



## How to Exchange FUTURE Game Tickets On Flash Seats

With Flash Seats our Platinum and Gold Monsters Hockey Club Members are able to participate in the Monsters Exchange Program. The exchange program allows members to trade in **FUTURE** game tickets they are unable to use to a remaining Monsters home game.

This sheet includes step-by-step instructions on how to exchange or donate future game tickets on Flash Seats.

**\* ALL FUTURE exchange requests must be submitted no later than 72 hours before the game.**

**\* Please note, you will not be able to sell or re-exchange tickets on Flash Seats.**

To exchange your unused tickets to an **upcoming** Monsters game follow the instructions below.

1. Select the game you would like to exchange and click on the corresponding TRANSFER button.
2. Select the SEAT NUMBERS you want to transfer.
3. In the FIRST NAME field enter the **DATE** of the game you would like to exchange your tickets to *ex: 12/9/2017*
4. In the LAST NAME field enter the **OPPONENT** of the Monsters for the game you would like to exchange your tickets for *ex: Chicago Wolves*
5. In the EMAIL field enter the following address [mxp@flashseats.com](mailto:mxp@flashseats.com)
6. Click the PREVIEW TRANSFER button
7. Read over the details of the transfer to ensure everything is accurate
8. Click the CONFIRM TRANSFER button

\* It may take up to a week for your replacement tickets to be delivered to your account.

### Important Reminders regarding our MHC Ticket Exchange:

- All exchanges are based on availability and demand.
- All tickets are subject to being placed in Loudville.
- All exchanges will be on a ticket-for-ticket basis. No refunds will be issued for any difference in the value of the exchanged tickets.
- Each ticket may only be exchanged once, meaning you cannot exchange tickets that you have already exchanged.
- Exchanged tickets cannot be sold on Flash Seats.