



CLEVELAND MONSTERS

TICKET EXCHANGE INSTRUCTIONS

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 2023-24 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 based on availability. Additionally, if you still have monthly payments scheduled for your 2023-24 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 2023-24 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. This is based on availability and only for games where you do not currently have a parking pass. 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: 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 in real time. 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 or if you want to pay to upgrade your seats for a single game.

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. If you move your tickets to a new game and later have to move them again to a different game, you will be able to do that.

When do ticket exchanges cut off for each game?

Answer: You will be able to perform a ticket exchange up until roughly 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!

[Sports](#)[Music](#)[Shows](#)[Cities](#)[USD](#)[Sell](#)[Support](#)[R](#)

Let there be live

Your next best-night-ever is waiting.

And we have the tickets.



Log into your SeatGeek account, then click on "Manage Account" under the letter icon.

[Manage Account](#)[Tickets](#)[Sell](#)[Tracking](#)[My Account](#)[Log Out](#)

Cleveland Monsters

Account #208684081



Once in Account Manager, click on the "Offers" tab. Next, click on the offer that says "Exchange".

Tickets **Offers 28** Payment Profile

MHC Member Pre-Sale

As a Monsters Hockey Club Member you have the opportunity to purchase additional tickets for any Monsters regular season home game at a member discounted rate. Get your extra seats now for all our biggest games this season!

Buy Tickets

Cleveland Monsters - 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

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
20
Syracuse Crunch at Cleveland Monsters
Fri, 7:00pm

OCT
21
Syracuse Crunch at Cleveland Monsters
Sat, 7:00pm

NOV
1
Grand Rapids Griffins at Cleveland Monsters
Wed, 7:00pm

Select

Select

Select



2023-24 Cleveland Monsters Full Season

Exchange event

Select an event

Replacement event

Select at next step

View replacement events

You may now select
which game you would
like to exchange.

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 20 Syracuse Crunch at Cleveland Monsters
Fri, 7:00pm

[Change event](#)

Select Tickets

Ticketholder 1
Section C109, Row 16, Seat 1

Ticketholder 2
Section C109, Row 16, Seat 2

View replacement events



2023-24 Cleveland Monsters Full Season

Exchange event
Syracuse Crunch at Cleveland Monsters
Fri, Oct 20, 7:00pm
2 tickets

Replacement event
Select at next step

Here is where you will select the seats that you would like to move. Once you've selected them, click "View replacement events".

Replacement

Choose the event you would like to exchange your tickets for

Any Day

Time

OCT
20

Syracuse Crunch at Cleveland Monsters
Fri, 7:00pm

OCT
21

Syracuse Crunch at Cleveland Monsters
Sat, 7:00pm

NOV
1

Grand Rapids Griffins at Cleveland Monsters
Wed, 7:00pm

NOV
3

Providence Bruins at Cleveland Monsters
Fri, 7:00pm

NOV
4

Providence Bruins at Cleveland Monsters
Sat, 7:00pm

NOV
16

Rochester Americans at Cleveland Monsters
Thu, 7:00pm



2023-24 Cleveland Monsters Full Season

Exchange event

Syracuse Crunch at Cleveland Monsters
Fri, Oct 20, 7:00pm
2 tickets

Replacement event

Syracuse Crunch at Cleveland Monsters
Sat, Oct 21, 7:00pm

Continue to seat selection

Now you will select your
new game date. Once
you select it, click
"Continue to seat
selection".

Select seats

0 of 2 seats selected



Free exchange only

Include Fees



Section 101

94 seats available

Free exchange



Section 102

57 seats available

Free exchange



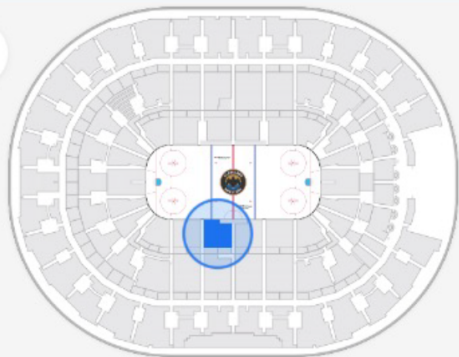
Section 103

24 seats available

Free exchange

Here is where you will select your desired section. You have the option of an even exchange (\$0) or you may upgrade into a different location.



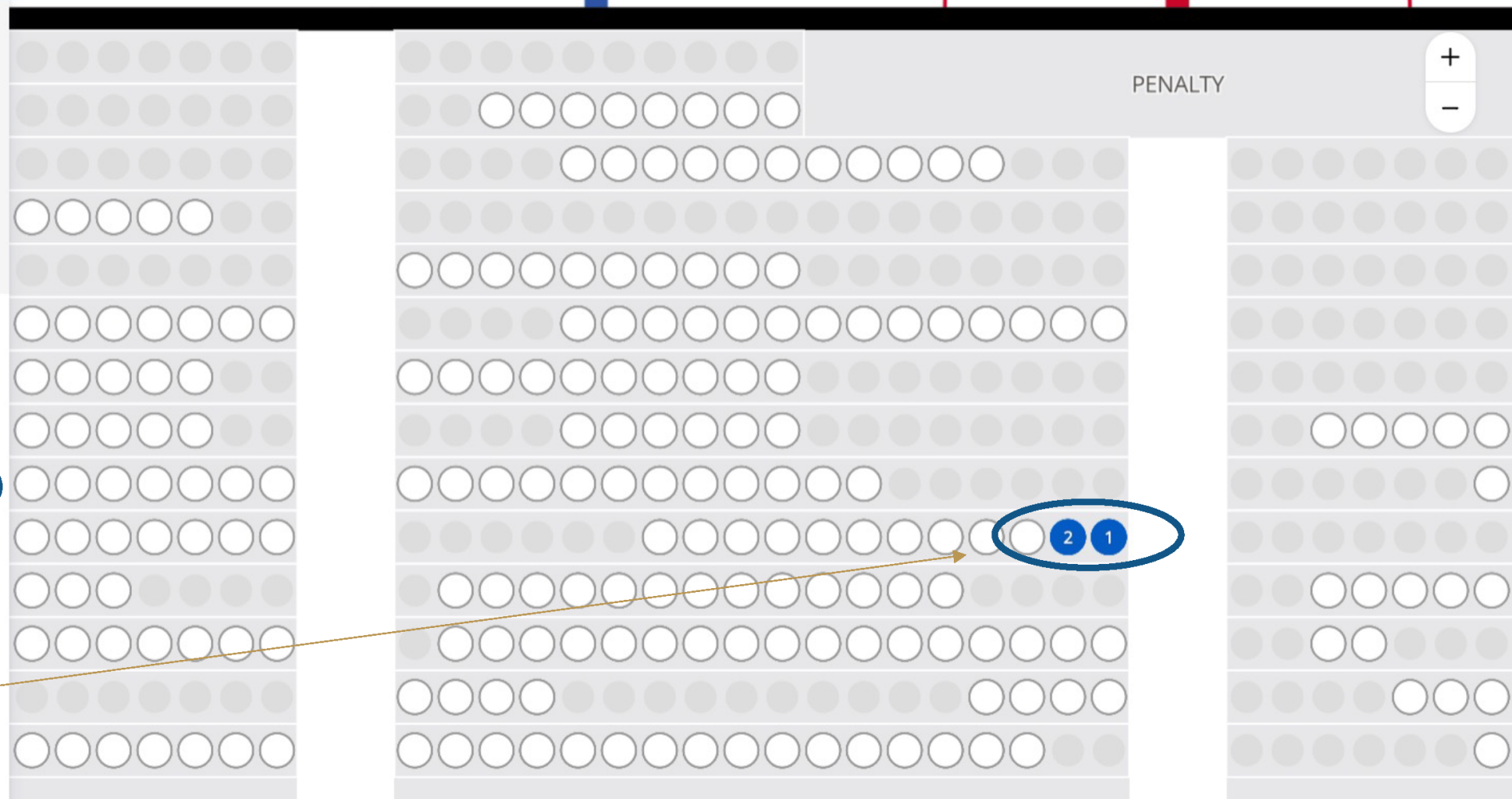
**Section 121, Row 10**

Free exchange · No additional fees


Seats 1-2

Exchange seats

Once you have selected your section, you will be able to select your desired seats. It will show you a price on each seat if you are upgrading. Then click "Exchange seats".




Review exchange

 rpietro@clevelandmonsters.com
(330) 998-4317

[Change](#)

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

By clicking the button below, you are agreeing to our [Terms of Use](#), opening an account with SeatGeek, and acknowledging you have read our [Privacy Policy](#).

 **Confirm Exchange**

For an even exchange, you should see a total of \$0. If you are choosing to upgrade, you will see your balance. Click the box to agree to terms and then hit "Confirm Exchange"



Exchange

Cleveland Monsters

Returned Tickets	\$0.00 x 2
Tickets	\$0.00 x 2
Order Subtotal	\$0.00
Fees	\$0.00
Total	\$0.00

Exchange Items

Syracuse Crunch at Cleveland Monsters \$0.00 x 2

Section C109, Row 16, Seats 1-2

Replacement Items

Syracuse Crunch at Cleveland Monsters \$0.00 x 2

Section 121, Row 10, Seats 1-2



Secure Checkout

[Need help?](#)



Congratulations, you
have completed your
exchange!

Order #CLE-KQDQRV received

We will send an email with the details to
rpietro@clevelandmonsters.com

[Back to Account Manager](#)

Questions?

Email service@clevelandmonsters.com or call [\(216\) 420-2000](tel:(216)420-2000)



Exchange
Cleveland Monsters

Returned Tickets	\$0.00 x 2
Tickets	\$0.00 x 2
Order Subtotal	\$0.00
Fees	\$0.00
Total	\$0.00

Exchange Items	
Syracuse Crunch at Cleveland Monsters	\$0.00 x 2
Section C109, Row 16, Seats 1-2	

Replacement Items