



Monsters Hockey Club Ticket Exchange

The Monsters Hockey Club Ticket Exchange is now live! Look for our brand-new Monsters Hockey Club Ticket Exchange under the Offers tab of your SeatGeek Account Manager!

[Click Here](#) to go to your Account Manager Offers tab!

Frequently Asked Questions

Which of my tickets can be exchanged using the MHC Ticket Exchange?

Answer: Any fully paid tickets that are part of your MHC membership can be exchanged for any other 2022-23 Monsters home game based on seat availability. Any complimentary tickets you may have or tickets you purchase in addition to your MHC membership will not be available for exchange.

Please note that there could be instances where exchanges become unavailable for a certain game and/or location. Additionally, if you still have monthly payments scheduled for your 2022-23 membership through December, some of your games later in the season may not yet be available for exchange.

What happens to my complimentary parking passes for games I exchange out of?

Answer: The MHC Ticket Exchange will not give you the option to move your parking passes with your tickets. For those members who receive complimentary parking with their 2022-23 MHC Membership (*returning Legend and All-Star members, members with premium club access*) our Box Office team is going to work to add a complimentary parking pass for games you exchange into where you don't currently have a parking pass based on availability. Complimentary parking passes will not be added to games where one already exists.

Please note this will not happen instantly like your ticket exchange. We will look to update parking passes every few business days.

What seats are available for me to select?

Answer: We're excited to let you know that you will have the option to pick your new seats from all our available inventory and select the exact seats you want for your new game which has never been an option with any previous iteration of our MHC ticket exchange.

You will see options to do an equal value ticket exchange in your section or a comparable section marked by a \$0 and you will also see options to pay for an upgrade to a different section. Upgrading your tickets for one game will not affect any of the other tickets in your membership.

Can I move my tickets within the same game to get a different location?

Answer: Yes, you will be able to move your tickets to a different location in the same game if that game still has available inventory to exchange into.

This can be helpful if you're trying to add tickets to a game you already have tickets for and the seats are not available next to those original tickets. In this scenario you can move the tickets you already have and the tickets you're exchanging to a new area that can accommodate all your seats together.

Is there a limit to how many exchanges I can do?

Answer: No there is no set limit on the number of exchanges you can do in a season. If you want to move multiple game(s) tickets to the same game, you will have to do those as separate transactions as we cannot yet “bundle” multiple games’ tickets in the same transaction.

When do ticket exchanges cut off for each game?

Answer: You will be able to perform a ticket exchange up until 2 hours before the game you are exchanging out of. As always in the past, the earlier you do a ticket exchange the better the options for your new seats.

You will not be able to move your tickets once we hit the 2-hour window or after the game has passed.

What if I don’t see the seats I want or need special accommodations for my seats?

Answer: As always if you have any questions or issues using the MHC Ticket Exchange, please reach out to your membership representative.



Cleveland Monsters Ticket Exchange Instructions

SEAT GEEK Sports Music More

Sell Support A

Let there be live

Your next best-night-ever is waiting.
And we have the tickets.

🔍 Search by team, artist, event, or venue

Manage Account

Tickets

Tracking

My Account

Log Out

Log into your
SeatGeek account, and
under the letter icon
click “Manage
Account”

Trending events

< 1 of 5 >



Jets at Browns

Sun, Sep 18, 1:00pm
FirstEnergy Stadium

From \$70



Preseason: 76ers at Cavaliers

Mon, Oct 10, 7:00pm
Rocket Mortgage FieldHouse

From \$9



We Outside Comedy Tour

Thu, Sep 29, 8:00pm
Rocket Mortgage FieldHouse

From \$76



Rocket Mortgage FieldHouse

Account #213155993



Tickets Offers 20 Payment Profile

Contact Rep

Exchange Your Tickets! (Full Season)

Can't make the game anymore and don't want to lose the value of your tickets? Want to switch games to see your new favorite player? How about upgrading your seats to get a better view? Exchange your tickets now!

Exchange

John Mulaney - Team Member Offer 9/23/2022 8:00 PM

Exclusive Team Member Presale

Buy Tickets

John Mulaney - Hotline Presale 9/23/2022 8:00 PM

Exclusive tickets reserved for Wine and Gold United, Monsters Hockey Club, and Charge Nation members.

Buy Tickets

Jurassic World Live 10.07 11AM - Team Member Offer

Exclusive Team Member Presale

Buy Tickets

Jurassic World Live 10.07 7PM - Team Member Offer

Exclusive Team Member Presale

Buy Tickets

Jurassic World Live 10.08 11AM - Team Member Offer

Exclusive Team Member Presale

Buy Tickets

Jurassic World Live 10.08 2PM - Team Member Offer

Buy Tickets

Once in Account Manager, click into your "Offers" tab.

Next, click the offer for "Exchanges".

Exchange

Select the event you want to exchange. Only events and tickets that are fully paid will be eligible to exchange.

Any Day

Time

OCT 14	Syracuse Crunch at Cleveland Monsters Fri, 7:00pm	Select
OCT 15	Syracuse Crunch at Cleveland Monsters Sat, 7:00pm	Select
NOV 4	Chicago Wolves at Cleveland Monsters Fri, 7:00pm	Select
NOV 5	Chicago Wolves at Cleveland Monsters Sat, 7:00pm	Select
NOV 9	Grand Rapids Griffins at Cleveland Monsters Wed, 7:00pm	Select
NOV 25	Toronto Marlies at Cleveland Monsters Fri, 7:00pm	Select
DEC 1	Rochester Americans at Cleveland Monsters Thu, 7:00pm	Select
DEC 3	Rochester Americans at Cleveland Monsters Sat, 7:00pm	Select
DEC 17	Laval Rocket at Cleveland Monsters Sat, 12:00pm	Select
DEC 18	Laval Rocket at Cleveland Monsters Sun, 6:00pm	Select

2022-23 Cleveland Monsters
Full Season

Exchange event
Select an event

Replacement event
Select at next step

Now select the
game you would
like to exchange
out of.

View replacement events

Exchange

Select the event you want to exchange. Only events and tickets that are fully paid will be eligible to exchange.

Any Day

Time

OCT 14

Syracuse Crunch at Cleveland Monsters

Fri, 7:00pm

[Change event](#)

Select Tickets

Ticketholder 1

Section C122, Row 14, Seat 1

Ticketholder 2

Section C122, Row 14, Seat 2

Ticketholder 3

Section C122, Row 14, Seat 3

Ticketholder 4

Section C122, Row 14, Seat 4



2022-23 Cleveland Monsters Full Season

Exchange event

Syracuse Crunch at Cleveland Monsters
Fri, Oct 14, 7:00pm
4 tickets

Replacement event

Select at next step

This is where you can select which seats you would like to move. Then click “View Replacement Events”.

View replacement events

Replacement

Choose the event you would like to exchange your tickets for

- Any Day

Time
- OCT

14

Syracuse Crunch at Cleveland Monsters

Fri, 7:00pm

☐
- OCT

15

Syracuse Crunch at Cleveland Monsters

Sat, 7:00pm

☒
- NOV

4

Chicago Wolves at Cleveland Monsters

Fri, 7:00pm

☐
- NOV

5

Chicago Wolves at Cleveland Monsters

Sat, 7:00pm

☐
- NOV

9

Grand Rapids Griffins at Cleveland Monsters

Wed, 7:00pm

☐
- NOV

25

Toronto Marlies at Cleveland Monsters

Fri, 7:00pm

☐
- DEC

1

Rochester Americans at Cleveland Monsters

Thu, 7:00pm

☐
- DEC

3

Rochester Americans at Cleveland Monsters

Sat, 7:00pm

☐
- DEC

17

Laval Rocket at Cleveland Monsters

Sat, 12:00pm

☐
- DEC

20

Utica Comets at Cleveland Monsters

Tue, 7:00pm

☐
- DEC

Utica Comets at Cleveland Monsters

☐

2022-23 Cleveland Monsters

Full Season

Exchange event

Syracuse Crunch at Cleveland Monsters

Fri, Oct 14, 7:00pm

4 tickets

Replacement event

Syracuse Crunch at Cleveland Monsters


Sat, Oct 15, 7:00pm


This is where you can select the new game date. Once selected, click "Continue To Seat Selection".


Continue to seat selection


Select seats

0 of 2 seats selected

 Free exchange only Include Fees

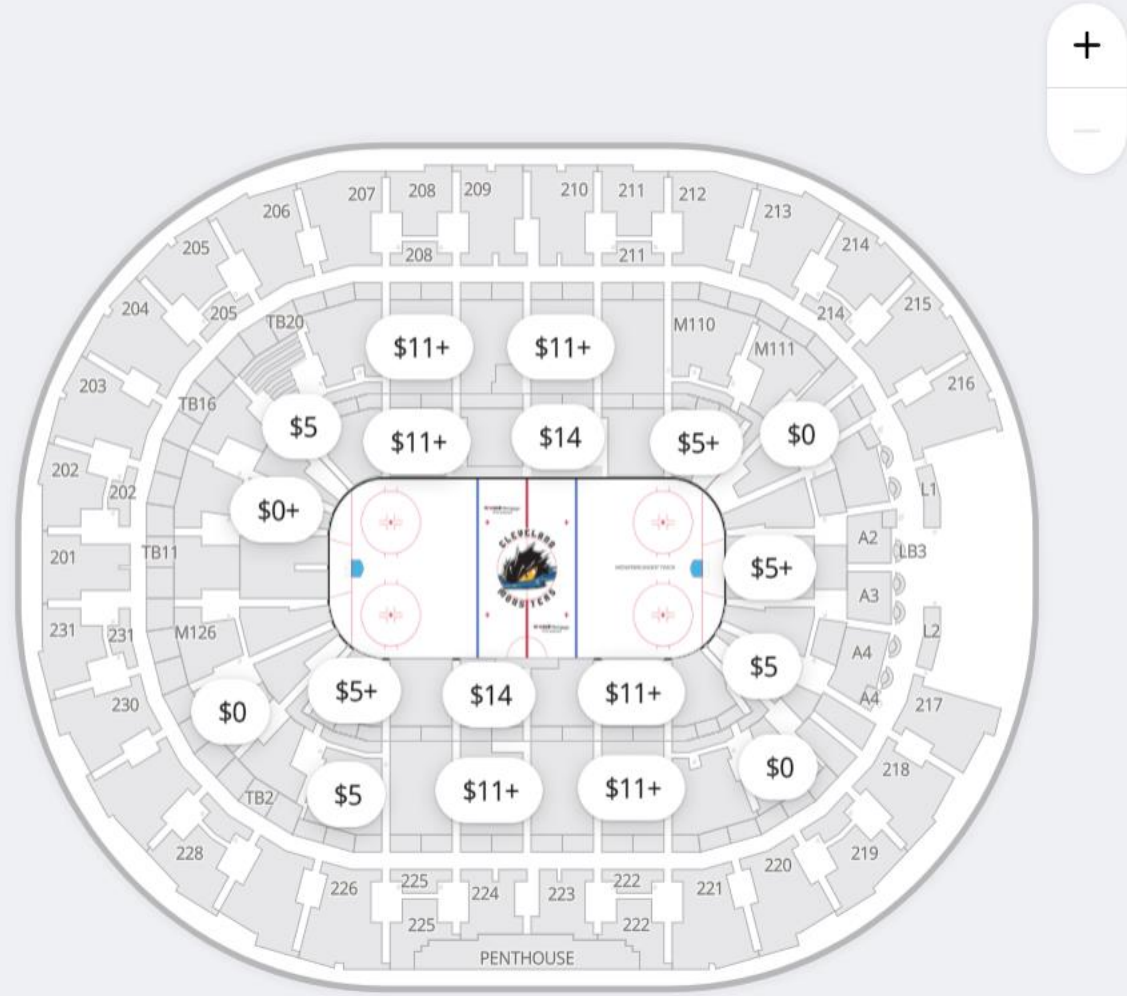
- 

Section 101
100+ seats available
+ \$0 - \$22
- 

Section 102
73 seats available
+ \$0 - \$5
- 

Section 103
36 seats available
+ \$0 - \$5

You can now select the section you would like.



0 of 2 seats selected

TIT

Free exchange only

Include Fees



Section 101

100+ seats available

+ \$0 - \$22



Section 102

73 seats available

+ \$0 - \$5

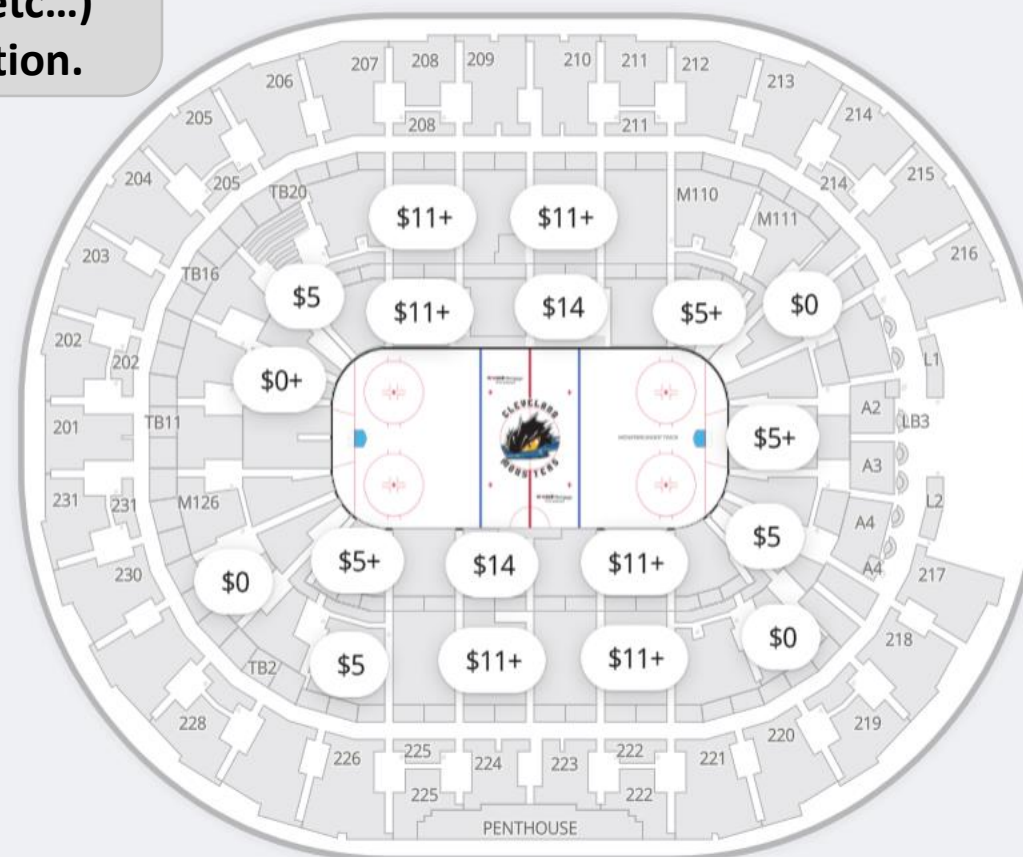


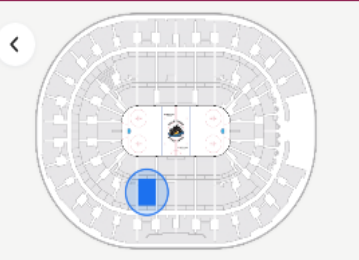
Section 103

36 seats available

+ \$0 - \$5

You now have the option of an even exchange (\$0) or upgrading (\$5, \$11, etc...) into a different location.

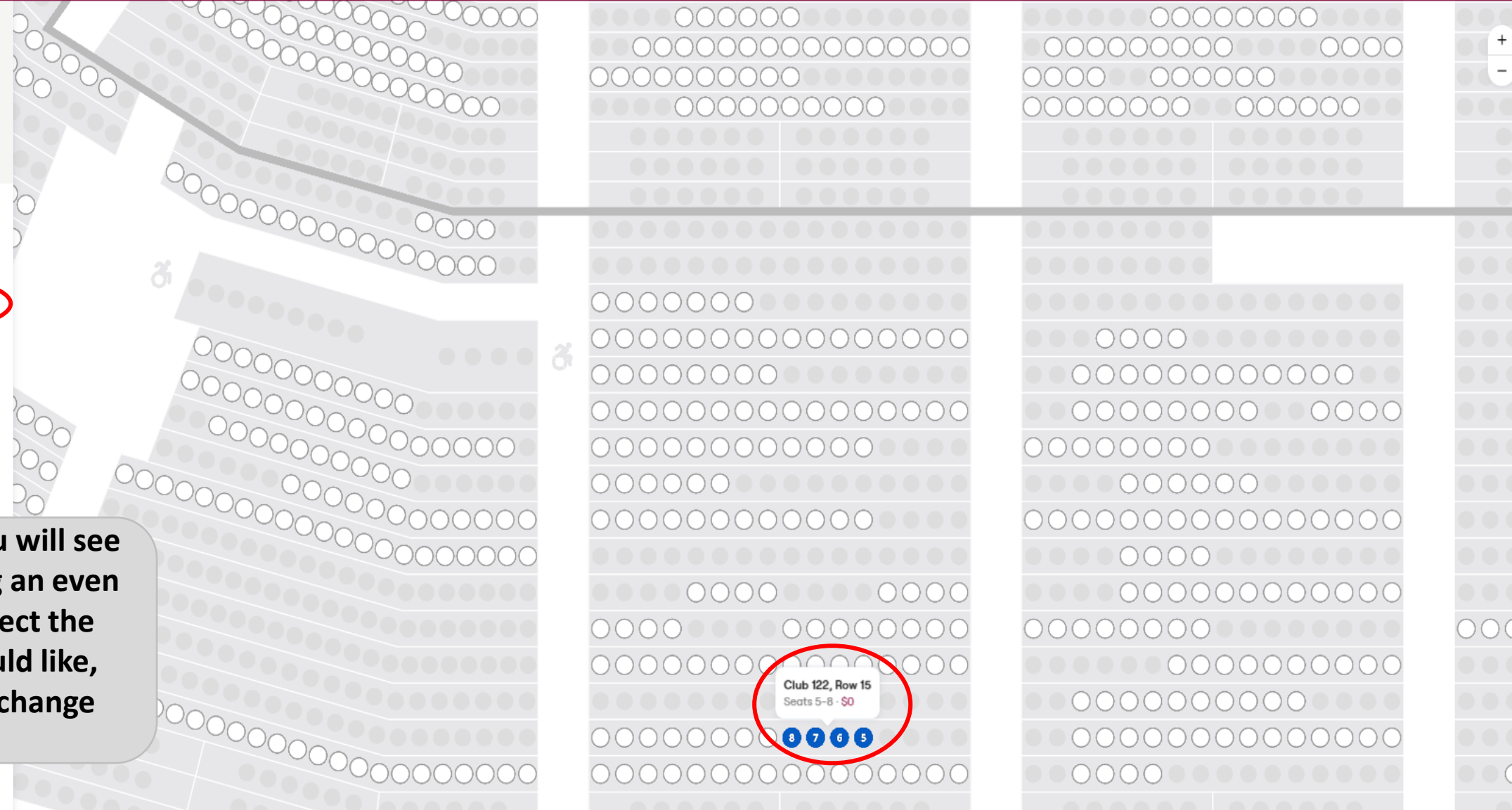




Club 122, Row 15
Free exchange · No additional fees
Seats 5-8

Exchange seats

This is what you will see if you are doing an even exchange. Select the seats you would like, then click “Exchange Seats”.



Club 122, Row 15
Seats 5-8 - \$0

8 7 6 5



+

Seats 5-6

Exchange seats

Section 108, Row 9
Seats 5-6 · \$14

5

6



Checkout



Rocket Mortgage FieldHouse Cart

Exchange Items	Quantity	Price (ea.)
Syracuse Crunch at Cleveland Monsters Section C122, Row 14, Seats 1-4	4	\$0.00

Replacement Items	Quantity	Price (ea.)
Syracuse Crunch at Cleveland Monsters Section C122, Row 14, Seats 5-8	4	\$0.00

Delivery Method [Change Delivery Method](#)

Contact Information

Phone Number

Terms & Conditions ☐ By checking this box, you are agreeing to the terms & conditions set by Rocket Mortgage FieldHouse. [\(View Terms\)](#)

Confirm

Order Summary

Returned Tickets	\$0.00 x 4
Tickets	\$0.00 x 4
Order Subtotal	\$0.00
Fees	\$0.00
TOTAL	\$0.00

Questions? Contact Rep

✉️ contactus@cavs.com

📞 (216) 420-2000

By completing this purchase, you agree to the SeatGeek [terms and conditions](#).

For an even exchange, you should see a total of \$0. From there, agree to the terms and conditions and click confirm.

If you are choosing to upgrade, this is where you will see your remaining balance.

Cleveland Monsters Cart

Exchange Items	Quantity	Price (ea.)
Syracuse Crunch at Cleveland Monsters Section M126, Row 7, Seats 11-12	2	\$19.00

Replacement Items	Quantity	Price (ea.)
Syracuse Crunch at Cleveland Monsters Section 108, Row 10, Seats 5-6	2	\$33.00

Order Summary

Returned Tickets	-\$19.00 x 2
Tickets	\$33.00 x 2
Order Subtotal	\$28.00
Fees	\$0.00

TOTAL \$28.00


Questions? Contact Rep

service@clevelandmonsters.com

(216) 420-2000

Payment Method

Order #CLE-JEEQ4N



Order received!

We will send an email with details to
apalchanis@rocketmortgagefieldhouse.com


Back to Account Manager


Have questions? Email contactus@cavs.com or call (216) 420-2000

Order Summary

Returned Tickets	\$0.00 x 4
Tickets	\$0.00 x 4
Order Subtotal	\$0.00
Fees	\$0.00
TOTAL	\$0.00

Questions? Contact Rep

 contactus@cavs.com

 (216) 420-2000

By completing this purchase, you agree to the SeatGeek [terms and conditions](#).

And you're done! You should now see that your ticket exchange request was received!