



Monsters Hockey Club Ticket Exchange Program

If you can't make a date in your MHC Platinum or Gold Membership, you have access to exchange your tickets to all FUTURE games in your membership (based on availability). [CLICK HERE](#) to download step-by-step instructions on exchanging your future game tickets.

- Any future ticket exchange request must be submitted no later than 72 hours prior to the original game is scheduled.
- You will not be able to sell or re-exchange tickets on Flash Seats.
- All exchanges are based on availability and demand.
- All tickets are subject to being placed in Loudville.
 - Some price levels are extremely limited and your tickets will be placed in Loudville without warning pending availability and demand in your price level. (Arena Corners are extremely limited and tend to be placed in Loudville most of the time).
 - We encourage all members to submit their ticket exchange request as early as possible.
- All ticket exchanges will be on a ticket-for-ticket basis. No refunds will be issued for any difference in the value of the exchanged ticket(s).

How do I exchange tickets?

- Due to the demand of our ticket exchange program we encourage all members to submit their exchanges online through Flash Seats.
- Follow the step-by-step instructions on page 8 to transfer tickets.

Can I exchange multiple games at the same time?

- If you would like to exchange multiple games for the same game and/or would like all your tickets together for a particular game, please select 'multi transfer' when viewing your tickets.



Step-by-Step Instructions to Exchange your Future Game Tickets



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.
 - a. If you would like to transfer MULTIPLE GAMES... select 'Multiple 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
6. **Message to Recipient: you may include any notes you would like for the box office to see. Ex. Place tickets as close to original tickets as possible.**
7. Click the PREVIEW TRANSFER button
8. Read over the details of the transfer to ensure everything is accurate
9. Click the CONFIRM TRANSFER button

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