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## Exchanging Season Tickets

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- Tickets that have been transferred or posted for resale are not eligible for exchange.
- Tickets you are exchanging are no longer valid and will become property of the team.
- Exchanges can be made as far in advance of the new game as you like. We recommend exchanging tickets in advance, if possible, instead of waiting until the day of the game to have better selection of available seats.
- All exchanges subject to availability of tickets on the new game you are selecting.
- Can be done in any combination, i.e. exchange 2 games of 2 tickets each for 1 game with 4 tickets.
- We recommend taking advantage of both parts of the exchange program to ensure no ticket goes wasted and you get maximum value of your ticket plan.
- Parking Passes are date specific and unable to be exchanged.
- Tickets can begin to be exchanged starting March 15th.

### Hours of Operation:

- Center Field Box Office:
  - Gameday:
    - Monday through Friday: 11:30 AM until the 7<sup>th</sup> inning of the game
    - Saturday: 4 hours prior to the scheduled game start time
    - Sunday: 2 hours prior to the scheduled game start time
  - Non-Gameday: At the current time the Box Office will only be open on home game days
- Right Field Box Office:
  - Gameday Only: Opens 30 minutes prior to the gates opening until approximately 45 minutes following the scheduled start time of the game
- Administrative Office:
  - Gameday: Opens at 9 AM on all days with a home game, including weekends, until 3 hours prior to scheduled start time of game.
  - Non-Gameday: Open Monday through Friday from 9 AM to 4 PM

### Future Game Exchanges (Games not yet played):

- May be exchanged for any remaining 2023 Regular Season Game.
- Seats redeemed in same or similar section within seat category or for lesser value seats if no similar seats are available.

Both future games and unused, past games can now be exchanged in advance via email request. We recommend taking advantage of this to avoid waiting in line at the Box Office.

### How to Redeem:

#### Via Email

- Requests can be emailed to [tickets@clippersbaseball.com](mailto:tickets@clippersbaseball.com) with the below information:
- Please email exchange requests at least 24 hours in advance of the game you are returning.
  - Tickets can still be exchanged on the day of the game BEFORE gates open in person.
  - If tickets are not exchanged in time, they will still be eligible to be used on Wednesday through Friday games for Bleacher or Lawn or Standing Room Tickets.
- Required information to include in the online form or email:
  1. Account Number or Name on the Account
  2. Email address associated with your Season Tickets
  3. Game(s) you are turning back in (this is the game you are unable to attend)
  4. Specific seats you are turning in
    - a. Example: If you are turning in 2 of your 4 seats please provide correct seat numbers as they will be void after exchange
  5. Select the game(s) you wish to redeem your tickets for

- a. Seats will be redeemed as close to original seating location as possible
- b. We cannot guarantee aisle seats for your new game
6. How you want to receive your new tickets:
  - a. Add to online account
  - b. Text (with cell phone number) of iPhone or Android phone
  - c. Will Call- available on the date of your new game at the Center Field Box Office
  - d. Mail- request must be received at least 7 days in advance of your new game
7. Special Instructions (seat redemption will be based on availability)

**In person at Box Office (hours above)**

- o Must be exchanged before gates open of the game you are returning. Typically this is 90 minutes prior but is subject to change.

**Administrative Office (hours above)**

- o Located on west side of Huntington Park with visitor parking.
- o Office closes 3 hours prior to the scheduled start time of game.

**During Games at AAA Guest Services Booth**

- o Located near the Home Plate Entrance
- o Open during all home games.
- o Look ahead at your upcoming games and make the exchange at a game you are already attending to save a trip downtown. Typically very minimal wait time.

**Unused, Past Dated Tickets (tickets from a previous 2023 game that you did not attend):**

- May be exchanged for any Wednesday through Friday game of the 2023 Regular Season.
- Redeem for Bleacher or Lawn or Standing Room Tickets, subject to availability.
- Once a past ticket has been exchanged, it must be used for the new game or exchanged prior to gates opening of the new game. If the new ticket goes unused, it is not valid for further exchange.
- Tickets that were resold and not used are now the possession of the new owner and not valid for exchange.
- The old tickets act as the “currency” for the new transaction and the physical ticket must be turned in to receive a new ticket.

**How to Redeem Unused, Past Dated Tickets:**

• **Via Email**

- o Requests can be emailed to [tickets@clippersbaseball.com](mailto:tickets@clippersbaseball.com) with the below information:
- o Please email exchange requests at least 24 hours in advance of the game you are exchanging
  - Unused tickets can still be exchanged on the day of the game in person
- o Required information to include in the online form or email:
  1. Account Number or Name on the Account
  2. Email address associated with your Season Tickets
  3. Game(s) you are exchanging (this is the game you did not attend)
  4. Select the game(s) you wish to redeem your tickets for and number of tickets for each game
  5. How you want to receive your new tickets:
    - a. Add to online account
    - b. Text (with cell phone number) of iPhone or Android phone
    - c. Will Call- available on the date of your new game at the Center Field Box Office
    - d. Mail- request must be received at least 7 days in advance of your new game
  6. Special Instructions (seat redemption will be based on availability)

- In person at the Box Office on the night of the game
  - o Simply bring your old tickets to any ticket window to exchange for valid tickets for entry
  - o Unused digital tickets will be confirmed at the Box Office
- In advance at the Box Office, Administrative Office or at AAA Guest Services Booth
  - o Please see the hours available on Page 1.