

# HOW TO TRANSFER A TICKET IN 5 EASY STEPS:

Transferring unused tickets to family and friends is now easier than ever. Eliminate the need to meet face-to-face or stand in will call lines before the game to drop off or pick up extra tickets. Simply access your account online and transfer your tickets. The recipient then gets an email notifying them of the transfer, instantly receives the tickets, and prints the tickets on-demand. It's that easy!

## BENEFITS

- Simplify the transfer of tickets to friends and family on short notice.
- Receive transferred tickets instantly by print-at-home or mobile delivery.
- No fees associated with ticket transfer.

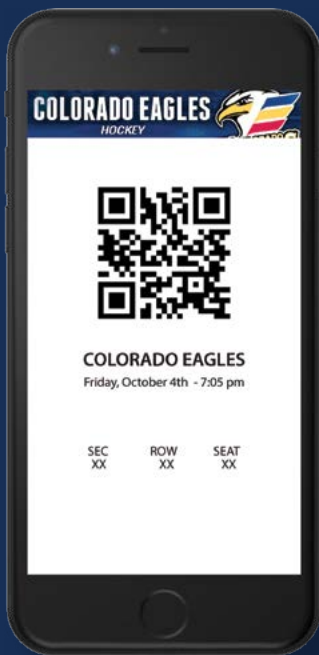


## HOW TO TRANSFER

**1** Step 1 - Visit [myaccount.coloradoeagles.com](http://myaccount.coloradoeagles.com) and login to your account.


**3** Step 3 - Click "Transfer."

**5** Step 5 - Select the seat(s) you would like to transfer. Fill in 'Transfer Recipient' information. Click Next.



Step 2 - Click "My Account."

Step 4 - Select event to transfer.

 **Done!** The recipient receives an email notification of the transfer, instantly receives the tickets and prints the tickets on-demand.



PROUD AFFILIATE

### WHAT IS TICKET TRANSFER?

This ticket holder benefit allows fans to electronically send their tickets to another fan of their choosing. The recipient then gets an email notifying them of the transfer and instantly receives the tickets via print-at-home delivery. It's that easy! Your tickets may never have to go unused again!

### HOW DO I TRANSFER A TICKET?

- Sign into your online ticket account.
- Once signed in, click My Account on the menu bar (right side of the screen).
- Select the Transfer option.
- Click on the event you wish to transfer.
- Check each box for each individual seat you wish to transfer and enter the recipient's contact information (case sensitive). You will be asked to confirm your request on the following page.
- Wait for the recipient to claim the tickets. They have up to the scheduled start of the event to accept the transfer. You will receive an email notice once the tickets are accepted, rejected, or unclaimed. Once the transfer is accepted, the ticket holder should destroy the original tickets as their barcode has been deactivated.

### HOW DO I ACCEPT A TRANSFERRED TICKET?

- Transfer recipients receive an email that includes a link to accept the transfer. The subject line of the email will read "Ticket Transfer Invitation." Open your email program, find the email, and click on the link.
- Enter your email address in the appropriate field and click the "Accept" button.
- Sign into your ticket account using your email address and password or click the "register here" link if you have never used the online ticketing system.
- You will then receive an email containing your transferred ticket attached to it in the form of either a 'Print-At-Home' pdf or a mobile ticket. Open the email and depending on the ticket type, print out the 'Print-At-Home' pdf ticket or add the mobile ticket to either your Apple Wallet or open with a PDF viewer.

### WHEN CAN I TRANSFER A TICKET?

Ticket holders can transfer a ticket up to the scheduled start of the event. The entire transfer (offer and acceptance) must be completed by the scheduled start of the game.

### ANY SPECIAL NOTES TO REMEMBER?

- A ticket can only be transferred one time. Transferred tickets cannot be transferred again.
- The free Adobe Reader version 6.0 or greater is required to open the transferred ticket attachment.
- The deadline to accept and complete a transfer is up to the scheduled start of the game.