



MERCY DAY AT THE BALLPARK 2019 FAQs

1. Why is Mercy doing this?

Mercy appreciates your hard work and dedication and wants to provide an opportunity for co-workers to share time with their family and friends.

2. When is the game?

Sunday, July 14, 2019; game time is 1:15 p.m. Gates open 2 hours before the first pitch.

Mercy/Cardinal hats will be available from 11:15 to 2:00. No hats will be available after 2:00 p.m.

3. Who are they playing & where do I park?

- St. Louis Cardinals are playing the Arizona Diamondbacks
- Parking is at your own expense and at any lot you choose.

4. Where do I purchase tickets?

All tickets can be purchased on-line through the Mercy Coworker Store at www.mercymarketplace.com

You will need your Lawson ID# and MyPay password to sign-in. If you do not know your Lawson number or password, you can contact the MTS Service Center at 314-364-3399 or 866-440-3399.

5. How many tickets are for sale?

8,500 tickets.

6. What is the cost of the tickets and where are the seats located?

- \$30.00 – Section 100 and the Club Level (*quantities limited!!!*)
- \$19.00 – Section Sections 200, 300 and 400 *no limit on quantity; large ticket orders may not be together*

7. Can I choose the location of my seats?

We are unable to accommodate seat requests. Tickets will be distributed on a first-come, first serve basis.

8. Is there a limit to the number of tickets I can purchase? YES!

- Due to limited quantities of Section 100 and Club Level tickets, you may only purchase **12 tickets**.
- Sections 200, 300 and 400 – no limit on quantity but large ticket orders may not all be seated together

9. What are the methods of payment?

Tickets can be purchased with your debit or credit card. If you are a Mercy co-worker and currently enrolled in Mercy cashless, you may choose payroll deduct. However, there is a \$400.00 limit for cashless purchases per pay period. The cost will be deducted from your paycheck on the next pay period after your order was placed. If the cost is \$200.00 or more, it will be split in half and deducted from two (2) pay checks.

10. How do I enroll in Mercy cashless?

Mercy co-workers should contact your local HR office.

11. Are tickets refundable?

No.

12. Are handicap accessible seats available?

There are limited quantities of handicap accessible seats. Tickets for handicap accessible seats will be sold on a first-come, first-serve basis and limited to four (4) per order.

13. Do I have to purchase a ticket for my child/infant?

Children 3 and under do not require a ticket. Children must sit on your lap for the duration of the game. NOTE: the Mercy hat, free hot dog & soda offer are **only available with purchased tickets**.

14. Mailing Date of Tickets.

- Orders placed 3-13-2019 thru 3-31-2019 will be mailed by 4-12-2019
- Orders placed 4-1-2019 thru 4-30-2019 will be mailed by 5-10-2019
- Orders placed 5-1-2019 thru 6-7-2019 will be mailed by 6-14-2019

NO CHANGES CAN BE MADE TO ORDERS OR SEATING AFTER PURCHASE

15. How will the tickets be sent?

Although during the checkout process, you will be asked to provide a billing and shipping address, ***all ticket orders will be mailed to your HOME (billing address) via postal service.*** For Mercy co-workers, the home address on file in Lawson is what will be used.

16. What happens if I do not receive or lose my tickets?

Each ticket purchased is recorded per section, row and seat number. If you lose or do not receive your ticket(s), email MercyAtTheBallpark@Mercy.net prior to **July 11, 2019**; tickets will be reissued. Re-issued tickets must be picked up at Stadium Will-Call and you will need to present your driver's license to claim the tickets.

17. What do I get for the ticket price?

Ticket price includes 1 reserved seat, a complimentary hot dog, soft drink, and a commemorative Cardinals/Mercy cap. ***Mercy/Cardinal hats will be available from 11:15 to 2:00.***

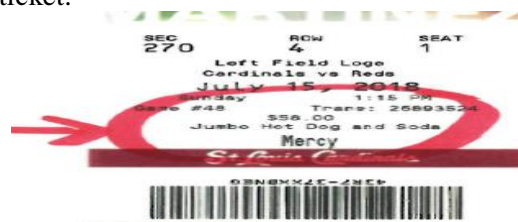
18. Is the ball cap for Mercy co-workers only?

No. Each person with a ticket purchased through Mercy will receive a ball cap.

19. How do I get the free hot dog and soda? Can I exchange it for something else?

Present your baseball ticket at any food stand in the stadium for 1 free hotdog and 1 soda. **NO** substitutions for the hot dog or soda are allowed.

Sample ticket:



20. Contractors and Volunteers ONLY.

Contractors and volunteers who do not have a Lawson # or MyPay password, can contact Mercy_Online_Store@Mercy.Net for assistance.

21. Completing Orders: Please note that any tickets left in your cart will **not be held** for later purchase. All orders must be completed before logging out.

22. Order Status Confirmation- **Before logging out please confirm that your Order Status is 'Paid' to assure your order will be processed.** Any unfinished or queued orders **will not be** processed. You can check this by clicking on "Order History" at the top of your home screen. (Also confirm your home/billing address is correct)

23. Who do I contact for further questions? Contact MercyAtTheBallpark@Mercy.net.