

Exchanging Your Tickets

1. Log into your profile - > profile.clevelandmonsters.com

Welcome to the Monsters Hockey Club Profile

Please sign in to continue...

Quickly sign in by using one of the services below:

Sign in with Facebook Sign in with Google

Or, sign in with your email and password.

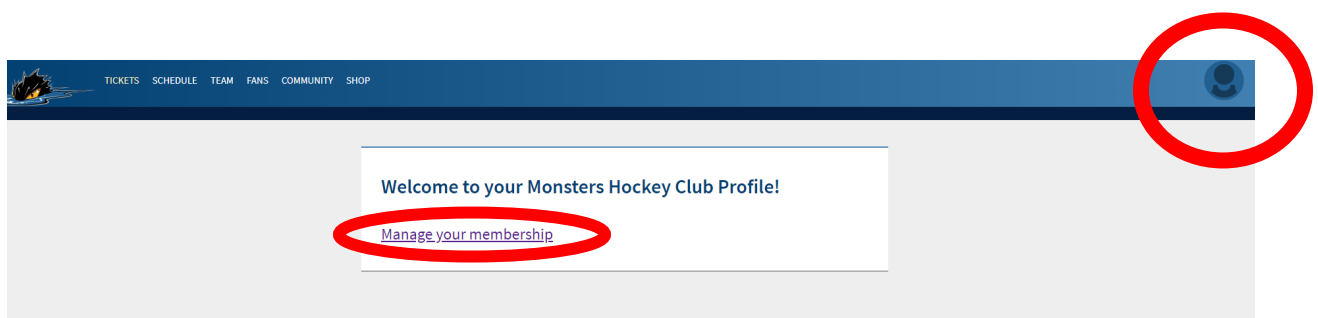
User Name Password

Remember Me

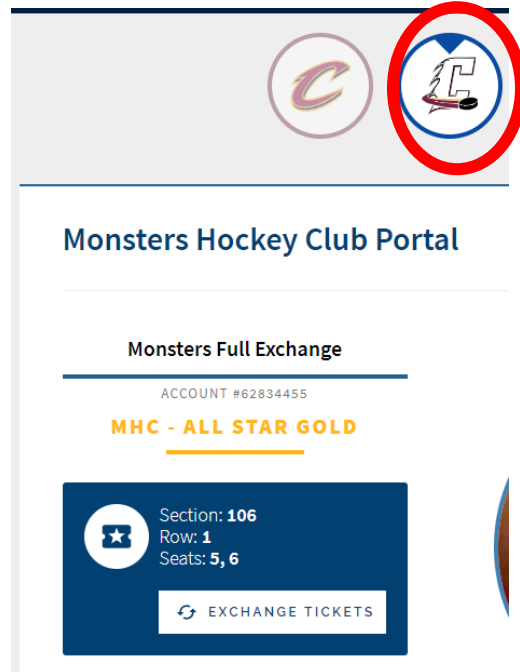
NO ACCOUNT? SIGN UP! SIGN IN

FORGOT PASSWORD?

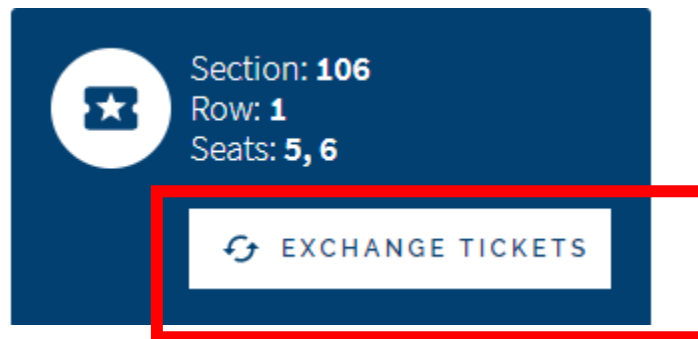
2. Click on the icon in the upper right-hand corner or click "Manage your membership"



3. You will now see your personalized Monsters Hockey Club Portal.
- If you have memberships with the Monsters and Cavs – make sure you select the Monsters logo to see your Monster tickets.
 - If you have multiple memberships, each location will be listed.



4. Click **EXCHANGE TICKETS**



5. You will now see ALL of your tickets. The tickets that are eligible to be exchanged will have an **EXCHANGE** button to the right of them.

The screenshot shows two ticket cards for the game "Monsters vs. Syracuse Crunch" at Rocket Mortgage Fieldhouse. The first card is for October 11, 2019, with Section C109, Row 15, and Seat 5. The second card is for October 12, 2019, with Section C109, Row 15, and Seat 6. Both cards have an "EXCHANGE" button to their right, which is highlighted with a red box in the first card.

6. Select the game you would like to **EXCHANGE OUT OF** by clicking **EXCHANGE**
- Then select the ticket(s) you would like to exchange
 - Click **CONTINUE**

The screenshot shows the "Choose tickets to exchange" screen. It features a header for "Monsters vs. Syracuse Crunch" on October 12, 2019. Below the header, there are five selection options: four individual tickets (Section C109, Row 15, Seats 5, 6, 7, and 8) and a "SELECT All" button. Each option has a radio button next to it. The first ticket (Seat 5) is selected, indicated by a white dot in the radio button and a green border. At the bottom right, there are "CONTINUE" and "CANCEL" buttons, with "CONTINUE" highlighted by a red box.

7. Now select your NEW GAME. (The game you would like to move your tickets to).

ROCKET MORTGAGE FIELDHOUSE
Monsters vs. Syracuse Crunch
October 12, 2019

Choose new event BACK

SECTION **C109**
ROW **15**
SEAT **5**

Exchanging
1 Ticket

- ROCKET MORTGAGE FIELDHOUSE
Monsters vs Syracuse Crunch
October 11, 2019
- ROCKET MORTGAGE FIELDHOUSE
Monsters vs Rockford IceHogs
October 25, 2019
- ROCKET MORTGAGE FIELDHOUSE
Monsters vs Rockford IceHogs
October 26, 2019
- ROCKET MORTGAGE FIELDHOUSE
Monsters vs Charlotte Checkers
November 1, 2019
- ROCKET MORTGAGE FIELDHOUSE
Monsters vs Charlotte Checkers
November 3, 2019
- ROCKET MORTGAGE FIELDHOUSE
Monsters vs Laval Rocket
November 8, 2019

8. Select your Section

ROCKET MORTGAGE FIELDHOUSE
Monsters vs. Syracuse Crunch
October 12, 2019

Choose new section BACK

Exchanging
1 Ticket

ROCKET MORTGAGE FIELDHOUSE
Monsters vs Rockford IceHogs
October 25, 2019

Section ▾

9. Select your new seat(s) then click **CONTINUE**.
- You will only be able to choose tickets that are in your same price level or higher.
You must select the SAME number of tickets in order to continue.

ROCKET MORTGAGE FIELDHOUSE

Monsters vs. Syracuse Crunch
October 12, 2019

Choose new seats BACK

Exchanging **1 Ticket**

ROCKET MORTGAGE FIELDHOUSE
Monsters vs Rockford IceHogs
October 25, 2019

SECTION C107	SECTION C107	SECTION C107	SECTION C107
ROW 12	ROW 12	ROW 12	ROW 12
SEAT 13	SEAT 14	SEAT 15	SEAT 16

CONTINUE CANCEL

- You will have 2 minutes to **CONFIRM** your transaction.
- Once you **CONFIRM** your transaction your new seats will transfer to your Flash Seats account and the seats you exchanged out of will be removed.

*If you have Lighthouse Chairman's Club access your lounge access will be added to your tickets separately.

*If you have ADA seating, please contact your representative for assistance.

*If you are a GOLD Member or Premium HALF Season member that has parking and you are exchanging tickets into a game you do NOT have, your parking will be added to your account separately.