

## Exchange Program FAQ's

### **What is the Exchange Program and how does it work?**

Inside Edge Members with full season tickets have the ability to take advantage of the Ticket Exchange Program. You are able to exchange out of (*release your tickets*) and then exchange in to (*receive additional tickets for*) any preseason or regular season game that you wish. Half season ticket members have the ability to exchange up to five games.

*\*all exchanges are based on availability.*

### **Who can use the Ticket Exchange program?**

Only Inside Edge Members with full and half season tickets have the ability to participate in the Exchange Program. Partial Plan tickets are non-exchangeable.

### **Where do I go to exchange my tickets?**

Open the NHL app on your mobile device, click on Manage Tickets to sign into your ticketing account. If you have not yet downloaded the NHL app you can do so by visiting the app store on your mobile device.

### **Once I am logged into my account, how do I go through the Exchange process?**

1. After you are signed into your ticketing account, click on Exchange Tickets from the menu items listed at the top of the screen. All of the games that are available in your Full or Half Season Ticket plan will be listed. (*Games that were previously transferred will not be able to be exchanged*).
2. Select the game you'd like to exchange, next select the seats to exchange and then click NEXT.
3. The games that are available for you to exchange into will be listed. Select the game of your choice.
4. Next, find new seats for the game you selected by searching by price or seat location. When you are ready to proceed click ADD TO CART.
5. Review the new seats you selected and choose your delivery method. On this screen you will see the exchange cost (if applicable). Once you are ready to proceed with the exchange click NEXT.
  - If the exchange will result in a balance due follow these next steps:
    - Confirm that everything is correct and click YES, CHECK OUT. If you would not like to proceed you should click Cancel Exchange and start the process over.
    - Enter your payment information for the balance due and click Place Your Order.
      - Your ticket exchange is now complete. You will receive a confirmation email, as well as a separate email containing your new tickets.
  - If the exchange will not result in a balance due you will next:
    - Confirm everything is correct and click Yes, Submit Exchange
      - Your ticket exchange is now complete. You will receive a confirmation email, as well as a separate email containing your new tickets.

### **How does the Exchange Program work with season tickets now being variably priced?**

Variable prices are assigned to individual games within your membership. As a result, you will notice when you exchange out of a particular game and into a new one, seats in your same price level may not always be the same price. For example, if you change out of a *traditional* game and into a *prime* game in your same price level, there will be a balance due since you are moving to a higher tiered game. For a list of variable pricing and games by tier, visit the Variable Pricing section on FlyersInsideEdge.com.

*Tip: when exchanging into a lower tier game, look to upgrade your location or increase your ticket quantity to get the full value of your season ticket cost.*

### **What happens if I exchange my tickets into a game that is a higher tier, or into a higher price level?**

You will be required to submit payment for the difference in cost.

### **Will I receive money back when I downgrade my tickets into a lower tier game or lower price level?**

There are no refunds with ticket exchange.

*Tip: when exchanging into a lower tier game, look to upgrade your location or increase your ticket quantity to get the full value of your season ticket cost.*

### **How can I tell before I get to the end of the exchange process if I will owe money or not?**

When you reach the exchange review page you will see the *New Ticket Cost*, the *Old Ticket Cost* and the *Exchange Cost*. If the Exchange Cost is a positive amount, that is the amount that you will owe. If you do not want to proceed with the exchange, you can select cancel below and restart the process.

### **After I exchange my tickets for a game, do I have the ability to transfer my new tickets to someone else?**

Yes, the ticket transfer feature will be available on the new tickets received through the exchange.

### **Once I complete an exchange and receive my new tickets, am I able to exchange those tickets again?**

Only tickets that are part of a purchased season ticket plan can be exchanged. If you've exchanged tickets into a new game, those new tickets are not eligible to be exchanged.

### **What is the cut off time to exchange my tickets out of an upcoming home game?**

Exchanges must be completed *by 6pm two business days prior* to the start of the game that is being returned. Tickets cannot be exchanged following this cutoff.

*Note:* tickets from previously unused games are unable to be exchanged for a future game.

### **Can I exchange my parking pass?**

Yes, you can also exchange your parking pass. Parking passes will be listed separately from your tickets and must be exchanged in a separate exchange transaction.

**Can I exchange my Ice Row or Center City Club tickets through my online account?**

*Ice Row/Center City Club seats:*

All Ice Row and Center City Club account holders must submit the form found on [www.FlyersInsideEdge.com](http://www.FlyersInsideEdge.com) (located under the Inside Edge Member Resources section) to process any requested exchanges. You can choose to relocate to other Ice Row and Center City Club seats (based on availability) or choose Club Box seats which will include \$55 in loaded ticket value that can be redeemed at merchandise and/or concession stands.

This form must be submitted by 6pm two business days prior to the game.

**Is there a fee to Exchange my tickets?**

No fee will be assessed for ticket exchanges, however the Season Ticket Member is responsible for paying the difference in ticket cost if the value of the tickets being selected is greater than the value of the tickets being exchanged.

**If I purchase additional tickets to a game, do I have the ability to exchange those as well at a later date?**

No, only tickets that are included in your full season ticket package are able to be exchanged.