



QUESTIONS AND ANSWERS REGARDING THE SAN JOSE GIANTS 2020 SEASON

Q: Is the 2020 Season Officially Cancelled?

A: As of Tuesday, June 30, we received note that the Minor League Baseball Season is officially cancelled. While it is not the outlook we were hoping for, the health and safety of our employees and all Giants' players remains at the forefront of our concern. In the meantime, we remain diligent at work in creating unique events at Excite Ballpark for our community to enjoy including: Turkey Mike's BBQ To-Go, Catch on the Field Events, Movie Nights, Happy Hour, etc.

Q: Will Excite Ballpark Remain Open?

A: Our ballpark was closed as of March 13 when the Santa Clara County Shelter in Place order was enacted. Our front office staff continues to work remotely and are all available via email for any immediate questions or needs. To reach the club, please email info@sjgiants.com and a team representative will happily point you in the right direction.

Q: What if I purchased single game tickets for the 2020 San Jose Giants Season?

A: The offices of Minor and Major League Baseball have communicated that the 2020 season is officially cancelled. As per Giants ticket policy, tickets for canceled or postponed games can be redeemed and used for tickets at future San Jose Giants home games. The Giants will work with all ticket holders to ensure fans receive full value on their tickets. Please email ryananthony@sjgiants.com with any specific concerns.

Q: What if I purchased a ticket package for the 2020 season?

A: All ticket packages will be redeemable when baseball resumes at Excite Ballpark. If you have specific questions regarding your season tickets or mini plans, please reach out to your ticket representative or email info@sjgiants.com and we will discuss your ticket package with you.

Q: Will the team store remain open?

A: The San Jose Giants Dugout Store located at Excite Ballpark is closed until further notice. However, the Giants online store remains open 24 hours a day at sjgiants.milbstore.com. Please note that due to the current COVID-19 landscape, the fulfillment of online orders will take longer than usual. Please allow a minimum of 2 weeks for delivery.

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**San Jose Giants will update this document consistently as new information is learned.*