



Ticket Exchange Program

All Full and 14 Game season ticket holders have access to the Ticket Exchange Program. As a season ticket holder, you can exchange your season tickets for games you will not be able to attend for vouchers that are redeemed at the Columbus Civic Center Box Office. The season ticket exchange for vouchers must occur in advance of the games you cannot attend, with the deadline for exchanging each game as follows:

- For all Friday games – exchange must be completed no later than 3pm on the Monday before the game
- For all Saturday games – exchange must be completed no later than 3pm on the Tuesday before the game
- For all Sunday games - exchange must be completed no later than 3pm on the Wednesday before the game
- For the Wednesday game before Thanksgiving, exchanges must be completed no later than 3pm on Thursday, November 21, 2019.

All vouchers must be redeemed by the April 5, 2020 game and advanced redemption is highly recommended

Process for Exchanging Season Tickets:

1. Bring the tickets you would like to exchange to the River Dragons Executive Office during regular business hours and according to the deadlines stated above.
2. You will give us your physical tickets for the game(s) you are exchanging and we will give you a voucher for each ticket you give us.
3. The original tickets you exchange will be released and made available for sale to the general public.
4. Redeem the voucher at the Columbus Civic Center box office to use for additional ticket(s) to any game you choose. Seating locations are based on availability and you are urged to redeem your vouchers well in advance of the game(s) you want to attend.
5. 14 game season ticket holders will receive vouchers that can be redeemed for any game, including those not included in the 14 game package.

Ticket Exchange Regulations:

1. All exchanges must be done in person and in advance of game you will NOT be attending. We are unable to accept exchange requests over the phone.
2. Actual tickets must be presented for the exchange to occur.
3. Ticket exchange deadlines listed above will be strictly enforced.
4. All vouchers must be redeemed by the April 5, 2020 game and advanced redemption is highly recommended.
5. All voucher redemption seating locations are based on availability.
6. While the Columbus Civic Center box office will make every attempt to fulfill your location request, we cannot guarantee that your requested location will be available. It is strongly suggested you exchange your tickets as far in advance as possible.
7. Voucher redeemed tickets will be of equal value to your original season tickets. However, if you are exchanging into a popular selling game, your seat location could be a lesser value than what you paid for the original season tickets you exchanged.
8. Vouchers received for exchanged tickets are only good for regular season games and cannot be used toward playoff tickets or a season ticket renewal for any subsequent season(s).
9. Once your original tickets have been exchanged, there is no guarantee that you will get your original seats back if your plans change. If tickets have been released for a specific game that you now want to attend, a new ticket purchase or voucher redemption is required for entry to that game.
10. If your account is not paid in full, you will not have access to exchange tickets