



# 2022 SEASON

*SEASON SEAT MEMBER MANUAL*



## **TICKET EXCHANGE PROGRAM**

All Full, Half, and Quarter Season Seat Members have access to the Ticket Exchange Program. As a Season Seat Member, you can exchange your paid season seat tickets to specific games up to 48 business hours in advance of the game(s) you cannot attend. Tickets exchanged at least 48 business hours in advance of the original game date can be used towards additional tickets to 2022 El Paso Chihuahuas regular season home games. The value of new ticket(s) that you receive from tickets exchanged in advance of the game will be equal to the value you paid for the tickets you exchange.

Please see the policies and procedures below to exchange tickets for the 2022 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. Ticket exchange access expires on September 21, 2022, and advanced exchanges are highly recommended.

### **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 exchanging them in advance of the game. This will allow you to more freely “reschedule” the tickets, 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 (paid tickets for games that have yet to occur as a part of your Season Seat Membership).
3. If your 2022 Season Seat Membership account is not paid in full, exchange capability will be limited to the paid tickets in your account, and you will not have access to exchange the unpaid tickets in your account.
4. Online exchanges are limited to exchange into tickets of equal or greater value than the original tickets being exchanged. If a ticket exchange results in an upgrade, you will be required to pay the difference in ticket cost during the online exchange process. Ticket exchanges resulting in a downgrade are not able to be completed online.
5. All direct ticket for ticket exchanges and seat locations are based on availability and limited to paid tickets in your Season Seat Membership account.
6. Please note that for all online exchanges, all online fees apply.
7. Tickets from your Season Seat Membership can only be exchanged once and are limited to 10 tickets exchanged into per game.

#### ***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. Identify the paid ticket(s) from your Season Seat Membership that you would like to exchange and select the future 2022 regular season home game to which you would like to “reschedule” your tickets. All seat selections and ticket exchanges are based on availability.
3. The original paid tickets you exchange out of will be released from your Season Seat Membership account and will be made available for sale to the public.
4. If your 2022 Season Seat Membership account is not paid in full, exchange capability will be limited to the paid tickets in your account, and you will not have access to exchange the unpaid tickets in your account.
5. In-person exchanges are limited to exchange into tickets of equal or greater value than the original ticket being exchanged. If a ticket exchange results in an upgrade, you will be required to pay the difference in ticket cost during the online exchange process.
6. All direct ticket for ticket exchanges, ticket credit redemption, and seat locations are based on availability and limited to paid tickets in your Season Seat Membership account.
7. Tickets from your Season Seat Membership can only be exchanged once and are limited to 10 tickets exchanged into per game.

### **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 paid tickets can be exchanged to a future 2022 Sunday-Wednesday Chihuahuas regular season home game played at Southwest University Park. Please see the process below:

1. Contact your Account Executive or visit the Southwest University Park Box Office to initiate the exchange.
2. Based on availability, the unused paid 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 2022 Sunday-Wednesday Chihuahuas regular season home game of your choice.
3. All unused ticket exchanges and seat locations are based on availability.
4. Unused paid 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.
5. All unused tickets expire on September 21, 2022, and advanced redemption is highly recommended.
6. Tickets from your Season Seat Membership can only be exchanged once.
7. Unpaid tickets from your Season Seat Membership that go unused are not eligible to be exchanged.
8. Tickets from your Season Seat Membership can only be exchanged once and are limited to 10 tickets exchanged into per game.

### **SEASON SEAT MEMBER PARKING PASSES**

Full, Half, and Quarter Season Seat Members may take advantage of a prepaid parking option. Parking Passes will be game specific parking tickets and are sold for the entire season. Parking Passes will be distributed for specific parking areas, not specific parking spaces, for each game. Parking Passes are



based on availability and Season Seat Member specific parking areas are available from one-hour prior to gates opening 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.

Parking Passes are not refundable if not used, but paid game-specific Parking Passes can be exchanged at least 48 business hours in advance of the original game for a future Sunday-Wednesday game in your Season Seat Membership plan. Please contact your Account Executive if you have not yet purchased your Parking Pass for the 2022 Chihuahuas regular season.

### **WESTSTAR CLUB ACCESS**

Full Season 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. 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** receive 32 one-time use passes per Full Season Seat
- **3-Year Full Season Seat Members** receive 16 one-time use passes per Full Season Seat
- **1-Year Full Season Seat Members** receive four 8 one-time use passes per Full Season Seat
- **Half-Season Full Season Seat Members** receive 4 one-time use passes per Half Season Seat
- **Quarter-Year Full Season Seat Members** receive 2 one-time use passes per Quarter Season Seat

### **ADDITIONAL INDIVIDUAL GAME TICKETS**

If you are interested in purchasing additional game tickets for any 2022 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 through your Account Executive.

### **SEASON SEAT MEMBER GIFTS**

#### ***Full Season Seat Member Souvenir Cups***

Full Season Seat Members will receive one (1) refillable souvenir cup per Full Season Seat. You can refill your cup (limited to non-alcoholic Pepsi products) at any Chihuahuas regular season home game for \$2 per refill (plus tax). 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. In order to receive your \$2 refills, please make sure you remove the lid prior to the refill and ensure the cup is clean upon entry. Professional Sports Catering at Southwest University Park reserves the right to refuse refills based on cup cleanliness.

#### ***5-Year Full Season Seat Member \$4 Loaded Value***

MVP and SUPERSTAR Level Season Seat Members (Full Season Club Seat Members and 5-Year Full Season Seat Members with an expiration year of 2023 or later) receive \$4 of loaded value per Season Seat ticket per game to be used at Southwest University Park concessions during 2022 Chihuahuas regular season home game. The \$4 per ticket loaded value is assigned to each specific ticket each game and is only active once a ticket is scanned and in attendance. Loaded value not redeemed during the assigned game expired and is non-transferable.



### **5-year Season Seat Member Premium Gift**

MVP and SUPERSTAR Level Season Seat Members will receive one (1) annual exclusive Season Seat Member gift per account. This gift will vary per season and will be provided during the 2022 season.

### **SEASON SEAT MEMBER MERCHANDISE SAVINGS**

Full Season Seat Members will receive one (1) El Paso Chihuahuas Merchandise Savings Card per account. 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 2022 merchandise savings is valid beginning March 1, 2022, and expires on December 31, 2022, and is non-transferable. Merchandise Savings Cards from previous seasons are no longer valid and are not valid online.

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.

Half Season Seat Members will receive two one-time use 10% savings vouchers valid for select regularly priced merchandise by using the Merchandise Savings vouchers at the Chihuahuas Team Shop at Southwest University Park.

Quarter Season Seat Members and Starting 9 Mini Plan Members will receive one (1) one-time use 10% savings voucher valid for select regularly priced merchandise by using the Merchandise Savings vouchers at the Chihuahuas Team Shop at Southwest University Park.

Rules and restrictions apply, please refer to your Merchandise Savings Card for more information.

### **SEASON SEAT MEMBER EARLY ENTRY OPPORTUNITIES**

During the 2022 Season, on all Chihuahuas giveaway item game dates, all Season Seat Members have the opportunity to enter Southwest University Park 15 minutes prior to gates opening to groups and individual ticket holders. This early entry access will be limited to the three Season Seat Member points of entry (VIP Clock Tower, Durango Street Season Seat Member Gate, and Santa Fe Street Season Seat Member Gate). This early entry benefit requires a valid unscanned game ticket from a Season Seat Member package for that specific game date or a valid unscanned exchanged game ticket from a Season Seat Member package for that specific game date.

This benefit is limited to one giveaway item per ticketed person in attendance and additional giveaways will not be granted during this early entrance period, nor for the remainder of game, for an individual with multiple valid Season Seat Member tickets for that game. There is no guarantee that any Season Seat Members will receive a giveaway by utilizing this early entry benefit.

### **SEASON SEAT MEMBER GROUP TICKET SAVINGS**

2022 Season Seat Members are eligible to receive a special ticket price on select group and hospitality tickets purchased through the El Paso Chihuahuas Group Sales Department. Ticket savings are valid in the following group seating areas: general ballpark seating bowl, Budweiser Bullpen Patio, Patio Suite 206, Patio Suite 211, Pepsi Party Deck, and Santa Fe Pavilion – 2 & 3.



- **Club Season Seat Members:** 15% off applicable group ticket prices (excludes F&B)
- **5-Year Full Season Seat Members:** 10% off applicable group ticket prices (excludes F&B)
- **3-Year Full Season Seat Members:** 10% off applicable group ticket prices (excludes F&B)
- **1-Year Full Season Seat Members:** 10% off applicable group ticket prices (excludes F&B)
- **Half-Season Full Season Seat Members:** 5% off applicable group ticket prices (excludes F&B)
- **Quarter-Year Full Season Seat Members:** 5% off applicable group ticket prices (excludes F&B)
- **Starting 9 Mini Plan Members:** 5% off applicable group ticket prices (excludes F&B)

### **2023 SEASON SEAT PRIORITY**

As a 2022 Season Seat Member, you have the first right to your seats and for possible relocation for the 2023 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 2022 Season.

### **EL PASO CHIHUAHUAS REFUND POLICY**

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