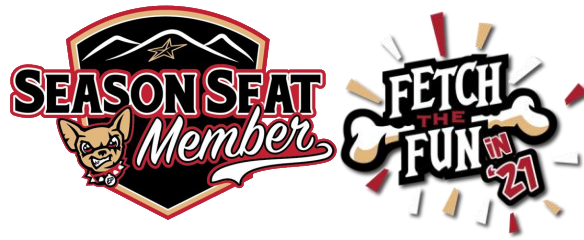




SEASON SEAT MEMBER MANUAL

2021 SEASON



TICKET EXCHANGE PROGRAM

All Full and Partial Season Seat Members have access to the Ticket Exchange Program. As a Season Seat Member, you can release your season seats to specific games for account credit up to 48 business hours in advance of the game(s) you cannot attend. A 2021 Ticket Exchange Schedule can be found on the last page of this manual. Ticket credit from tickets exchanged at least 48 business hours in advance of the original game date can be used towards additional tickets to 2021 El Paso Chihuahuas regular season home games, single game seat upgrades, or a donation to be used for Military or Community Organization tickets. The value of ticket credit that you will receive from tickets exchanged in advance of the game will be equal to the value you paid for the tickets you exchange.

If you are a Partial Season Seat Member, all games included in your 2021 Partial Plan are fully exchangeable for account credit or tickets of equal or lesser value when exchanged at least 48 business hours in advance of the original game date of the tickets being exchanged.

Please see the policies and procedures below to exchange tickets for the 2021 Season. All ticket exchanges are based on availability and there is no guarantee that you will receive your normal Season Seat location for games that you exchange into. All ticket credit expires on September 7, 2021 and advanced credit redemption is highly recommended.

Ticket credit from the 2021 regular season cannot be used toward playoff tickets or a Season Seat Membership renewal for the 2022 (or any subsequent) season(s).

IN ADVANCE OF THE GAME (48 BUSINESS HOURS OR MORE)

If you know you are going to miss a game included in your Season Seat Membership plan, get the full value you paid for your tickets by releasing them in advance of the game. This will allow you to more freely “reschedule” the extra tickets when needed, based on availability. Please see the process below:

Online Exchanges:

1. Log on to your Online Ticket Account Manager through EPChihuahuas.com. If you do not have your account login information, please contact your Account Executive.
2. From your Online Ticket Account Manager, you will be able to exchange all valid and exchangeable future tickets (tickets for games that have yet to occur and have been paid for as a part of your Season Seat Membership).
3. Please note that for all online exchanges, all online fees apply.
4. If your 2021 Season Seat Membership account is not paid in full, you will not have access to exchange tickets.

In-Person Exchanges:

1. Visit the Southwest University Park Box Office during Box Office business hours at least 48 business hours in advance of the game you are exchanging, and a Box Office Attendant will assist you. Please be prepared with photo identification to access your account at the Box Office.



2. Select the future 2021 regular season home game to which you would like to “reschedule” your extra tickets. All seat selections and ticket exchanges are based on availability.
3. The original tickets you exchange out of will be released from your Season Seat account and will be made available for sale to the public.
4. If your 2021 Season Seat account is not paid in full, you will not have access to exchange tickets.

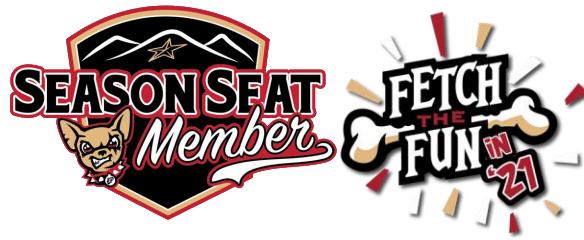
Ticket Exchange Regulations: In Advance of the Game

1. All direct ticket for ticket exchanges, ticket credit redemption, and seat locations are based on availability.
2. Tickets received through a direct ticket exchange will be equal to or less than the value you paid for the original tickets exchanged from your Season Seat Membership.
3. All ticket credit expires on September 7, 2021 and advanced redemption is highly recommended.
4. Ticket exchanges cannot be completed to exchange tickets into the following games: May 13, 2021 (Opening Day), September 16 – 21, 2021.
5. Once tickets from your Season Seat package have been exchanged, or released for account credit, there is no guarantee that you will get your original seats back if your plans change. If tickets have been released or used for a specific game, a new ticket purchase or exchange is required for entry to that game.
6. Please refer to the 2021 Ticket Exchange Schedule found on the last page of this manual for exchange deadlines.
7. If you wish to upgrade the tickets you are exchanging into you will be required to pay the difference before the exchange can be completed.
8. Tickets from your Season Seat Membership can only be exchanged once.
9. Ticket exchanges are limited to a maximum of 10 tickets exchanged into per game.
10. Requests for ticket exchanges made within 48 business hours of the game you are exchanging out of will be considered “unused tickets” and will adhere to the Unused Ticket Exchange Policy found below.

UNUSED TICKETS (WITHIN 48 BUSINESS HOURS/AFTER THE GAME)

If you miss a game, we want to make sure that you receive the full value of your paid investment. Please contact your Account Executive or visit the Southwest University Park Box Office during regular Box Office business hours and a Box Office Attendant will assist you. Please be prepared with photo identification to access your account at the Box Office. Unused ticket exchanges are limited to future 2021 Sunday-Tuesday Chihuahuas regular season home games played at Southwest University Park.

Please see the Unused Ticket Exchange Procedure below:



1. Contact your Account Executive or visit the Southwest University Park Box Office to initiate the exchange.
2. Based on availability, the unused tickets you wish to exchange will be exchanged for tickets, of equal or lesser value than the paid value of the original tickets, to the 2021 Sunday-Tuesday Chihuahuas regular season home game of your choice excluding September 19 – 21, 2021.

Ticket Exchange Regulations: Unused Tickets

1. All unused ticket exchanges and seat locations are based on availability.
2. Unused ticket exchanges are valid to be exchanged for tickets of equal or lesser value than the value you paid for the original tickets in your Season Seat Membership. Ticket upgrades are not available through an unused ticket exchange.
3. All unused tickets expire on September 7, 2021 and advanced redemption is highly recommended.
4. Please refer to the 2021 Ticket Exchange Schedule found on the last page of this manual for exchange deadlines.
5. Tickets from your Season Seat Membership can only be exchanged once.
6. Ticket exchanges are limited to a maximum of 10 tickets exchanged into per game.

SEASON SEAT MEMBER “BARKING PASSES”

Full Season Seat Members may take advantage of a prepaid parking option. “Barking Passes” will be game specific parking tickets and are sold for the entire season. “Barking Passes” will be distributed for specific parking areas, not specific parking spaces, for each game. “Barking Passes” are based on availability and Season Seat Member specific parking areas are available from one-hour prior to first pitch to one-hour after first pitch. If you arrive after this time allotment, there is no guarantee that a parking space will be available for you.

Dugout Club Season Seat Members: \$781/season – Ballpark VIP Lot

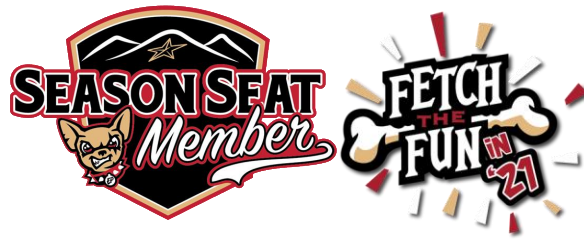
Home Plate Club Season Seat Members: \$781/season – Ballpark VIP Lot or Franklin Avenue Angled

WestStar Club Season Seat Members: \$781/season – Mills Parking Garage

Full Season Seat Members: \$497/season – Convention Center or Union Plaza Transit Terminal

Partial Season Seat Members may purchase a “Barking Pass” for the 36 or 18 games included in your plan in either the Convention Center or Union Plaza Transit Terminal for \$288 per pass (36-game plan) or \$144 per pass (18-game plan).

“Barking Passes” are not refundable if not used. Limit one (1) “Barking Pass” per account for every four (4) Season Seat Memberships. If your account has more than four (4) season seats, you may purchase one (1) “Barking Pass” per every four (4) season seats. Please contact your Account Executive if you have not yet purchased your “Barking Pass” for the 2021 Chihuahuas regular season.



WESTSTAR CLUB ACCESS

Dugout Club, Home Plate Club, and WestStar Club Season Seat Members are afforded season-long access to the WestStar Club simply by showing your season ticket for that game to the Guest Services Attendant upon entry to the WestStar Club. All other Season Seat Members will be afforded the opportunity to enjoy WestStar Club access during select home games, based on your Season Seat Membership level and term commitment:

5-Year Full Season Seat Members will receive thirty-two (32) one-time use passes per Full Season Seat

3-Year Full Season Seat Members will receive sixteen (16) one-time use passes per Full Season Seat

1-Year Full Season Seat Members will receive eight (8) one-time use passes per Full Season Seat

36-Game Partial Seat Members will receive four (4) one-time use passes per Partial Season Seat

18-Game Partial Seat Members will receive two (2) one-time use passes per Partial Season Seat

Use of WestStar Club passes is based on availability. Access to the WestStar Club may be limited during some games or events based on availability and capacity limits.

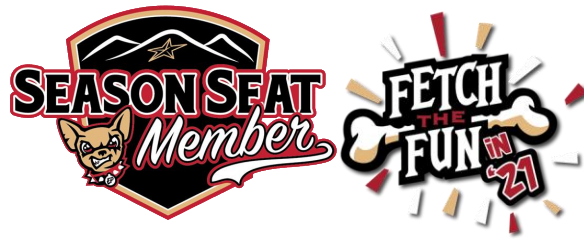
ADDITIONAL INDIVIDUAL GAME TICKETS

If you are interested in purchasing additional game tickets for any 2021 Chihuahuas regular season home games, please utilize your Online Ticket Account Manager or contact your Account Executive. When purchasing additional regular season game tickets in advance of the game, you will receive a special rate.

SEASON SEAT MEMBER GIFTS

Full Season Seat Member Souvenir Cups

Full Season Seat Members will receive one (1) souvenir cup per Full Season Seat Membership. You may receive one beverage (limited to non-alcoholic Pepsi products) at any Chihuahuas regular season home game for \$2 each while presenting the 2021 cup. Lost cups will not be replaced. Your Season Seat Member cup must be empty upon arrival at Southwest University Park. Season Seat Member cups from previous seasons are not eligible to receive this offer. To receive your \$2 offer, please make sure you remove the lid and ensure the cup is clean upon entry. Professional Sports Catering reserves the right to refuse service based on cup cleanliness.



Season Seat Member Merchandise Savings

Full Season Seat Members will receive one (1) El Paso Chihuahuas Merchandise Savings Card per account. This Merchandise Savings Card will be in your 2021 Season Seat Membership package. The savings will vary based on your Season Seat Membership level. Present your Merchandise Savings Card, and a valid ID, at the Chihuahuas Team Shop at Southwest University Park to receive a savings on select regularly-priced El Paso Chihuahuas retail items. The 2021 merchandise savings is valid beginning May 13, 2021 and expires on September 21, 2021 and is non-transferable. Merchandise Savings Cards from previous seasons are no longer valid.

Dugout Club, Home Plate Club, and WestStar Club Season Seat Members will receive a 15% savings on select regularly priced merchandise by using the Merchandise Savings Card at the Chihuahuas Team Shop at Southwest University Park. All other Full Season Seat Members will receive a 10% savings on select regularly priced merchandise by using the Merchandise Savings Card at the Chihuahuas Team Shop at Southwest University Park.

36-Game Partial Season Seat Members will receive two (2) single-use Merchandise Savings Vouchers per Membership account good for a 10% savings on select regularly priced merchandise by using the Merchandise Savings Voucher at the Chihuahuas Team Shop at Southwest University Park. 18-Game Partial Season Seat Members will receive one (1) single-use Merchandise Savings Voucher per Membership account good for a 10% savings on select regularly priced merchandise by using the Merchandise Savings Voucher at the Chihuahuas Team Shop at Southwest University Park. The 2021 merchandise savings is valid beginning May 13, 2021 and expires on September 21, 2021 and is non-transferable. Merchandise Savings Vouchers from previous seasons are no longer valid.

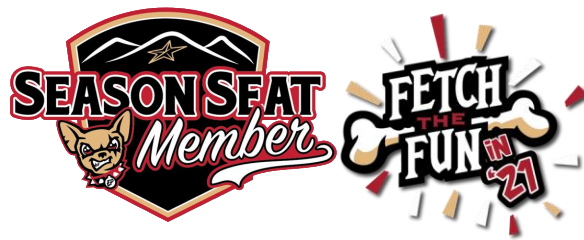
Rules and restrictions apply, please refer to your Merchandise Savings Card or voucher(s) for more information.

2022 SEASON SEAT PRIORITY

As a 2021 Season Seat Member, you have the first right to your seats and for possible relocation for the 2022 Chihuahuas regular season. Existing Season Seat Members can request upgrades and/or seat relocation and all requests will be completed based on the priority of your term commitment, renewal date for the 2022 Season, and seat availability. You will be notified about specific renewal deadlines and incentives (if applicable) during the 2021 Season.

EL PASO CHIHUAHUAS REFUND POLICY

The El Paso Chihuahuas have a no refund policy as payments become non-refundable upon receipt by the El Paso Chihuahuas.



EL PASO CHIHUAHUAS TICKET EXCHANGE SCHEDULE

<u>Game Date</u>	<u>Exchange By</u>	<u>Game Date</u>	<u>Exchange By</u>
Thursday, May 13, 2021	NOT EXCHANGEABLE	Thursday, July 22, 2021	Tuesday, July 20, 2021
Friday, May 14, 2021	Wednesday, May 12, 2021	Friday, July 23, 2021	Wednesday, July 21, 2021
Saturday, May 15, 2021	Thursday, May 13, 2021	Saturday, July 24, 2021	Thursday, July 22, 2021
Sunday, May 16, 2021	Thursday, May 13, 2021	Sunday, July 25, 2021	Thursday, July 22, 2021
Monday, May 17, 2021	Thursday, May 13, 2021	Monday, July 26, 2021	Thursday, July 22, 2021
Tuesday, May 18, 2021	Friday, May 14, 2021	Tuesday, July 27, 2021	Friday, July 23, 2021
Thursday, May 27, 2021	Tuesday, May 25, 2021	Thursday, August 12, 2021	Tuesday, August 10, 2021
Friday, May 28, 2021	Wednesday, May 26, 2021	Friday, August 13, 2021	Wednesday, August 11, 2021
Saturday, May 29, 2021	Thursday, May 27, 2021	Saturday, August 14, 2021	Thursday, August 12, 2021
Sunday, May 30, 2021	Thursday, May 27, 2021	Sunday, August 15, 2021	Thursday, August 12, 2021
Monday, May 31, 2021	Thursday, May 27, 2021	Monday, August 16, 2021	Thursday, August 12, 2021
Tuesday, June 1, 2021	Friday, May 28, 2021	Tuesday, August 17, 2021	Friday, August 13, 2021
Thursday, June 17, 2021	Tuesday, June 15, 2021	Thursday, August 26, 2021	Tuesday, August 24, 2021
Friday, June 18, 2021	Wednesday, June 16, 2021	Friday, August 27, 2021	Wednesday, August 25, 2021
Saturday, June 19, 2021	Thursday, June 17, 2021	Saturday, August 28, 2021	Thursday, August 26, 2021
Sunday, June 20, 2021	Thursday, June 17, 2021	Sunday, August 29, 2021	Thursday, August 26, 2021
Monday, June 21, 2021	Thursday, June 17, 2021	Monday, August 30, 2021	Thursday, August 26, 2021
Tuesday, June 22, 2021	Friday, June 18, 2021	Tuesday, August 31, 2021	Friday, August 27, 2021
Thursday, June 24, 2021	Tuesday, June 22, 2021	Thursday, September 2, 2021	Tuesday, August 31, 2021
Friday, June 25, 2021	Wednesday, June 23, 2021	Friday, September 3, 2021	Wednesday, September 1, 2021
Saturday, June 26, 2021	Thursday, June 24, 2021	Saturday, September 4, 2021	Thursday, September 2, 2021
Sunday, June 27, 2021	Thursday, June 24, 2021	Sunday, September 5, 2021	Thursday, September 2, 2021
Monday, June 28, 2021	Thursday, June 24, 2021	Monday, September 6, 2021	Thursday, September 2, 2021
Tuesday, June 29, 2021	Friday, June 25, 2021	Tuesday, September 7, 2021	Friday, September 3, 2021
Thursday, July 8, 2021	Tuesday, July 6, 2021	Thursday, September 16, 2021	NOT EXCHANGEABLE
Friday, July 9, 2021	Wednesday, July 7, 2021	Friday, September 17, 2021	NOT EXCHANGEABLE
Saturday, July 10, 2021	Thursday, July 8, 2021	Saturday, September 18, 2021	NOT EXCHANGEABLE
Sunday, July 11, 2021	Thursday, July 8, 2021	Sunday, September 19, 2021	NOT EXCHANGEABLE
Monday, July 12, 2021	Thursday, July 8, 2021	Monday, September 20, 2021	NOT EXCHANGEABLE
Tuesday, July 13, 2021	Friday, July 9, 2021	Tuesday, September 21, 2021	NOT EXCHANGEABLE