

STEP 1

What do I need?

Ensure you have the following information available before your ticket exchange:

- Name on account
- Account ID
- Game you are exchanging (future or past)
- Game you are receiving tickets for
- Method of receiving your tickets:
 - Will Call
 - Mail
 - Print at Home

STEP 2

Ready to Exchange?

NEW IN 2012!

Exchanging Future Games Online:

- Log onto:
www.Chicago-Fire.com/STH
- Scroll to Account Manager
 - Log onto your personal account
 - Select the game and seats you wish to exchange
 - Click the exchange tab
 - Choose your new seats and you're done!

Exchanging Past Games

1. Log onto:
www.Chicago-Fire.com/STH
 - Scroll to Ticket Exchange
 - Fill out the Ticket Exchange Form and send it in

2. Call Fan Relations at:
708-496-6800

3. Email Fan Relations at:
FanRelations@Chicago-Fire.com

STEP 3

How do I get my tickets?

WILL CALL:
Bring a valid photo ID to the Box Office, located at Gate D

MAIL:
Exchanges must be received by close of business the Tuesday before a weekend game or Friday before a weekday game to receive your tickets by mail.

PRINT AT HOME:
Log onto:
www.Chicago-Fire.com/STH
Remember - there is a \$2.50 surcharge per exchange.

STEP 4

What do I do with my unused tickets?

Once you've exchanged your tickets, the unused tickets become invalid.

To avoid any ticket mix ups please dispose of the invalid tickets.

Don't forget to keep track of all of your unused tickets so you know how many you have to exchange!

Important **NEW** Ticket Exchange Limits

Unlimited exchanges for the last 4 games of the season must be processed 2 weeks prior to each game. After the 2 week deadline, all ticket exchanges will be limited to the number of season tickets on your account.*

To get tickets for Saturday September 15th vs Montreal Impact
 To get tickets for Saturday September 22nd vs Columbus Crew
 To get tickets for Wednesday October 3rd vs Philadelphia Union
 To get tickets for Saturday October 27th vs DC United

exchange by August 31, 2012
 exchange by September 7, 2012
 exchange by September 18, 2012
 exchange by October 12, 2012

Unlimited exchanges for the **LA Galaxy game on July 8, 2012** must be processed prior to June 28, 2012. After this date all ticket exchanges for the LA Galaxy game will be limited to the number of season tickets on your account*

Unlimited exchanges for the **NY Red Bulls game on June 17, 2012** must be processed prior to June 2, 2012. After this date all ticket exchanges for the NY Red Bulls game will be limited to the number of season tickets on your account*

Exchange deadlines for Bonus Games will be determined & communicated upon game release dates

Season Ticket Exchange Policies

- Season ticket exchanges are only valid for games played at TOYOTA PARK
- **Once a season ticket is exchanged it CANNOT be re-exchanged**
- Add-On Tickets and extra individually purchased parking tickets are non-exchangeable
- Seat location changes in order to sit together are allowed *Based On Availability Only*
- Any Unused 2012 Season Tickets will not carry over to the 2013 season

* For example if you have four season tickets, you are allowed to exchange for up to 4 additional tickets only for these premium games