



2024 SEASON MEMBER MANUAL

Welcome to the 2024 Reno Aces Season! We are very excited to have you join the Aces Membership team this summer. This manual is a resource for our Season Members that can answer all questions about your season membership and stadium policies.

Digital Ticketing

Greater Nevada Field is a digital ticketing venue that provides fans with a safe, convenient, and secure way to use and share tickets! For all information, walkthroughs, and frequently asked questions, you can visit [DigitalTicketingGuide-Compressed \(mlbstatic.com\)](#).

[CLICK HERE](#) to access your online MyTickets account.

Ticket Exchange Program

All full- and partial- Season Members can exchange tickets included in their ticket packages for tickets of equal or lesser value to upcoming regular season games at no cost, subject to availability. Tickets cannot be exchanged into or out of July 4th, 2024, as it is our only Blackout Date for ticket exchanges.

This feature gives you the best use of your membership by allowing you to move tickets out of games you cannot make into games you can! Ticket Exchanges can be made online through your MyTickets Account or In Person at the Greater Nevada Field Ticket Office. Ticket Exchanges cannot be made over the phone or via email.

Online Exchanges:

Members can exchange their tickets online up to 4 hours before 1st pitch through your Aces MyTickets account.

- 1.) Log on to your MyTickets Account through [mlb.com/reno](#) or click the link above. If you do not have your account login information, please contact your Service Coordinator for assistance.
- 2.) From your MyTickets Account, click on EXCHANGE on the left-hand side of the screen and select the game that you would like to exchange out of.
- 3.) On the next screen, select the game you would like to exchange your tickets into.

- 4.) Select any available seat in your pricing level for an even exchange. Important note - our ticketing system will not allow you to strand a single seat. Therefore, make sure to select a location that has at least two more tickets available than you are looking to exchange.

CLICK HERE be directed to a PDF walkthrough on how to exchange tickets through your MyTickets account. To log in to your MyTickets Account or sign up, CLICK HERE.

In Person Exchanges:

Members can exchange their tickets in person up to 24 hours prior to 1st Pitch at the Greater Nevada Field Box Office during regular business hours, or inside Greater Nevada Field at the Guest Services window near section 105 during games. When exchanging tickets in person, please come prepared with the games that you would like to exchange out of and the new game you would like to exchange into.

Ticket Exchange Regulations:

- 1.) All seating locations through ticket exchanges are based on availability.
- 2.) Season Member Tickets cannot be exchanged into or out of blackout dates. Including, but not limited to, July 4th, 2024.
- 3.) Tickets exchanged into a lower-priced section will carry the lower ticket price for any future exchanges of the same ticket. Be sure to exchange your tickets into a like-priced section to maintain the full value of your tickets.
- 4.) Once tickets have been exchanged from your initial game, there is no guarantee you will get back those original seats if you wish to exchange them back to your initial game.
- 5.) Please refer to the 2024 Ticket Exchange Schedule on the last page of this manual for specific online exchange deadlines.

Ticket Exchange FAQ:

Q: Am I guaranteed my season seats when I exchange into a new game?

A: Members are not guaranteed their season seats when exchanging tickets. Seating for a new game is chosen when the exchange occurs and is subject to availability.

Q: Is there any cost associated with making exchanges?

A: There is no additional charge to exchange your tickets when exchanging into a like seating category. If

you choose to upgrade your seats when making an exchange, you will only pay the difference in the price of the upgraded seat selection. When you choose a seat with a value lower than your original seat, you will not be accredited with the difference in the ticket value.

Q: Can I call my Membership Services Representative and make my exchanges over the phone?

A: Tickets cannot be exchanged over the phone. All exchanges must be done in person or through your MyTickets account.

Q: What should I do with tickets for games that I have exchanged out of through my online account?

A: If you have a printed copy of tickets for games that you had exchanged, please discard

them. The barcodes for those tickets will no longer be valid and will not allow entry into the stadium.

Past Game Unused Tickets

Full and Partial Season Members may redeem unused tickets for games in your plan that were not exchanged out of the original game (included in your membership plan) within the Ticket Exchange window.

If you have unused tickets from past games that were in your Aces membership plan, you may redeem them at the Greater Nevada Field Box Office for a Standing Room Only ticket to any Sunday - Thursday Reno Aces regular season game, except for July 4th. You may upgrade your tickets to any available reserved seat by paying the difference between the Standing Room Only ticket price and the Season Member price for that section. Redemption of past game unused tickets is subject to availability, seat location, and verification of usage. Original game tickets are only valid for redemption through the Past Game Unused Policy one time. If tickets for the redeemed game go unused, they are no longer eligible for the Past Game Unused Policy. Past Game Redemptions are available at the TICKET OFFICE AND GUEST SERVICES OFFICE ONLY.

Game Postponement/Cancellation Policies

If a game is announced as postponed or canceled for any reason before the scheduled first pitch, ticket holders for that game will receive an electronic voucher that can be redeemed for a ticket of equal or lesser value to any 2024 regular-season Reno Aces home game, excluding July 4th, subject to availability.

Should a game begin but not progress to or beyond a point of play constituting an official game, ticket holders for that game will receive an electronic voucher that is redeemable for a ticket of equal or lesser value to any 2024 regular season Reno Aces home game, excluding July 4th, subject to availability. The MLB definition of a full game is a game consisting of 4 ½ innings if the home team is leading or 5 full innings if the game is tied or if the visiting team is leading.

Vouchers can be redeemed at the ticket office or over the telephone for no additional charge. Vouchers can also be redeemed online through the ticket holder's MyTickets Account, subject to Tickets.com service fees.

Additional Individual Game Tickets

As a Season Member, you have the benefit of purchasing additional game tickets at their Season Member rate.

If you would like to purchase additional tickets for any 2024 Aces regular season home game, you may do so through your MyTickets Account or by contacting the Ticket Office at (775) 334-7000. When purchasing additional tickets online, be sure to login to your MyTickets Account FIRST and select Buy Tickets from the menu to unlock your Season Member rate.

[CLICK HERE](#) to view a walkthrough on how to purchase tickets through your MyTickets Account

Parking Information

Season Members have the opportunity to purchase parking packages at a discounted rate to guarantee a parking space until 10 minutes after first pitch.

Full Season members may purchase a prepaid parking package valid in the 2nd Street Surface Lot (space permitting). Each parking package will include one pass for each game in your plan and are exchangeable through the same steps as a ticket exchange. The purchase of a prepaid parking package will guarantee you a parking space in the 2nd Street Surface Lot until 10 minutes after the first pitch. If you arrive after this time, you will not be guaranteed a parking space in this lot.

- Full Season Parking Package - \$825

Half & Partial Season members may purchase a prepaid parking package valid in the Ballpark Lane Garage. Each parking package will include one pass for each game in your plan and are exchangeable through the same steps as a ticket exchange. The purchase of a prepaid parking package will guarantee you a parking space in the Ballpark Lane Garage until 10 minutes after the first pitch. If you arrive after this time, you will not be guaranteed a parking space in the garage.

- Half Season Parking Package - \$456
- 24 Game Plan Parking Package - \$288
- 16 Game Plan Parking Package - \$192
- 8 Game Plan Parking Package - \$96

Day-of-game parking will be available in the Ballpark Lane Garage based on availability. Debit and Credit cards will be acceptable payment upon entry to the garage. Cash is not accepted to purchase day-of-game parking.



2024 Reno Aces Season Member Benefits

Full Season Member Benefits*

- Two premium gifts per seat
- Aces Season Member Pin- 1 per account

- 20% discount at Biggest Little Team Shop
- Guaranteed Giveaways
- Annual Season Member Appreciation Party
- Invites to Special Events
- Season Member Entry Lane
- Discount on additional individual game tickets

Half-Season Member Benefits*

- One premium gift per seat
- 20% discount at Biggest Little Team Shop
- Guaranteed Giveaways
- Annual Season Member Appreciation Party
- Invites to Special Events
- Season Member Entry Lane
- Discount on additional individual game tickets

Partial Season Member Benefits*

- 10% discount at the Biggest Little Team Shop
- Guaranteed Giveaways for giveaway dates originally included in your plan
- Annual Season Member Appreciation Party
- Season Member Entry Lane
- Discount on additional individual game tickets

Notes on Benefits:

To redeem your discount at the Biggest Little Team Shop, present your Season Member Card at checkout. Contact your Member Services Representative for your Coupon Code to redeem your discount through our online store.

*Season Member Benefits are subject to change at any time depending on MLB protocols and the discretion of the Reno Aces Baseball Club.

Guaranteed Giveaways

As a 2024 Season Member, you are guaranteed to receive all giveaways scheduled for ORIGINAL game dates included in your Aces membership plan. You will be notified via email before giveaway games in your plan with information on the pickup process of your items. If you miss a giveaway night game in your ticket plan schedule, you are still able to receive giveaway items. You can pick up your item at the Sales Kiosk behind section 106 at a game following, subject to availability. Should the specific item you missed no longer be available, it will be substituted with a different giveaway item.

If you exchange tickets into a game with a scheduled giveaway that was not included in your ticket plan, you are not eligible to receive that giveaway through your Season Membership. You will need to enter the stadium through regular gates to receive the giveaway item, while supplies last. As a season member, you are only guaranteed giveaways scheduled for initial game dates in your ticket plan.

Greater Nevada Field Ticket Office

The Greater Nevada Ticket Office is open Monday - Friday from 10:00 am - 5:00 pm. For week

day game days, the Ticket Office will be open from 10:00 a.m. until one hour after the first pitch. For weekend game days, the Ticket Office will be open 4 hours before the first pitch until 1 hour after the first pitch. You can contact the Ticket Office by phone during the above times by calling (775) 334-7000.

Due to high call volumes and in-person traffic on game days, please note that phone calls received later than 90 minutes prior to first pitch may not be answered.

Simple Renew

Simple Renew is an effortless way to renew your Season Memberships year after year and gives you the first opportunity to look at new seat locations for the following season.

All new Season Memberships will have Simple Renew applied to their ticket package, which will guarantee their current seats and ticket plan for the following season. Members who are a part of this program and would like to change their seat locations or ticket plans for the following season will have the first opportunity to request a Select-A-Seat appointment and have priority to the best seats that have become available for the following year.

Members with Simple Renew applied to their account are enrolled in a 6-part payment plan, with charges occurring to the default credit card on file on the first business day of each month beginning in September. If you prefer to Pay in Full for your Memberships, please let your representative know, and we can make those arrangements. You will be notified via email and regular mail 30-45 days before the first charge processes for the following season. You will also receive information on how to opt out of Simple Renew, should you not want to participate and renew your Season Memberships manually. Season Members that opt out of Simple Renew will not be guaranteed their same seat location for the following season should they renew at a later date.

Select-A-Seat and Seating Priority

Reno Aces Season Members enrolled in Simple Renew, or who manually renew by a pre-determined date, have first rights to their current seats and ticket plans for the following season. They also have priority access to choosing new seats for the following season by requesting a Select-A-Seat appointment. Select-A-Seat takes place in mid-November at Greater Nevada Field. Season Members who wish to look at new seats or ticket plans for the following season are invited to the stadium for pre-assigned appointments to look at available seating inventory.

Appointments are issued based on the date of renewal and submission of appointment requests. Season Members with Simple Renew applied to their ticket package and expressed interest in choosing new seats will have access to the earliest appointments. Members who are unable to come to the stadium during Select-A-Seat can conduct their appointment over the phone with the help of a Reno Aces Account Representative.

Reno Aces Refund Policy

Reno Aces Season Memberships are non-refundable. Any monies paid towards a Reno Aces Season Membership will not be returnable once received by the club.

Stadium Policies

A full list of Greater Nevada Field Stadium Policies can be found in the [A-Z Guide](#). [CLICK HERE](#)

to be directed to the full guide. Below are some important stadium policies to be aware of that will make your time at Greater Nevada Field more enjoyable.

Clear Bag Policy:

Each ticketed fan is allowed to bring in one (1) clear bag and/or small clutch purse. Bags, backpacks, and containers brought into the stadium cannot be larger than 12" x 6" x 12" and must be clear.

All bags, including backpacks and purses, must be clear and are subject to search prior to entry. No cans, weapons, glass containers, or alcohol may be brought into the stadium. No hard-sided coolers of any size are permitted.

Diaper bags are permitted regardless of size but will be tagged upon search. Guests must also be accompanied by their babies. Strollers must be small enough to keep out of walkways and aisles or be checked into the Guest Services Office behind section 105.

Other permitted bags include a one (1) gallon freezer bag and a small clutch purse with or without a strap no larger than 4.5" x 6.5". Fans carrying required medical supplies or devices into the stadium are not subject to the clear bag policy but will be required to go through the bag check lines set up.

Game Postponement/Cancellation Policy:

If a game is announced as postponed or canceled for any reason before the scheduled first pitch, ticket holders for that game will receive an electronic voucher that can be redeemed for a ticket of equal or lesser value to any 2024 regular-season Reno Aces home game, excluding July 4th, and subject to availability.

Should a game begin but not progress to or beyond a point of play constituting an official game (a game consisting of 4 ½ innings if the home team is leading, or 5 full innings if the game is tied, or if the visiting team is leading), ticket holders for that game will receive an electronic voucher that can be redeemed for a ticket of equal or lesser value to any 2024 regular season Reno Aces home game excluding July 4th, and subject to availability.

Vouchers can be redeemed at the ticket office or over the telephone for no additional charge. Vouchers can also be redeemed online through the ticket holder's MyTickets Account, subject to Tickets.com service fees.

Cashless Venue:

Greater Nevada Field is a cashless facility. Only Credit, Debit, or Gift cards will be accepted at concessions stands, bars, Ticket Office, Biggest Little Team Shop, and parking lots. Guests who bring cash to the stadium can visit the Biggest Little Team Shop to have cash turned into a Reno Aces Gift Card to use in the stadium.

Smoking Policy:

Greater Nevada Field is a vape-free and smoke-free facility. Smoking is prohibited in all seating areas, the concourse, restrooms, concession stands, eating areas, suites, and administrative offices.

Ticket Exchange Schedule

Game Date	Exchange By	Game Date (Part 2)	Exchange By (Part 2)
Tuesday, April 2nd, 2024 @2:05pm	Tuesday, April 2nd, 2024 @10:05am	Saturday, July 6th, 2024 @6:35pm	Saturday, July 6th, 2024 @2:35pm
Wednesday, April 3rd, 2024 @2:05pm	Wednesday, April 3rd, 2024 @10:05am	Tuesday, July 9th, 2024 @12:05pm	Tuesday, July 9th, 2024 @8:05am
Thursday, April 4th, 2024 @6:05pm	Thursday, April 4th, 2024 @2:05pm	Wednesday, July 10th, 2024 @6:35pm	Wednesday, July 10th, 2024 @2:35pm
Friday, April 5th, 2024 @6:05pm	Friday, April 5th, 2024 @2:05pm	Thursday, July 11th, 2024 @6:35pm	Thursday, July 11th, 2024 @2:35pm
Saturday, April 6th, 2024 @4:05pm	Saturday, April 6th, 2024 @12:05pm	Friday, July 12th, 2024 @6:35pm	Friday, July 12th, 2024 @2:35pm
Sunday, April 7th, 2024 @1:05pm	Sunday, April 7th, 2024 @9:05am	Saturday, July 13th, 2024 @6:35pm	Saturday, July 13th, 2024 @2:35pm
Tuesday, April 23rd, 2024 @11:05am	Tuesday, April 23rd, 2024 @7:05am	Sunday, July 14th, 2024 @1:05pm	Sunday, July 14th, 2024 @9:05am
Wednesday, April 24th, 2024 @6:05pm	Wednesday, April 24th, 2024 @2:05pm	Tuesday, July 23rd, 2024 @6:35pm	Tuesday, July 23rd, 2024 @2:35pm
Thursday, April 25th, 2024 @6:05pm	Thursday, April 25th, 2024 @2:05pm	Wednesday, July 24th, 2024 @6:35pm	Wednesday, July 24th, 2024 @2:35pm
Friday, April 26th, 2024 @6:05pm	Friday, April 26th, 2024 @2:05pm	Thursday, July 25th, 2024 @6:35pm	Thursday, July 25th, 2024 @2:35pm
Saturday, April 27th, 2024 @4:05pm	Saturday, April 27th, 2024 @12:05pm	Friday, July 26th, 2024 @6:35pm	Friday, July 26th, 2024 @2:35pm
Sunday, April 28th, 2024 @1:05pm	Sunday, April 28th, 2024 @9:05am	Saturday, July 27th, 2024 @6:35pm	Saturday, July 27th, 2024 @2:35pm
Tuesday, May 7th, 2024 @11:05am	Tuesday, May 7th, 2024 @7:05am	Sunday, July 28th, 2024 @1:05pm	Sunday, July 28th, 2024 @9:05am
Wednesday, May 8th, 2024 @6:05pm	Wednesday, May 8th, 2024 @2:05pm	Tuesday, August 6th, 2024 @6:35pm	Tuesday, August 6th, 2024 @2:35pm
Thursday, May 9th, 2024 @6:05pm	Thursday, May 9th, 2024 @2:05pm	Wednesday, August 7th, 2024 @6:35pm	Wednesday, August 7th, 2024 @2:35pm
Friday, May 10th, 2024 @6:05pm	Friday, May 10th, 2024 @2:05pm	Thursday, August 8th, 2024 @6:35pm	Thursday, August 8th, 2024 @2:35pm
Saturday, May 11th, 2024 @4:05pm	Saturday, May 11th, 2024 @12:05pm	Friday, August 9th, 2024 @6:35pm	Friday, August 9th, 2024 @2:35pm
Sunday, May 12th, 2024 @1:05pm	Sunday, May 12th, 2024 @9:05am	Saturday, August 10th, 2024 @6:35pm	Saturday, August 10th, 2024 @2:35pm
Tuesday, May 28th, 2024 @6:05pm	Tuesday, May 28th, 2024 @2:05pm	Sunday, August 11th, 2024 @1:05pm	Sunday, August 11th, 2024 @9:05am
Wednesday, May 29th, 2024 @6:05pm	Wednesday, May 29th, 2024 @2:05pm	Tuesday, August 20th, 2024 @6:35pm	Tuesday, August 20th, 2024 @2:35pm
Thursday, May 30th, 2024 @11:05am	Thursday, May 30th, 2024 @7:05am	Wednesday, August 21st, 2024 @6:35pm	Wednesday, August 21st, 2024 @2:35pm
Friday, May 31st, 2024 @6:05pm	Friday, May 31st, 2024 @2:05pm	Thursday, August 22nd, 2024 @6:35pm	Thursday, August 22nd, 2024 @2:35pm
Saturday, June 1st, 2024 @6:35pm	Saturday, June 1st, 2024 @2:35pm	Friday, August 23rd, 2024 @6:35pm	Friday, August 23rd, 2024 @2:35pm
Sunday, June 2nd, 2024 @1:05pm	Sunday, June 2nd, 2024 @9:05am	Saturday, August 24th, 2024 @6:35pm	Saturday, August 24th, 2024 @2:35pm
Tuesday, June 11th, 2024 @6:35pm	Tuesday, June 11th, 2024 @2:35pm	Sunday, August 25th, 2024 @1:05pm	Sunday, August 25th, 2024 @9:05am
Wednesday, June 12th, 2024 @6:35pm	Wednesday, June 12th, 2024 @2:35pm	Tuesday, September 3rd, 2024 @6:35pm	Tuesday, September 3rd, 2024 @2:35pm
Thursday, June 13th, 2024 @6:35pm	Thursday, June 13th, 2024 @2:35pm	Wednesday, September 4th, 2024 @6:35pm	Wednesday, September 4th, 2024 @2:35pm
Friday, June 14th, 2024 @6:35pm	Friday, June 14th, 2024 @2:35pm	Thursday, September 5th, 2024 @6:35pm	Thursday, September 5th, 2024 @2:35pm
Saturday, June 15th, 2024 @6:35pm	Saturday, June 15th, 2024 @2:35pm	Friday, September 6th, 2024 @6:35pm	Friday, September 6th, 2024 @2:35pm
Sunday, June 16th, 2024 @1:05pm	Sunday, June 16th, 2024 @9:05am	Saturday, September 7th, 2024 @6:35pm	Saturday, September 7th, 2024 @2:35pm
Tuesday, June 25th, 2024 @6:35pm	Tuesday, June 25th, 2024 @2:35pm	Sunday, September 8th, 2024 @1:05pm	Sunday, September 8th, 2024 @9:05am
Wednesday, June 26th, 2024 @6:35pm	Wednesday, June 26th, 2024 @2:35pm	Tuesday, September 17th, 2024 @6:35pm	Tuesday, September 17th, 2024 @2:35pm
Thursday, June 27th, 2024 @6:35pm	Thursday, June 27th, 2024 @2:35pm	Wednesday, September 18th, 2024 @6:35pm	Wednesday, September 18th, 2024 @2:35pm
Friday, June 28th, 2024 @6:35pm	Friday, June 28th, 2024 @2:35pm	Thursday, September 19th, 2024 @6:35pm	Thursday, September 19th, 2024 @2:35pm
Saturday, June 29th, 2024 @6:35pm	Saturday, June 29th, 2024 @2:35pm	Friday, September 20th, 2024 @6:35pm	Friday, September 20th, 2024 @2:35pm
Sunday, June 30th, 2024 @1:05pm	Sunday, June 30th, 2024 @9:05am	Saturday, September 21st, 2024 @4:05pm	Saturday, September 21st, 2024 @12:05pm
Thursday, July 4th, 2024 @6:35pm	Thursday, July 4th, 2024 @2:35pm	Sunday, September 22nd, 2024 @1:05pm	Sunday, September 22nd, 2024 @9:05am
Friday, July 5th, 2024 @6:35pm	Friday, July 5th, 2024 @2:35pm		

Contact Us:

Still have questions? Reach out to us directly for assistance!

Ticket Office: (775) 334-7000

*Laura Raymond, Senior Director of Ticket Services & Operations: (775) 334-7056
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