to two weeks prior to game day. There are no refunds on tickets if this change is made.

### **I need to change t-shirt sizes. Can I update my order?**

No, t-shirt orders are final.

### **Will there be a Girl Scout Day at the K patch?**

Yes. Patches will be mailed to girls who earned the recognition. All other patches may be picked up on game day at Gate E.

### **My family holds season tickets; can we still get patches?**

Absolutely! On game day, please visit the Girl Scout table outside Gate E before you enter the stadium.

### **Do I have to pay for a toddler's ticket?**

Toddlers 31 inches and shorter may attend for free, but must sit on a guardian's lap (not their own seat).

## **Seating FAQ**

### **Where will I be seated?**

Our Girl Scout Day at the K seats will be in the View and Box level. The MLB system will pick best available seats when you walk through the order process. Tickets in the same order will be seated together. The Royals cannot accommodate requests to seat separate orders together, so please coordinate ticket orders with your groups so they can be purchased/redeemed in ONE order.

## **Shipping Tickets/Shirts/Patches FAQ**

### **How do I get my tickets?**

You will need to download the MLB app to see your tickets and to get into the stadium on game day. [See the directions on how to use the app.](#)

### **How do I get my t-shirts?**

2019 Girl Scout Day at the K t-shirts are being handled by our vendor partner, Advantage. You can order shirts April 1-30, 2019 and they will be mailed, for free, to the person who placed the order the week of May 20.

## Event Day FAQ

### **Is parking included in the recognition?**

Parking is not included in the Cookie recognition. You will get an opportunity to purchase up to two(2) parking passes at \$12 + \$1 MLB service fee when you purchase your tickets. Otherwise, you can purchase on the day of for \$15 cash.

### **I'm a troop leader; how do I supervise my girls if we are not seated together?**

If you wish to sit as a group, please coordinate within your troop/family so one person orders all tickets (including cookie recognition packs) in ONE order. Girls who earned the Royals recognition earn 2 free tickets so they can bring a guardian with them.

### **What is the "on field experience" for recognition earners?**

Girl Scouts who earned the cookie recognition have the opportunity, if they chose, to walk around the field prior to gates opening on June 9. These girls will receive a color-coded wristband with their patch and voucher for concessions. Please ensure the girl wears this wristband on the day of the game or she may not participate in the on field experience. Adults/caregivers/volunteers may not join the girls and must wait in the grassy area outside of Gate E. The girls will return to this location. **Do not drop your Girl Scout off and leave the area.**

At 11:30am, all girls participating in the on field experience must be assembled at the grassy area located to the right of Gate E outside the stadium. Girls will be organized into groups based on the color of their wristband. Girls whose tickets are redeemed in the same order will receive the same color wristband. Each group will be monitored by Girl Scout staff and Royals staff. When the players have exited the field from pre-game warm-up, approximately at noon, each group will be called individually to walk the stadium. At this time, adults will stay behind and wait at the color-coded sign until their Girl Scout returns. The girls enter the stadium through a lighted tunnel; walk the outfield of the stadium, return through the tunnel, and return to their color-coded sign. They remain in a group formation throughout the walk.

Notes for Younger/Anxious Girls: This experience is not mandatory for recognition earners as we know this can be stressful for some Girl Scouts. **Parents/guardians/siblings cannot walk with their daughters because our group already exceeds the maximum capacity for this experience.** If your daughter is anxious, but would still like to walk, please arrive early and speak with the staff member in charge of her color-coded group. Our staff can ensure your daughter stays near a staff member, or will match her up with an older Girl Scout to walk with.

**Please Note:** If this game is moved to an evening game, Girl Scouts will not be able to walk the field prior to the gates opening.

## Mobility and Special Needs FAQ

### **Mobility and Special Needs Accommodations:**

Please contact Jesse Blackstock at the Royals at 816-504-4168 if you have any mobility or special needs.