

MHC MEMBER MANUAL

2024-25 SEASON



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MONSTERS HOCKEY CLUB OVERVIEW

TENURE

Rising Star Members – 1st year members in the Monsters Hockey Club for the 2024-25 season

All Star Members – Monsters Hockey Club members going into years 2 through 5 as a member for the 2024-25 season

Legend Members – Monsters Hockey Club members going into year 6 or greater as a member for the 2024-25 season

MEMBERSHIP PLANS

Platinum Membership – All 36 regular season home games included in your plan

Gold Membership – 21 regular season weekend home games included in your plan

PREMIUM MEMBERSHIP PLANS

*These membership plans have access to one of our 3 all-inclusive club spaces: Lexus Signature Lounge, Litehouse Chairman's Club or Westfield Champions Club

Full Season – All 36 regular season home games included in your plan

Half Season – 18 regular season home games included in your plan



MHC MEMBER GIFTING

MHC Platinum and Premium Full Season Members were able to choose between the jersey and quarter zip as their complimentary item(s).

MHC Gold and Premium Half Season Members receive the complimentary quarter zip(s).

All Members can buy extra items on top of their complimentary item(s) based on what item(s) are available for their membership type and tenure.



MHC MEMBER EVENTS



2024-25 CALENDAR OF EVENTS – Click to see a schedule of MHC events for this season!



MHC FAN EXPERIENCES

BIG FLAG

Get on the ice and help us present the flag for the National Anthem in front of all of Rocket Mortgage Fieldhouse (only available on select dates).

CAVE CREW

See the RMFH Event Level on game day and pump up the team as they take the ice (this experience is limited to 2 guests).

HONORARY CAPTAIN

Be our Honorary Captain for the night. You and a guest will watch pregame warmups from the Monsters home bench and get a picture with a player of your choice (this experience is limited to 2 guests).



MHC FAN EXPERIENCES

PREGAME MODELO FAN CRUISER

Ride the Modelo Fan Cruiser pregame with your fellow MHC members. (This experience is limited to 2 spots per account)

PREGAME ZAMBONI RIDE

Ride one of our 2 pregame Zambonis with the entire home crowd cheering you on. (This experience is limited to 1 guest per Zamboni. Must be 6 years old or older to ride.)



MHC DISCOUNTS & SPECIAL OFFERS

MHC DIGITAL CARD – Download your MHC Digital card to your Apple Wallet or Google Pay app for this season. Please let your membership representative know if you need the email re-sent or see us at Member Headquarters at your first game.

TEAM SHOP DISCOUNT – All members receive a discount on gear at Center Ice – The Official Team Shop of the Cleveland Monsters

- All Premium, All Platinum and Legend Gold Members – receive 20% discount
- Gold Members with All Star tenure – receive 15% discount
- Gold Members with Rising Star tenure – receive 10% discount

*Your MHC discount is also available online at monstersteamshop.com when using your MHC email address on file. Create an account with your MHC email and your discount will appear at checkout.

RMFH CONCESSIONS DISCOUNT – Show your digital card at participating concession stands at RMFH to receive a discount on select items including souvenir sodas, draft/canned beer, hot dogs, pretzels and more!

*Look for the MHC logo next to the items to see your discounted price



MHC DISCOUNTS & SPECIAL OFFERS

SINGLE GAME PARKING OPTIONS

- Advanced Parking for the Gateway East Garage
 - All MHC Members can buy advanced parking passes at a discounted rate via the MHC Single Game Discounted Parking Offer in SeatGeek Account Manager
- Other Advanced Single Game Parking Options
 - Visit the RMFH website for additional advanced parking options through the LAZ Parking widget at the bottom of the [Directions and Parking page](#)
- Please note that advanced parking in the Gateway East Garage is subject to availability and will not always be available. We do expect the Gateway East Garage to be open for day of game purchases for most games outside of dual event conflicts with the Cleveland Guardians (April 9th and 12th)



MHC DISCOUNTS & SPECIAL OFFERS

COMPLIMENTARY AHL ON FLOHOCKEY ACCESS

- Complimentary AHL on FloHockey Access – Watch every 2024-25 Monsters regular season game (home and away) for free. Create an account at <https://www.flohockey.tv/signup> using your MHC email address on file and reset the password to gain access.

DISCOUNT ON NIGHTLY SUITE RENTALS FOR MONSTERS GAMES

- Platinum and Premium Full Season members receive \$500 off the price of a single game suite rental
- Gold and Premium Half Season members receive \$250 off the price of a single game suite rental

*Suites purchased by MHC members will receive \$250 in food and beverage credit for the night of your event. Single game suite prices can vary based on game and availability.



SEATGEEK ACCOUNT MANAGER

MANAGE YOUR TICKETS – Exchange, Transfer or Sell your MHC Tickets

- Locate your Ticket Exchange offer in your [SeatGeek Offers tab](#) to exchange your tickets from any game in your MHC membership plan to any regular season Monsters home game in any quantity. Exchanges must be done in advance of both the game you're exchanging out of and the game you're exchanging into. Ticket exchanges must be completed two hours prior to puck drop.
 - [Click Here for Ticket Exchange FAQ and Instructions](#)

SPECIAL OFFERS AND PRESALES FOR OTHER RMFH EVENTS

- Look for offers periodically in your SeatGeek Offers tab to get access to concerts and arena shows before the general public

MHC PAYMENT INFORMATION

- You can run your own scheduled payments, update your card information or pay your membership off via your [SeatGeek account](#)



MONSTERS GAME DAY LOGISTICS

ROCKET MORTGAGE FIELDHOUSE ENTRANCE AND GATEWAY EAST PARKING GARAGE TIMING

- The Gateway East Parking Garage will start accepting parking passes for all Cleveland Monsters home games up to 3 hours before puck drop
- The Cleveland Cliffs AND Sherwin-Williams entrances at Street Level will open 90 minutes before puck drop for all Monsters home games giving access to the Atrium and the SeatGeek Members Lounge
- The Gateway East Bridge entrance to the arena will open 60 minutes before puck drop for all Monsters home games

MHC MEMBER HEADQUARTERS

If you have a question or issue on game night just stop by MHC Member Headquarters! Our Member HQ desk is located on the Street Level by the Power Portal and Portal 30. Monsters representative(s) will be stationed at Member Headquarters every game from the time the concourse opens through the end of the second intermission.

