

## Wings Exchange Program & Ticket Voucher FAQ's

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

Philadelphia Wings Season Ticket Members have the ability to take advantage of the Ticket Exchange Program. You are able to exchange out of (*release your tickets*) any regular season game that you wish and then can exchange in to (*receive additional tickets for*) a different regular season game of your choice. *\*all exchanges are based on availability.*

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

Only Wings Season Ticket Members with full season tickets have the ability to participate in the Exchange Program.

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

Visit [wingslax.com/tickets/my-wings-tickets](http://wingslax.com/tickets/my-wings-tickets) and sign in to your ticketing account.

*For optimal results, the Exchange Program is best accessed via desktop.*

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

*To exchange on your desktop follow the steps below:*

1. After you are signed in to your ticketing account, click on Exchange under My Tickets on the right hand of the screen. All of the games that are available in your Full Season Ticket plan will be listed. (*Games that were previously transferred or exchanged will not be available 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 Continue.
5. Review the new seats you selected and select 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.

**What games am I able to exchange out of?**

You can exchange out of any regular season game.

**What happens if I exchange my tickets 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 price level?**

There are no refunds with ticket exchange.

*Tip: if exchanging into a lower price level, look to adjust 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?**

You cannot transfer them, but you do have the ability to reissue them to yourself if you choose to do.

**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 two hours prior to the start of the game that is being returned. Tickets cannot be exchanged following this cutoff.

**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 unused tickets from previously played games?**

Yes, if you missed a game and did not use your tickets, you can exchange your unused tickets only at the Wells Fargo Center Box Office on Tings game days or during normal Box Office business hours.

**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.

**What are Bring Your Friend vouchers?**

All Season Ticket Members receive (4) complimentary Bring Your Friend vouchers at the beginning of the season. They can be redeemed online through your My Wings Tickets online account.

**How do I redeem my Bring Your Friend vouchers?**

Sign in to your My Wings Tickets online account and select Exchange on the right hand side. You will see your vouchers at the bottom after all of the listed games. Select the voucher(s) you wish to redeem, next select the game you wish to redeem your voucher for, and follow the on screen instructions.

**Do I have to use all of my vouchers at once?**

You can use all of your vouchers at once if you choose to do so, or you can use one at a time, whichever you prefer.

**Do I have to redeem my Bring Your Friend vouchers in my same season ticket price level?**

You can redeem the vouchers for any available seat, regardless of price level.