



Ticket Exchange & Donation



Account Number: _____ Name: _____

Daytime Phone: _____ Email: _____

Seat Location: Section _____ Row _____ Seat(s) _____

Please **EXCHANGE** my enclosed tickets for the Monsters regular season game listed below:

Game requested: _____

Number of tickets: _____

Exchange form must be received 72-hours prior to the game requested

**All exchanges will be filled with the best available seats. Exact locations cannot be guaranteed.*
Each unused ticket can only be exchanged once, meaning you cannot exchange tickets that have already been exchanged.*

Please **DONATE** my enclosed tickets to the Monsters Donation Program.

Donated tickets must be for a future game. Unused tickets to past games cannot be donated.

Helpful Reminders

- Please mail all tickets to:
 - Lake Erie Monsters, Attn: Ticket Exchange, 1 Center Ice, Cleveland, OH 44115
- Exchanged tickets will be mailed to the address listed on your account.
- Ticket Exchanges received less than **5 Days** prior to the game date may be picked up at **will call**.
- All exchanges are subject to being placed in Loudville based on availability and demand.
- All exchanges will be on a ticket-for-ticket basis. No refunds will be issued for any difference in the value of the exchanged tickets.
- If you have questions regarding the ticket exchange program, please contact the MAS Team at (216) 420-2006 or service@lakeeriemonsters.com.

Other Important Reminders!

Ticket Exchanges during the game: Exchanges can be processed at the Section 100 box office window during each game! The window will be open from the time the puck drops until the end of the 2nd intermission. You must have the tickets you would like to exchange with you.

Ticket Exchanges at the Box Office: Exchanges can be processed at the Quicken Loans Arena box office during all NON-GAME days. Box Office hours are 9:30 a.m. to 6:00 p.m. Mon-Sat and noon to 5:00 p.m. on Sun. You must have the tickets you would like to exchange with you.