

**Refund Guidelines for Cancelled/Postponed Events at Mohegan Sun Arena
for tickets purchased in person at the NBT Bank Box Office**

Cancelled events with credit card purchase: Check your credit card statement in the days following the event cancellation notice as tickets are generally refunded within a few days of that notice. If you do not see the refund, please email the information listed in step 1 below along with your phone number so that we can contact you.

Cancelled events with cash payments / Postponed events:

- **Step 1:** Send a brief email to: refund@mohegansunarena.com and include the following information:
 - Your name and purchaser's name if different
 - Event name, date & time (A photo of your tickets if possible)
 - A note on any special considerations

**Please note: This will not serve as an official request for a refund, but rather will act as a preliminary notification so that our staff can anticipate receiving your official request (see below). Refunds will only be issued once tickets have arrived in the mail. For general questions, please email questions@mohegansunarena.com*

- **Step 2:** MAIL the following to the address listed below:
 - Your event tickets (only tickets purchased in person at the Box Office)
 - Any pre-purchased parking passes (only passes purchased in person at the Box Office)
 - Your name and the event ticket purchaser's name if different
 - Your Mailing address (tickets purchased via cash or gift card/certificate will be mailed a refund check)
 - Phone number of ticket purchaser
 - Email address of purchaser for receipt and notification of refund status
 - Last 4 digits of credit card and type of card used for purchase (if purchased via credit card)
 - If the card used is no longer valid, please let us know and we can call you for updated information.
 - For your security, please **DO NOT MAIL YOUR ENTIRE CREDIT CARD NUMBER**

**Mail to:
REFUNDS/Attn: Box Office
Mohegan Sun Arena at Casey Plaza
255 Highland Park Blvd
Wilkes-Barre, PA 18702**

- **Step 3:** After receipt of your tickets and information via mail, our staff will either contact you for additional information or email you a receipt.
 - Once we have received your tickets, please allow 4-6 weeks for your refund due to delays with mail delivery and limited access to the Mohegan Sun Arena by the venue staff.
- **Step 4:** Watch your credit card statement, your email, or your mail for your refund!

Please know our goal is to issue these refunds as quickly and as smoothly as we can. Your help and understanding is appreciated.