

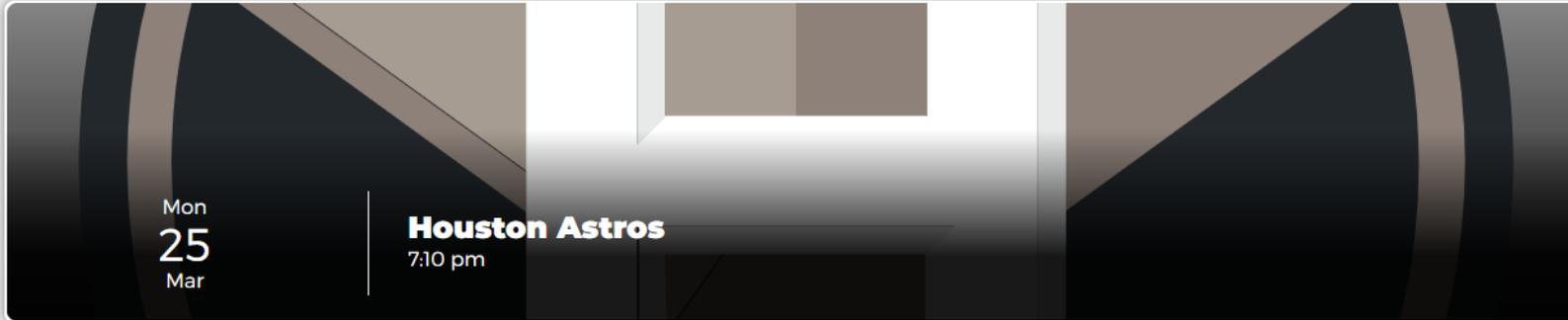
How to use ticket exchange

Dashboard

My Account

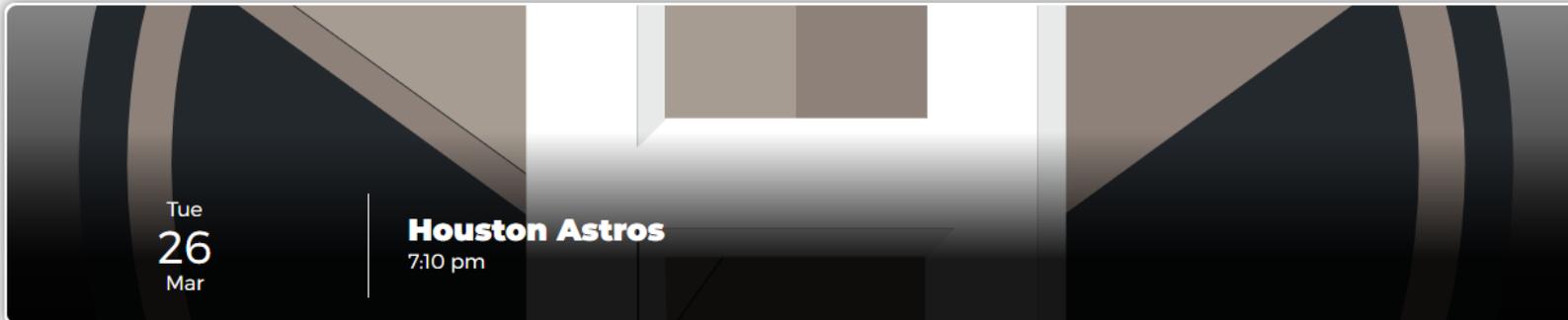
Astros Clubhouse

Choose from the games below to start a return or exchange.



Mon
25
Mar

Houston Astros
7:10 pm



Tue
26
Mar

Houston Astros
7:10 pm

ACCOUNT CREDIT

\$142

You can now use your account credit when exchanging. Total amount available will be determined at checkout.

EXCHANGES

EXCHANGES PERFORMED:

2 Exchanges

TICKETS EXCHANGED:

0 Tickets



- After login, you'll be taken to your landing dashboard. Here, you'll see your credit available and all of the available games in your ticket package.
- Exchanges get initiated by clicking on the game you want to move out of.

Exchanging tickets

Select Your Tickets

[← Back](#)

Sat
13
Apr

Texas Rangers
3:05 pm

You can only exchange or return tickets from the same order.

Section Field Box 134 Row 24 Seat 22 <input type="checkbox"/>	Section Field Box 134 Row 24 Seat 23 <input type="checkbox"/>	Section Field Box 134 Row 24 Seat 24 <input type="checkbox"/>	Section Field Box 134 Row 24 Seat 21 <input type="checkbox"/>	Section Outfield Deck 405 Row 22 Seat 3 <input type="checkbox"/>
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ORDER SUMMARY

Exchanging

RETURN SEATS



TEXAS RANGERS

Sat, Apr 13 at 3:05 pm

[\[change game\]](#)

NEW SEATS



EXCHANGE TICKETS

- Once you select a game, you'll only be able to exchange tickets from the same order.
- If you have multiple orders for your season tickets, you'll need to know which tickets are under which order to ensure you do not have an issue exchanging tickets.

Exchanging tickets

Select Your Tickets

[← Back](#)

Sat
13
Apr

Texas Rangers
3:05 pm

You can only exchange or return tickets from the same order.

Section Field Box 134 Row 24 Seat 22 <input type="checkbox"/>	Section Field Box 134 Row 24 Seat 23 <input type="checkbox"/>	Section Field Box 134 Row 24 Seat 24 <input type="checkbox"/>	Section Field Box 134 Row 24 Seat 21 <input type="checkbox"/>	Section Outfield Deck 405 Row 22 Seat 3 <input checked="" type="checkbox"/>
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ORDER SUMMARY

Exchanging

RETURN SEATS



TEXAS RANGERS

Sat, Apr 13 at 3:05 pm

[\[change game\]](#)

NEW SEATS



EXCHANGE TICKETS

- Once you select a game, you'll only be able to exchange tickets from the same order.
- If you have multiple orders for your season tickets, you'll need to know which tickets are under which order to ensure you do not have an issue exchanging tickets.

Exchanging tickets Cont.

Select A New Game To Exchange

[← Back](#)

Mon
25
Mar

Houston Astros
7:10 pm

Tue
26
Mar

Houston Astros
7:10 pm

ORDER SUMMARY

Exchanging

RETURN SEATS



TEXAS RANGERS

Sat, Apr 13 at 3:05 pm

[\[change game\]](#)

SECTION	ROW	SEAT
Outfield	22	3
Deck 405		

[\[change tickets\]](#)

NEW SEATS



- After ensuring you only pick the tickets from one order, you'll select the game you want to move those tickets into

Exchanging tickets Cont.



The image shows a detailed seating chart for Minute Maid Park. The stadium is divided into several sections, each with a unique color and numbering. The sections include:

- GALLAGHER CLUB** (top left, grey)
- BEAM BAR** (top left, pink)
- FIELD CLUB** (top right, blue)
- BLVDWEISER BREW HOUSE** (top right, purple)
- SRO** (top right, grey)
- AA** (middle left, orange)
- A B C D E F** (middle left, red)
- DIAMOND CLUB** (middle left, blue)
- THE ULTRA CLUB PATIO** (middle right, pink)
- 55** (middle right, grey)
- 399** (middle right, grey)
- 398** (middle right, grey)
- 397** (middle right, grey)
- 54** (middle right, grey)
- 53** (middle right, grey)
- 52** (middle right, grey)
- 51** (middle right, grey)
- 50** (middle right, grey)
- 49** (middle right, grey)
- 48** (middle right, grey)
- 47** (middle right, grey)
- 46** (middle right, grey)
- 45** (middle right, grey)
- 44** (middle right, grey)
- 43** (middle right, grey)
- 42** (middle right, grey)
- 41** (middle right, grey)
- 40** (middle right, grey)
- 39** (middle right, grey)
- 38** (middle right, grey)
- 37** (middle right, grey)
- 36** (middle right, grey)
- 35** (middle right, grey)
- 34** (middle right, grey)
- 33** (middle right, grey)
- 32** (middle right, grey)
- 31** (middle right, grey)
- 30** (middle right, grey)
- 29** (middle right, grey)
- 28** (middle right, grey)
- 27** (middle right, grey)
- 26** (middle right, grey)
- 25** (middle right, grey)
- 24** (middle right, grey)
- 23** (middle right, grey)
- 22** (middle right, grey)
- 21** (middle right, grey)
- 20** (middle right, grey)
- 19** (middle right, grey)
- 18** (middle right, grey)
- 17** (middle right, grey)
- 16** (middle right, grey)
- 15** (middle right, grey)
- 14** (middle right, grey)
- 13** (middle right, grey)
- 12** (middle right, grey)
- 11** (middle right, grey)
- 10** (middle right, grey)
- 9** (middle right, grey)
- 8** (middle right, grey)
- 7** (middle right, grey)
- 6** (middle right, grey)
- 5** (middle right, grey)
- 4** (middle right, grey)
- 3** (middle right, grey)
- 2** (middle right, grey)
- 1** (middle right, grey)
- 104** (top, grey)
- 103** (top, grey)
- 102** (top, grey)
- 101** (top, grey)
- 100** (top, grey)
- 156** (top right, grey)
- 255** (top right, grey)
- 155** (top right, cyan)
- 254** (top right, grey)
- 154** (top right, cyan)
- 253** (top right, purple)
- 153** (top right, grey)
- 252** (top right, grey)
- 152** (top right, grey)
- 251** (top right, purple)
- 151** (top right, grey)
- 250** (top right, grey)
- 134** (middle right, blue)
- 236** (middle right, grey)
- 55** (middle right, grey)
- 133** (middle right, blue)
- 235** (middle right, grey)
- 54** (middle right, grey)
- 234** (middle right, pink)
- 53** (middle right, grey)
- 233** (middle right, grey)
- 52** (middle right, grey)
- 232** (middle right, grey)
- 51** (middle right, grey)
- 231** (middle right, pink)
- 50** (middle right, grey)
- 230** (middle right, grey)
- 49** (middle right, grey)
- 229** (middle right, pink)
- 48** (middle right, grey)
- 228** (middle right, pink)
- 47** (middle right, grey)
- 227** (middle right, pink)
- 46** (middle right, grey)
- 226** (middle right, pink)
- 45** (middle right, grey)
- 225** (middle right, pink)
- 44** (middle right, grey)
- 224** (middle right, pink)
- 43** (middle right, grey)
- 223** (middle right, pink)
- 42** (middle right, grey)
- 222** (middle right, pink)
- 41** (middle right, grey)
- 221** (middle right, pink)
- 40** (middle right, grey)
- 220** (middle right, pink)
- 39** (middle right, grey)
- 219** (middle right, pink)
- 38** (middle right, grey)
- 218** (middle right, pink)
- 37** (middle right, grey)
- 217** (middle right, pink)
- 36** (middle right, grey)
- 216** (middle right, pink)
- 35** (middle right, grey)
- 215** (middle right, pink)
- 34** (middle right, grey)
- 214** (middle right, pink)
- 33** (middle right, grey)
- 213** (middle right, pink)
- 32** (middle right, grey)
- 212** (middle right, pink)
- 31** (middle right, grey)
- 211** (middle right, pink)
- 30** (middle right, grey)
- 210** (middle right, pink)
- 29** (middle right, grey)
- 209** (middle right, pink)
- 28** (middle right, grey)
- 208** (middle right, pink)
- 27** (middle right, grey)
- 207** (middle right, pink)
- 26** (middle right, grey)
- 206** (middle right, pink)
- 25** (middle right, grey)
- 205** (middle right, pink)
- 24** (middle right, grey)
- 204** (middle right, pink)
- 23** (middle right, grey)
- 203** (middle right, pink)
- 22** (middle right, grey)
- 202** (middle right, pink)
- 21** (middle right, grey)
- 201** (middle right, pink)
- 20** (middle right, grey)
- 200** (middle right, pink)
- 19** (middle right, grey)
- 199** (middle right, pink)
- 18** (middle right, grey)
- 198** (middle right, pink)
- 17** (middle right, grey)
- 197** (middle right, pink)
- 16** (middle right, grey)
- 196** (middle right, pink)
- 15** (middle right, grey)
- 195** (middle right, pink)
- 14** (middle right, grey)
- 194** (middle right, pink)
- 13** (middle right, grey)
- 193** (middle right, pink)
- 12** (middle right, grey)
- 192** (middle right, pink)
- 11** (middle right, grey)
- 191** (middle right, pink)
- 10** (middle right, grey)
- 190** (middle right, pink)
- 9** (middle right, grey)
- 189** (middle right, pink)
- 8** (middle right, grey)
- 188** (middle right, pink)
- 7** (middle right, grey)
- 187** (middle right, pink)
- 6** (middle right, grey)
- 186** (middle right, pink)
- 5** (middle right, grey)
- 185** (middle right, pink)
- 4** (middle right, grey)
- 184** (middle right, pink)
- 3** (middle right, grey)
- 183** (middle right, pink)
- 2** (middle right, grey)
- 182** (middle right, pink)
- 1** (middle right, grey)
- 181** (middle right, pink)

ORDER SUMMARY

Exchanging

RETURN SEATS


TEXAS RANGERS
Sat. Apr 13 at 3:05 pm
[\[change game\]](#)

SECTION	ROW	SEAT
Field Box 134	24	24
Field Box 134	24	21

[\[change tickets\]](#)

NEW SEATS


TEXAS RANGERS
Sun. Apr 14 at 1:10 pm
[\[change game\]](#)

SEATS

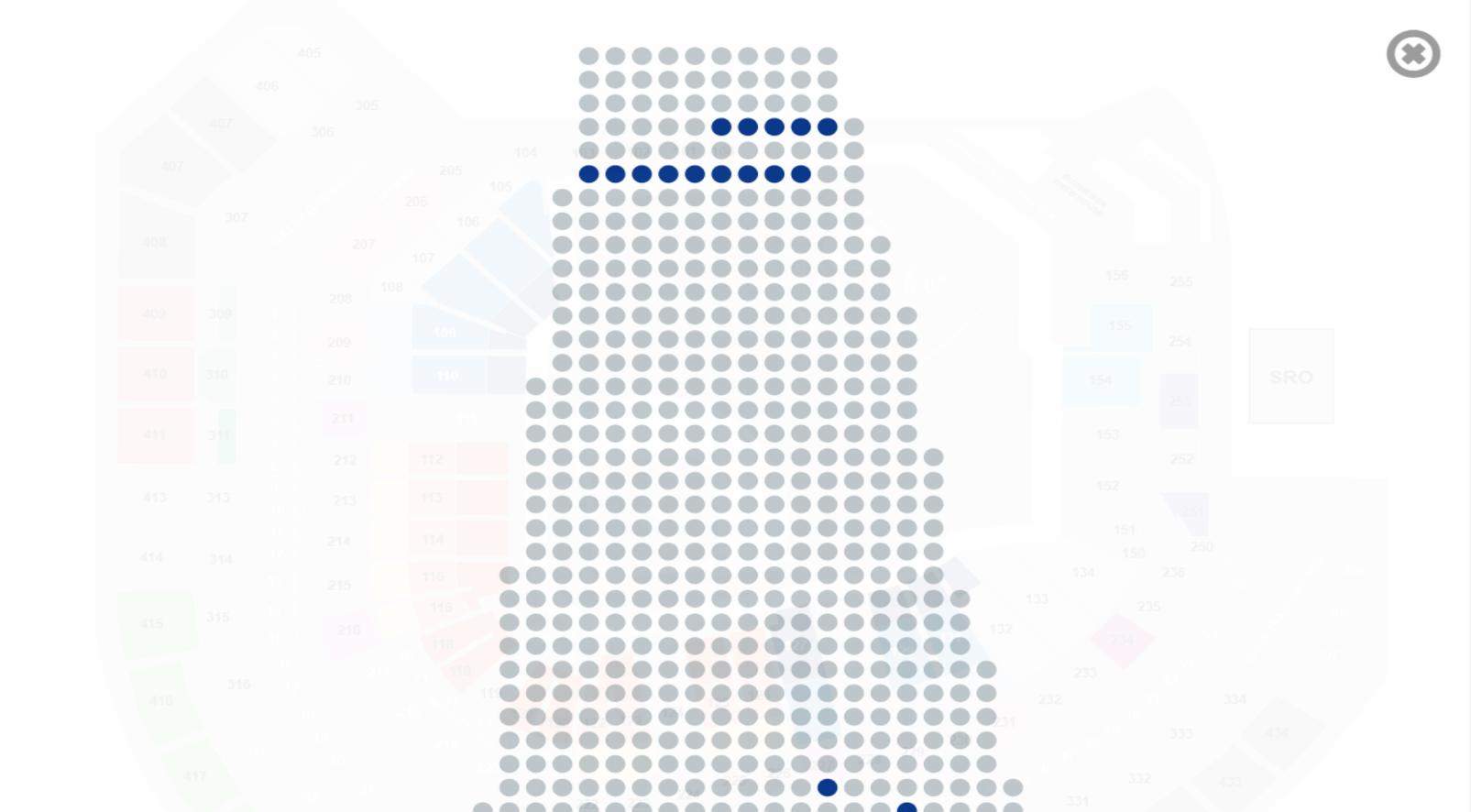
- DUGOUT 118
Best Available
- DUGOUT 120
Best Available
- DUGOUT 122
Best Available
- DUGOUT 112

- You'll then select your desired section for where you want to move you seats.

Exchanging tickets Cont.

Choose Your New Seats

[← Back](#)



ORDER SUMMARY

Exchanging

RETURN SEATS


TEXAS RANGERS
Sat, Apr 13 at 3:05 pm
[\[change game\]](#)

SECTION	ROW	SEAT
Field Box 134	24	24
Field Box 134	24	21

[\[change tickets\]](#)

NEW SEATS


TEXAS RANGERS
Sun, Apr 14 at 1:10 pm
[\[change game\]](#)

FIELD BOX 132
Best Available

ROW 4 Seat Number 6	\$110.00 Additional
ROW 4 Seat Number 7	\$110.00 Additional
ROW 4 Seat Number 8	\$110.00 Additional

- Once you select your seats, scroll all the way down with the outer most scroll bar to find the check-out box.
- If you do not like the seats in that section, do not click on the "Back" button, click the "X" in the top right-hand corner.

Exchanging tickets Cont.

Review & Complete Your Order

[← Back](#)

PAYMENT INFORMATION

Credit Card or Debit Card Information

[Autofill](#) [link](#)

Yes, use my \$142.46 in account credits towards this order

You can now use your account credit when exchanging. Simply check the box and your account credit will be applied to the order total.

BUY TICKETS

As part of your purchase, you are required to acknowledge the [Terms and Conditions](#) which includes, among other terms, a release of liability and a mandatory arbitration agreement. The terms and conditions of your ticket and policies applicable to its use are updated to address circumstances related to COVID-19, health and safety, and may include requirements for seating pods. By clicking the Buy Tickets button, you agree to accept all [Terms and Conditions](#) applicable to ticket purchase, and all related policies. Further, due to the COVID-19 pandemic, scheduling may be impacted and games may be canceled, rescheduled, postponed, or games may be held with limited capacity. Games may also have restricted capacity that prevents the use of specific seats. In the event that the game(s) for which the ticket(s) is issued does not occur or you are unable to sue the specific seat(s) purchased, a refund or credit will be issued according to the refund policy available at www.astros.com.

By selecting the Buy Tickets button you agree to purchase the tickets selected, to accept any restrictions noted, and understand you are responsible for any payment needed to complete the purchase. Upon completing your purchase by selecting the Buy Tickets button, you acknowledge and agree your credit card will be charged or vouchers will be redeemed. All sales are final. All tickets are subject to the [Terms and Conditions](#).

In connection with your purchase, you may receive customer service-related emails from the Houston Astros, including optional surveys regarding your gameday experience. You may also receive ticket-related commercial email from the Houston Astros. You may unsubscribe from ticket-related commercial emails at any time.

ORDER SUMMARY

TIME LEFT TO COMPLETE

14:54

Exchanging

RETURN SEATS



TEXAS RANGERS

Sat, Apr 13 at 3:05 pm

[\[change game\]](#)

SECTION	ROW	SEAT
Field Box 134	24	24
Field Box 134	24	21

[\[change tickets\]](#)

NEW SEATS



TEXAS RANGERS

Sun, Apr 14 at 1:10 pm

[\[change game\]](#)

SECTION	ROW	SEAT
Field Box 132	6	1
Field Box 132	6	2

[\[change tickets\]](#)

Total

\$110.00

- The check out screen will include a button to click on if you want to use your credits for the exchange, if you desire to use them. ****Credits do NOT rollover year to year****
- Once you have finalized payment the tickets should be available in the Ballpark app