



# 2026 SEASON MEMBER MANUAL

Welcome to the 2026 Reno Aces Season! We are 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!

Please note that all Reno Aces ticket holders will now be required to have an MLB.com account that uses the same login credentials as your MyTickets account to view and manage tickets. If you do not already have an MLB.com account, you will be prompted to create one using the same login credentials you use for MyTickets. This means the same email and password must be used for both sites. For more information including videos on how to access your account and manage your tickets, please visit our [Digital Ticketing Hub](#).

Your Ticket Account can also now be accessed through the [MiLB App](#)!

In order to have the best possible time at Greater Nevada Field and ensure smooth entry, it is recommended that you download the MiLB App and log in through the app to access your tickets which can then be presented at the gate for scanning upon entry.

Once you download the app, you can create or log into your MLB.com account, select the Reno Aces as your favorite team, and click on My Tickets to be directed to the ticket login page.

For assistance with account setup, please contact your Member Service Representative using the contact information on the last page of the manual.

## 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.

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 the 1st pitch of the game they want to exchange out of, through your Aces MyTickets account.

- 1.) Log on to your MyTickets Account through [milb.com/reno](http://milb.com/reno). If you have issues logging into your account, please contact your Member Service Representative 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 for.
- 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. For example, when purchasing 2 tickets within a set of 3, it will not be authorized, as that would leave a seat stranded.

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

Please be aware that your MyTickets account has to link with your MLB.com account using the same login credentials in order to access your Reno Aces tickets.

### **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 (10:00am – 5:00pm, Monday-Friday starting March 9th), 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. Please note: Blackout dates vary from season to season.
- 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 2026 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. Seats for a new game are chosen when the exchange occurs and are subject to availability.

**Q:** Is there any cost associated with making exchanges?

**A:** There is no additional charge to exchange your tickets when exchanging them 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 credited with the difference in the ticket value.

**Q:** Can I call my Member Service 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 the tickets I printed 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 have 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, 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. You may also upgrade your tickets to any available reserved seat by paying for 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.

### **Additional Individual Game Tickets**

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

If you would like to purchase additional tickets for any 2026 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.

### **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 2026 regular-season Reno Aces home game, 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 2026 regular season Reno Aces home game, 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.

### **Parking Information**

Currently, there is an extremely limited number of parking passes available. Please contact your service rep, or the ticket office, to inquire. If you renewed your parking pass from last season,

you would have access to your parking passes at the same time you gain access to your tickets on Tuesday, February 24<sup>th</sup>.

Parking passes are dated and exchangeable just like your Aces tickets, subject to availability. Each parking package will include one pass for each game in your plan and is exchangeable through the same steps as a ticket exchange, with the same exchange policies to apply. Season Members with parking already included in their membership rate are guaranteed a parking space 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 members with parking already included in their plan are eligible to park in the 2nd Street Surface Lot (space permitting).

Half & Partial Season members with parking already included in their plan are eligible to park in the Ballpark Lane Garage.

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.



- Annual Season Member Appreciation Party
- Invites to Special Events
- Season Member Entry Lane
- Discount on additional individual game tickets

#### **Half-Season Member Benefits**

- Exclusive Access to Season Member Loyalty Program
- 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 (24 games - 12 Games)**

- Exclusive Access to Season Member Loyalty Program
- 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

### **Other Notes on Benefits**

To redeem your discount at the Biggest Little Team Shop, present your Season Member Badge located in the Reno Aces Loyalty Program in the MiLB app. 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 2026 Season Member, you are guaranteed to receive all giveaways scheduled for ORIGINAL game dates included in your ticket 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 member 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, 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.

### **Reno Aces Loyalty Rewards Program**

The Reno Aces Rewards program puts the power of choice in your hands, letting you personalize your Aces experience like never before. As a member, you'll earn points throughout the season that can be redeemed for what matters most to you — whether it's exclusive Aces merchandise, premium gifts and experiences, or unforgettable behind-the-scenes Aces moments.

Season Members earn points by doing the things you are already doing! Points are earned for each ticket scanned, for the size of your ticket plan, your tenure as a season member, and participating in fun challenges and quizzes through the Loyalty Platform. Points will automatically be added to your account as you engage with the team and platform – no extra steps necessary!

**[CLICK HERE](#)** to get started and learn more about the Reno Aces Rewards Program and Loyalty Platform. Here you will find videos on how to access Reno Aces Rewards including how to create an account, how to earn and redeem points, and an overall FAQ page.

### **Greater Nevada Field Ticket Office**

The Greater Nevada Field Ticket Office is open Monday - Friday from 10:00 am - 5:00 pm. For weekday 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 3 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 before the first pitch may not be answered.

## **Simple Renew for the 2027 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 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 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 the 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.

### **1) 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 before 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 (1) gallon freezer bag and a small clutch purse with or without a strap no larger than 5" x 7". 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.

## **2) 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 2026 regular-season Reno Aces home game, 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 2026 regular season Reno Aces home game, 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.

## **3) 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.

## **4) 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.

## 2026 Ticket Exchange Schedule

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

## Contact Us

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

Ticket Office: (775) 334-7000

*Jesse Coats, Ticket Services Coordinator*

- (775) 334-7057
- [Jesse.c@renoaces.com](mailto:Jesse.c@renoaces.com)

*Tyler Collins, Ticket Services Coordinator*

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