



# 2023 SEASON MEMBER MANUAL

Welcome to the 2023 Reno Aces Season! We are so excited to have you as a part of the team this summer. This manual is a resource for our Season Members that can answer all questions regarding your season membership and stadium policies.

## **Digital Ticketing**

Greater Nevada Field is now a completely digital ticketing venue, providing 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 Reno Aces Season Members can exchange tickets included in their ticket packages for tickets of equal or lesser value to upcoming regular season games, subject to availability. Tickets cannot be exchanged into or out of July 4th, 2023, as it is a Blackout Date. This gives members the ability to get the greatest usage out of their membership by allowing you to move tickets from games you are unable to attend into ones 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 prior to 1st Pitch through their Reno Aces MyTickets account.

- 1.) Log on to your MyTickets Account through [milb.com/reno](#). If you do not have your account login information, please contact your Service Coordinator.
- 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 that you would like to exchange your tickets into.
- 4.) Select any available seat in your pricing level for an even exchange. Please Note - the system will not allow you to strand a single seat, so be sure to select a location that has at least two more tickets available than you are looking to exchange.

[CLICK HERE](#) to be directed to a PDF walkthrough on how to exchange tickets through your MyTickets account. To login to your MyTickets Account, [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 Guest Services 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 in to.

### **Ticket Exchange Regulations:**

- 1.) All seating locations through ticket exchanges are based on availability.
- 2.) Tickets cannot be exchanged into or out of blackout dates. Including, but not limited to, July 4th, 2023.
- 3.) Tickets exchanged into a lower priced section will carry the lower price going forward. 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 account there is no guarantee you will get back those original seats if you wish to switch back into that same game.
- 5.) Please refer to the 2023 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 games being exchanged into can be chosen at the time of the exchange and is subject to availability.

Q: Is there any cost associated with making exchanges?

A: There is no 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 price. If you choose a seat with a value lower than your original seat, you will not be credited the difference.

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 have been exchanged out of, they should be discarded. The barcodes on the 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 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, except for July 4th. You may upgrade your tickets into any available reserved seat by paying the difference between the Standing Room Only ticket price and your Season Member price for that section. Redemption of past game unused tickets is subject to availability, seat location, and verification of usage. Past Game Redemptions are available at the TICKET OFFICE AND GUEST SERVICES OFFICE ONLY.

## **Game Postponement/Cancellation Policies**

In the event a game is announced as postponed or cancelled for any reason before 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 2023 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 (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 2023 regular season Reno Aces home game, excluding July 4th, 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.

## **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 2023 Aces regular season home game, you may do so through your MyTickets Account or by contacting the Ticket Office at (775) 334-7000. [CLICK HERE](#) to view a walkthrough on how to purchase tickets through your MyTickets Account.

## **Parking Information**

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

- *Full Season Parking Package - \$750*

Half & Partial Season members may purchase a prepaid parking package valid in the Ballpark Lane Garage. Half Season parking packages will be game specific parking passes. Partial Season parking packages (24, 16, and 8 game) will consist of undated parking vouchers, with the exception of July 4th. Each parking package will include one pass for every game in your plan.

The purchase of a prepaid parking package will guarantee you a parking space in the Ballpark Lane Garage until 10 minutes after first pitch. If you arrive after this time, you will not be guaranteed a parking space in the garage.

- *Half Season Parking Package - \$380*
- *24 Game Plan Parking Package - \$240*
- *16 Game Plan Parking Package - \$160*
- *8 Game Plan Parking Package - \$80*

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

- *Basin Street Parking Garage - \$13*



### *2023 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 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 dependent on MLB protocols and discretion of the Club.

### **Giveaways**

As a 2023 Season Member, you are guaranteed to receive all giveaways scheduled for initial game dates in your ticket plan. You will be notified via email prior to giveaway games in your plan with information on how to pick up your items. If you miss a game in your original plan schedule that included a giveaway, you can pick it up at the Sales Kiosk behind section 106 at a game following. We cannot guarantee items will be available after two months past the original date. If you exchange tickets into a game with a scheduled giveaway, you are not guaranteed to receive that giveaway, as 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 weekday game days, the Ticket Office will be open from 10:00 a.m. until one hour after first pitch. For weekend game days, the Ticket Office will be open 4 hours prior to first pitch until 1 hour first pitch. You can contact the Ticket Office by phone during the above times by calling (775) 334-7000.

### **Simple Renew**

All new Season Memberships will have Simple Renew applied to their ticket package, which guarantees their current seats and 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 that have Simple Renew applied to their ticket package will be put onto 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 August. If you would prefer to Pay in Full for your Memberships, please let your representative know and we can make those arrangements. Season Members with Simple Renew applied to their ticket package will be notified via email 30-45 days prior the first charge being processed for the following season with information on how to opt out of Simple Renew. 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 that have Simple Renew applied to their ticket package or have manually renewed their seats by the deadline stated in renewal materials have the first rights to their current seats and ticket plans. 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 that wish to look at new seats or ticket plans for the following season are invited to the stadium during pre-assigned appointments to look at available seating inventory.

Appointments are issued based on the date of renewal and submission of appointment request. Season Members with Simple Renew applied to their ticket package and express interest in choosing new seats will have access to the earliest appointments. Members that

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 returned 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:**

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 in the stadium. No hard-sided coolers of any size are permitted. Diaper bags are permitted in regardless of size, will be tagged upon search, and guests must 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".

#### **Game Postponement/Cancellation Policy:**

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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 2022 regular season Reno Aces home game, excluding July 4th, 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 stand, bars, Ticket Office, Biggest Little Team Shop, and parking lots. Guests that bring cash to the stadium can visit the Biggest Little Team Shop to have their cash turned into a Reno Aces Gift Card to be used 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.

Game Date	Exchange By	Game Date	Exchange By2
Friday, March 31, 2023 @ 2:05pm	Friday, March 31, 2023 @ 2:05pm	Tuesday, July 4th, 2023 @ 6:35pm	Tuesday, July 4th, 2023 @ 6:35pm
Saturday, April 1st, 2023 @ 4:05pm	Saturday, April 1st, 2023 @ 12:05pm	Wednesday, July 5th, 2023 @ 6:35pm	Wednesday, July 5th, 2023 @ 6:35pm
Sunday, April 2nd, 2023 @ 1:05pm	Sunday, April 2nd, 2023 @ 9:05am	Thursday, July 6th, 2023 @ 6:35pm	Thursday, July 6th, 2023 @ 6:35pm
Tuesday, April 11th, 2023 @ 6:05pm	Tuesday, April 11th, 2023 @ 2:05pm	Friday, July 7th, 2023 @ 6:35pm	Friday, July 7th, 2023 @ 6:35pm
Wednesday, April 12th, 2023 @ 6:05pm	Wednesday, April 12th, 2023 @ 2:05pm	Saturday, July 8th, 2023 @ 6:35pm	Saturday, July 8th, 2023 @ 6:35pm
Thursday, April 13th, 2023 @ 6:05pm	Thursday, April 13th, 2023 @ 2:05pm	Sunday, July 9th, 2023 @ 1:05pm	Sunday, July 9th, 2023 @ 1:05pm
Friday, April 14th, 2023 @ 6:05pm	Friday, April 14th, 2023 @ 2:05pm	Tuesday, July 25th, 2023 @ 6:35pm	Tuesday, July 25th, 2023 @ 6:35pm
Saturday, April 15th, 2023 @ 6:05pm	Saturday, April 15th, 2023 @ 2:05pm	Wednesday, July 26th, 2023 @ 6:35pm	Wednesday, July 26th, 2023 @ 6:35pm
Sunday, April 16th, @ 1:05pm	Sunday, April 16th, @ 9:05am	Thursday, July 27th, 2023 @ 6:35pm	Thursday, July 27th, 2023 @ 6:35pm
Tuesday, April 25th, 2023 @ 6:05pm	Tuesday, April 25th, 2023 @ 2:05pm	Friday, July 28th, 2023 @ 6:35pm	Friday, July 28th, 2023 @ 6:35pm
Wednesday, April 26th, 2023 @ 12:05pm	Wednesday, April 26th, 2023 @ 8:05am	Saturday, July 29th, 2023 @ 6:35pm	Saturday, July 29th, 2023 @ 6:35pm
Thursday, April 27th, 2023 @ 6:05pm	Thursday, April 27th, 2023 @ 2:05pm	Sunday, July 30th, 2023 @ 1:05pm	Sunday, July 30th, 2023 @ 1:05pm
Friday, April 28th, 2023 @ 6:05pm	Friday, April 28th, 2023 @ 2:05pm	Tuesday, August 8th, 2023 @ 6:35pm	Tuesday, August 8th, 2023 @ 6:35pm
Saturday, April 29th, 2023 @ 4:05pm	Saturday, April 29th, 2023 @ 12:05pm	Wednesday, August 9th, 2023 @ 6:35pm	Wednesday, August 9th, 2023 @ 6:35pm
Sunday, April 30th, 2023 @ 1:05pm	Sunday, April 30th, 2023 @ 9:05am	Thursday, August 10th, 2023 @ 6:35pm	Thursday, August 10th, 2023 @ 6:35pm
Tuesday, May 2nd, 2023 @ 11:05am	Tuesday, May 2nd, 2023 @ 7:05am	Friday, August 11th, 2023 @ 6:35pm	Friday, August 11th, 2023 @ 6:35pm
Wednesday, May 3rd, 2023 @ 6:35pm	Wednesday, May 3rd, 2023 @ 2:35pm	Saturday, August 12th, 2023 @ 6:35pm	Saturday, August 12th, 2023 @ 6:35pm
Thursday, May 4th, 2023 @ 6:35pm	Thursday, May 4th, 2023 @ 2:35pm	Sunday, August 13th, 2023 @ 1:05pm	Sunday, August 13th, 2023 @ 1:05pm
Friday, May 5th, 2023 @ 6:35pm	Friday, May 5th, 2023 @ 2:35pm	Tuesday, August 15th, 2023 @ 6:35pm	Tuesday, August 15th, 2023 @ 6:35pm
Saturday, May 6th, 2023 @ 4:05pm	Saturday, May 6th, 2023 @ 12:05pm	Wednesday, August 16th, 2023 @ 6:35pm	Wednesday, August 16th, 2023 @ 6:35pm
Sunday, May 7th, 2023 @ 1:05pm	Sunday, May 7th, 2023 @ 9:05am	Thursday, August 17th, 2023 @ 6:35pm	Thursday, August 17th, 2023 @ 6:35pm
Tuesday, May 16th, 2023 @ 6:35pm	Tuesday, May 16th, 2023 @ 2:35pm	Friday, August 18th, 2023 @ 6:35pm	Friday, August 18th, 2023 @ 6:35pm
Wednesday, May 17th, 2023 @ 6:35pm	Wednesday, May 17th, 2023 @ 2:35pm	Saturday, August 19th, 2023 @ 6:35pm	Saturday, August 19th, 2023 @ 6:35pm
Thursday, May 18th, 2023 @ 6:35pm	Thursday, May 18th, 2023 @ 2:35pm	Sunday, August 20th, 2023 @ 1:05pm	Sunday, August 20th, 2023 @ 1:05pm
Friday, May 19th, 2023 @ 6:35pm	Friday, May 19th, 2023 @ 2:35pm	Tuesday, August 29th, 2023 @ 6:35pm	Tuesday, August 29th, 2023 @ 6:35pm
Saturday, May 20th, 2023 @ 4:05pm	Saturday, May 20th, 2023 @ 12:05pm	Wednesday, August 30th, 2023 @ 6:35pm	Wednesday, August 30th, 2023 @ 6:35pm
Sunday, May 21st, 2023 @ 1:05pm	Sunday, May 21st, 2023 @ 9:05am	Thursday, August 31st, 2023 @ 6:35pm	Thursday, August 31st, 2023 @ 6:35pm
Tuesday, June 6th, 2023 @ 6:35pm	Tuesday, June 6th, 2023 @ 2:35pm	Friday, September 1st, 2023 @ 6:35pm	Friday, September 1st, 2023 @ 6:35pm
Wednesday, June 7th, 2023 @ 6:35pm	Wednesday, June 7th, 2023 @ 2:35pm	Saturday, September 2nd, 2023 @ 6:35pm	Saturday, September 2nd, 2023 @ 6:35pm
Thursday, June 8th, 2023 @ 6:35pm	Thursday, June 8th, 2023 @ 2:35pm	Sunday, September 3rd, 2023 @ 6:05pm	Sunday, September 3rd, 2023 @ 6:05pm
Friday, June 9th, 2023 @ 6:35pm	Friday, June 9th, 2023 @ 2:35pm	Tuesday, September 12th, 2023 @ 6:35pm	Tuesday, September 12th, 2023 @ 6:35pm
Saturday, June 10th, 2023 @ 6:35pm	Saturday, June 10th, 2023 @ 2:35pm	Wednesday, September 13th, 2023 @ 6:35pm	Wednesday, September 13th, 2023 @ 6:35pm
Sunday, June 11th, 2023 @ 1:05pm	Sunday, June 11th, 2023 @ 9:05am	Thursday, September 14th, 2023 @ 6:35pm	Thursday, September 14th, 2023 @ 6:35pm
Tuesday, June 20th, 2023 @ 6:35pm	Tuesday, June 20th, 2023 @ 2:35pm	Friday, September 15th, 2023 @ 6:35pm	Friday, September 15th, 2023 @ 6:35pm
Wednesday, June 21st, 2023 @ 6:35pm	Wednesday, June 21st, 2023 @ 2:35pm	Saturday, September 16th, 2023 @ 4:05pm	Saturday, September 16th, 2023 @ 4:05pm
Thursday, June 22nd, 2023 @ 6:35pm	Thursday, June 22nd, 2023 @ 2:35pm	Sunday, September 17th, 2023 @ 1:05pm	Sunday, September 17th, 2023 @ 1:05pm
Friday, June 23rd, 2023 @ 6:35pm	Friday, June 23rd, 2023 @ 2:35pm		
Saturday, June 24th, 2023 @ 6:35pm	Saturday, June 24th, 2023 @ 2:35pm		
Sunday, June 25th, 2023 @ 1:05pm	Sunday, June 25th, 2023 @ 9:05am		

**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*

*lraymond@renoaces.com*

*Kyle McAndrew, Membership Services Coordinator: (775) 334-7045*

*Kyle.m@renoaces.com*

