



2019 TICKET EXCHANGE PROGRAM

FUTURE GAME TICKET GUIDELINES

AVAILABLE FOR FULL SEASON, 41-GAME
AND 20-GAME PLAN HOLDERS ONLY

- Self-Service Online Future Ticket Exchange Program: Exchanges are available online via your My Mets Tickets account or at the Citi Field Advance Ticket Windows to the left of the Jackie Robinson Rotunda and on the Field Level concourse, near the First Aid office
- Exchanges cannot be completed over the phone, by mail or by e-mail
- All exchange requests and locations are subject to availability. Dates and guidelines are subject to change
- There is no limit to the number of future game exchanges you may transact online. There is a maximum of three transactions per account per day to be exchanged at the Citi Field Advance Ticket Windows
- There is a maximum of six (6) tickets that can be exchanged into any eligible game date
- Ticket locations for exchanges may be limited for certain games based on availability
- Tickets that resulted from a previous exchange may be exchanged for an alternate game date **ONLINE ONLY**. Ticket Exchange guidelines apply to the currently active tickets
- Single game and group ticket purchases may not be submitted for exchange
- You may not exchange a future game ticket if within 48 hours of the scheduled start time of the game
- You may exchange into an eligible game as part of a future game exchange up until two (2) hours prior to first pitch
- You may only exchange one game per transaction when you process your exchange online
- Parking passes must be exchanged as part of a separate transaction when processed online
- Tickets may only be exchanged at a one-to-one ratio. For example, the value of four tickets may not be exchanged into three tickets of higher value
- For in-person exchanges, the hard tickets must be returned in order to process and reissue the new tickets at the Advance Ticket Windows at Citi Field

- Ticket plans must be paid in full and may not have a balance due in order to take advantage of the Ticket Exchange Program

GAME CATEGORIES

- If tickets are exchanged for tickets in the same game category, there will be no charge
- If tickets are exchanged for tickets in a higher game category, the customer will be responsible for paying the difference at the plan holder price for Classic and Value games
- You cannot exchange a non-Marquee ticket for a Marquee game or a non-Premium ticket for a Premium game
- You may exchange a Marquee game for a different Marquee game or a Premium game for a different Premium game
- If tickets are exchanged for tickets in a lesser game category, the customer will not be refunded the difference and a credit will not be added to the account

SEATING CATEGORIES

- If tickets are exchanged for tickets in the same seating category, there will be no charge
- If tickets are exchanged for tickets in a higher priced seating category, the customer will be responsible for paying the difference at the plan holder price
- If tickets are exchanged for tickets in a lesser priced seating category, the customer will not be refunded the difference and a credit will not be added to the account
- First Data Club tickets can be exchanged for First Data Club tickets to a new game, subject to availability
- If you do not have a First Data Club ticket, you cannot exchange for a ticket into the First Data Club
- Hyundai Club tickets can be exchanged for Hyundai Club tickets to a new game, subject to availability
- If you do not have a Hyundai Club ticket, you cannot exchange for a ticket into the Hyundai Club

HOW TO EXCHANGE YOUR "FUTURE" GAME TICKETS VIA YOUR MY METS TICKETS ACCOUNT

- To access your account, go to Mets.com, hover over the green "Tickets" tab, and click on "My Mets Tickets"
- We recommend utilizing a desktop or laptop, as this service may not be compatible with all mobile devices or tablets
- Enter your account number and password. If your account is linked to your MLB.com account, you may enter your email address and password associated with your account
- If you have forgotten your password, click the button to reset your password, and a new password will be emailed to the email address on file for your account
- If any changes need to be made to your account information, contact your Season Ticket Account Services Executive
- Under the My Ticket Inventory tab, select "Exchange Tickets" from the drop down menu
- Select the game you want to exchange. Click "Continue." Please note: you may only exchange one game per transaction. Parking can be exchanged as part of a separate transaction
- Select your new game date. Search by month and then select the game date you want to exchange into. Only available games will appear based on the game you are exchanging out of
- Select your seats from the interactive seat map! You will be defaulted to your price range, however, you may select a different seating category. Tickets must be exchanged for the same quantity (i.e. two tickets for two tickets)
- Once seats are selected, review and proceed to checkout by clicking "Continue"
- Tickets@Home is the only delivery method. If payment is required, you will need to provide credit card information on the payment screen
- To complete the transaction, click "Buy Tickets"
- Once the transaction is complete, you will receive a confirmation email confirming your ticket exchange. The email will provide a link for you to view and print your tickets



2019 TICKET EXCHANGE PROGRAM

UNUSED GAME TICKET GUIDELINES

AVAILABLE FOR FULL SEASON, 41-GAME
AND 20-GAME PLAN HOLDERS ONLY

- **NEW!** Self-Service Online Unused Ticket Exchange Program: Exchanges are available online via your My Mets Tickets account or at the Citi Field Advance Ticket Windows to the left of the Jackie Robinson Rotunda and on the Field Level concourse, near the First Aid office
- Exchanges cannot be completed over the phone, by mail or by e-mail
- All exchange requests and locations are subject to availability. Dates and guidelines are subject to change
- There is a maximum of three transactions per account per day to be exchanged at the Citi Field Advance Ticket Windows
- There is a maximum of six (6) tickets that can be exchanged into any eligible game date
- Ticket locations for exchanges may be limited for certain games based on availability
- Tickets that resulted from a previous exchange may be exchanged for an alternate game date **ONLINE ONLY**. Ticket Exchange guidelines apply to the currently active tickets.
- Single game and group ticket purchases may not be submitted for exchange
- You may exchange into an eligible game as part of a past (unused) game exchange up until two (2) hours prior to first pitch
- Tickets may only be exchanged for Monday through Thursday games, excluding Marquee and Premium games
- Tickets may only be exchanged at a one-to-one ratio. For example, the value of four tickets may not be exchanged into three tickets of higher value
- For in-person exchanges, the hard tickets must be returned in order to process and reissue the new tickets at the Advance Ticket Windows at Citi Field
- The last game available for which you may exchange a past/unused game ticket is August 29, 2019
- Ticket plans must be paid in full and may not have a balance due in order to take advantage of the Ticket Exchange Program
- Unused parking passes are not eligible to be exchanged

GAME CATEGORIES

- Value and Classic category games can be exchanged for other Value and Classic category games at no additional cost
- Tickets cannot be exchanged for Marquee or Premium games

SEATING CATEGORIES

- Unused tickets will be exchanged for tickets in the same seating category, subject to availability
- If tickets are not available in the original seating category, exchanged tickets will be placed in the next available lower priced seating category
- You cannot exchange ANY unused ticket for a First Data Club or Hyundai Club ticket. Unused First Data Club or Hyundai Club tickets will be assigned a new location, subject to availability

HOW TO EXCHANGE YOUR “UNUSED” PAST GAME TICKETS VIA YOUR MY METS TICKETS ACCOUNT

- To access your account, go to Mets.com, hover over the green “Tickets” tab, and click on “My Mets Tickets”
- We recommend utilizing a desktop or laptop, as this service may not be compatible with all mobile devices or tablets
- Enter your account number and password. If your account is linked to your MLB.com account, you may enter your email address and password associated with your account
- If you have forgotten your password, click the button to reset your password, and a new password will be emailed to the email address on file for your account
- If any changes need to be made to your account information, contact your Season Ticket Account Services Executive
- Under the My Ticket Inventory tab, select “Exchange Tickets” from the drop down menu
- Toggle the month dropdown to “August 2019” and select “2019 – Past Game Exchange Vouchers”
 - *Please Note:* Past Game Exchange Vouchers will be loaded onto your account the next business day for each eligible unused ticket
- Select the vouchers you’d like to exchange and click continue
 - *Please Note:* You may only exchange one game per transaction. Past Game Vouchers originating from different games must be exchanged in separate transactions
- Select your new game date. Search by month and then select the game date you want to exchange into
- Select your seats from the interactive seat map. You will be able to see all inventory available to you within the map. Tickets must be exchanged for the same quantity (i.e. two vouchers for two tickets)
 - *Please Note:* Upgrades in seating categories will no longer be available. You may exchange into the same or lesser seating categories
- Once seats are selected, review and proceed to checkout by clicking “Continue”
- Tickets@Home is the only delivery method.
- To complete the transactions, click “Buy Tickets”
- Once the transaction is complete, you will receive a confirmation email confirming your ticket exchange. The email will provide a link for you to view and print your tickets