How to Perform Ticket Exchanges Online

(Primary Season Ticket Member Only)

MYBLUEJAYS™

How to Perform Ticket Exchanges Online

****BEFORE YOU BEGIN, PLEASE NOTE:****

- Primary Season Ticket Members can perform ticket exchanges before a game is played, either online through *MyBlueJays*, or in person at the *Rogers Centre* Box Office.
- All ticket exchanges must be performed no less than 10 hours before game time for the game you are exchanging out of.
- Exchanges can be made for games of equal or lesser game classification as the original tickets and cannot be exchanged for games of higher game classification.
- **Maximum of 40 tickets can be exchanged per account per season.**
  - If the 40 ticket limit is exceeded, any additional ticket exchanges will be returned. If your original seats are no longer available, the best available ticket in the same price category or lower will be booked in its place.
- Designated Ticket Partners do not have access to perform ticket exchanges online. Ticket Partners may exchange tickets in person at the *Rogers Centre* Box Office only.
  - **On game days:** Ticket Partners may exchange tickets at the Gate 7 Subscribers Window prior to the start of the game, or after the 4th inning at the Gate 9 Inside Ticket Window.
  - **On non-game days:** Ticket Partners may exchange tickets at the Gate 9 Box Office Window during regular business hours.

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1. To begin, log in to *MyBlueJays*. From your *MyBlueJays* home page, click "**Manage My Tickets**".

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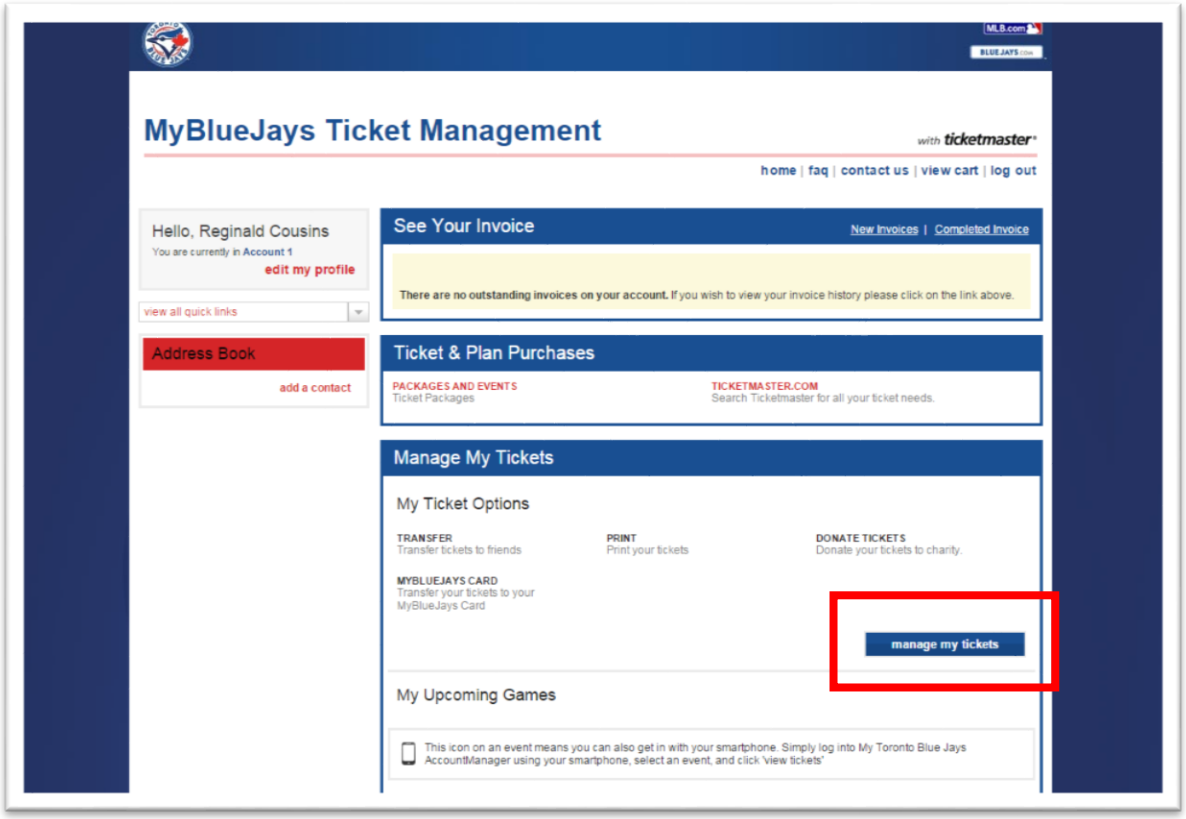

2. Next, select the "**Manage My Tickets**" button within Ticketmaster.

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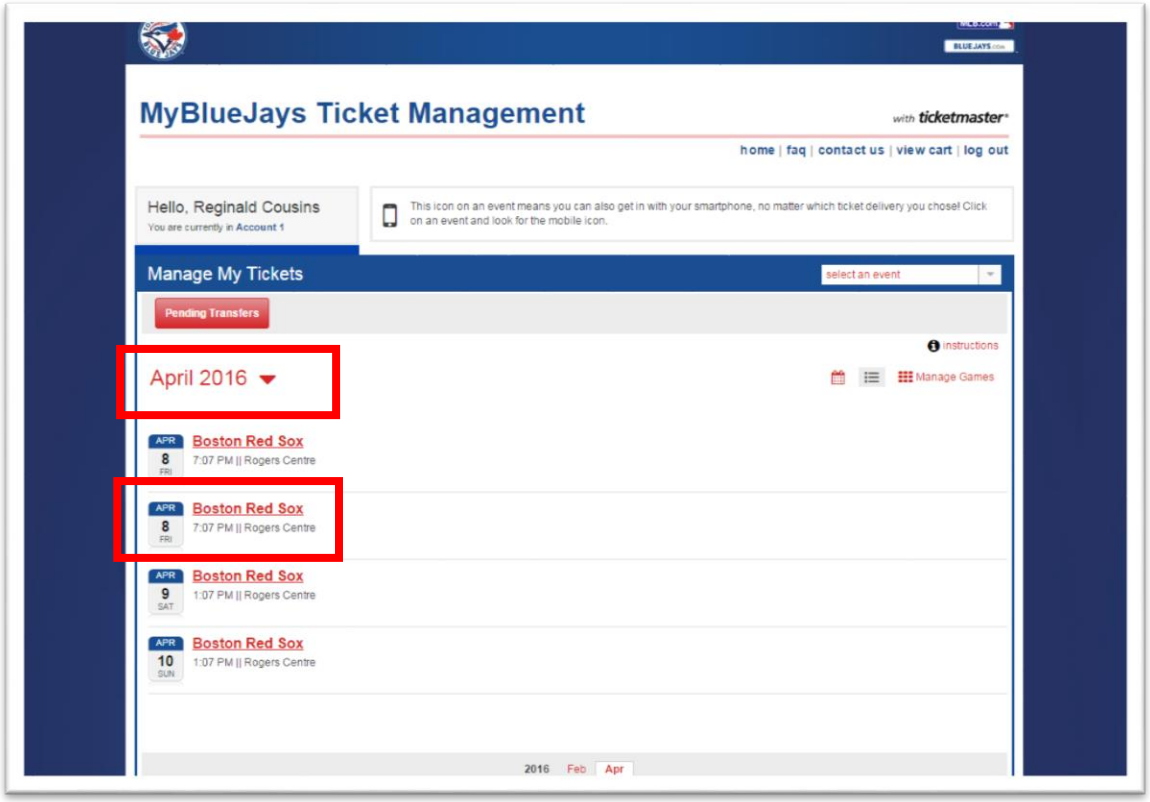

3. Select the month of the game you would like to exchange, then select the game from the list of games displayed.

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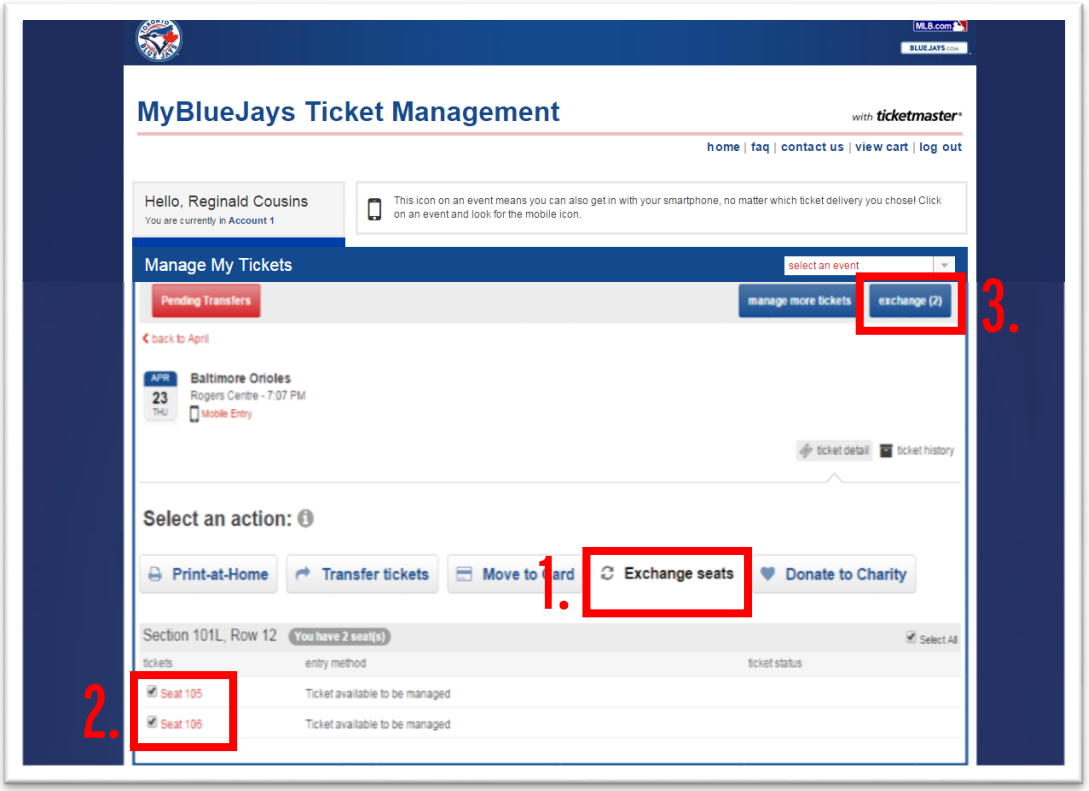

4. Select "**Exchange Seats**" as your action and check the boxes next to the tickets you would like to exchange.

   Next, on the right hand side of the page, click the blue "**Exchange**" button. The number of tickets you have selected will appear on the button in brackets.

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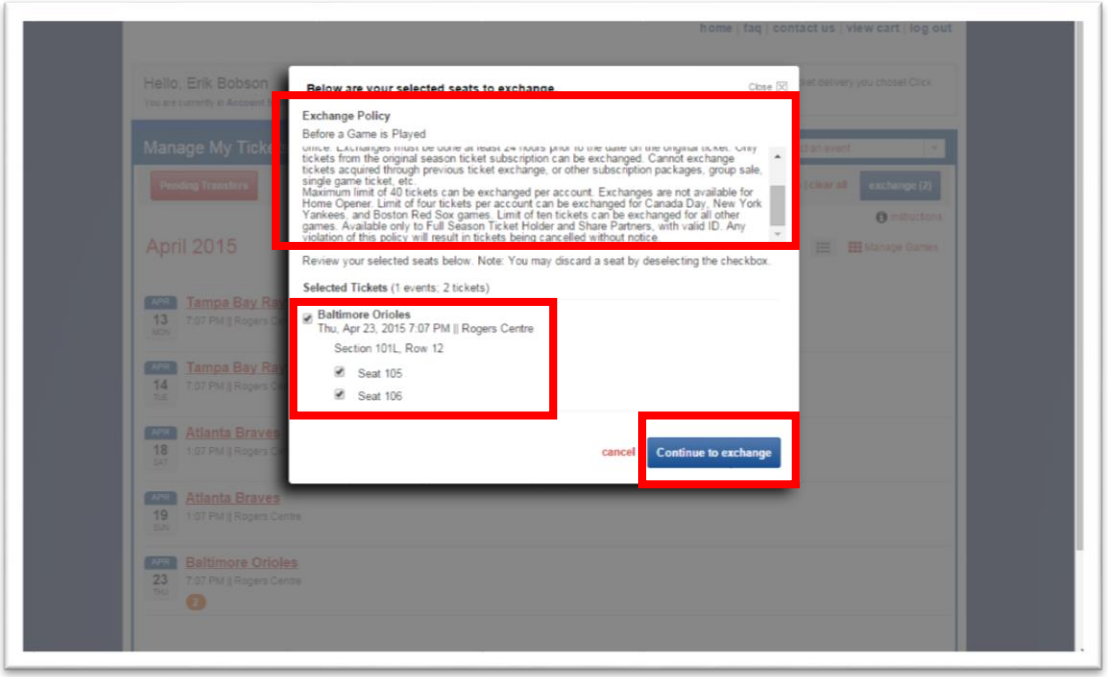

5. Review the Exchange Policy and confirm your seats for exchange. You can discard a seat by deselecting the check box beside it.

   Once you have confirmed the details of the exchange, click the blue "**Continue to Exchange**" button.

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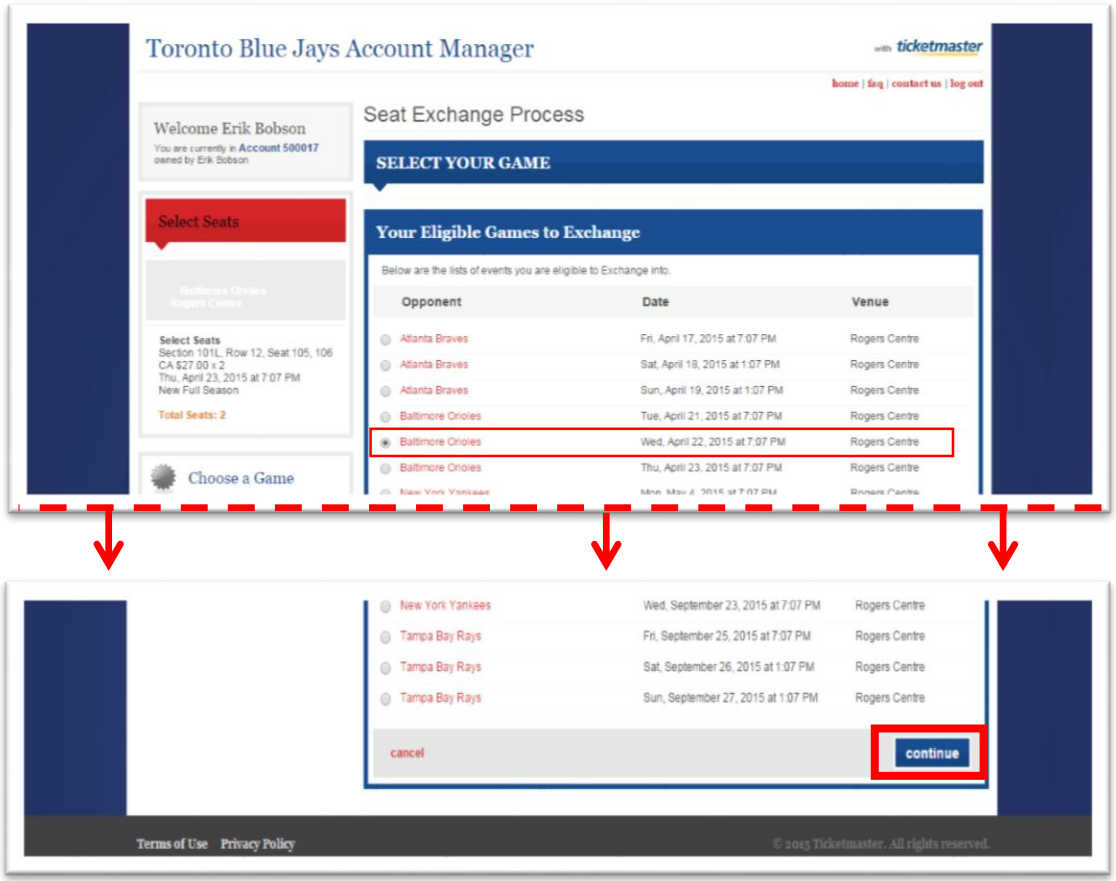

6. From the list of games that opens, select the game you would like to exchange **INTO**.

   Next, scroll to the bottom of the page and click the blue "**Continue**" button.

   Please note: Tickets are only eligible to be exchanged into an equivalent or lesser game category (for example, B games can only be exchanged into a B, C, or D game).

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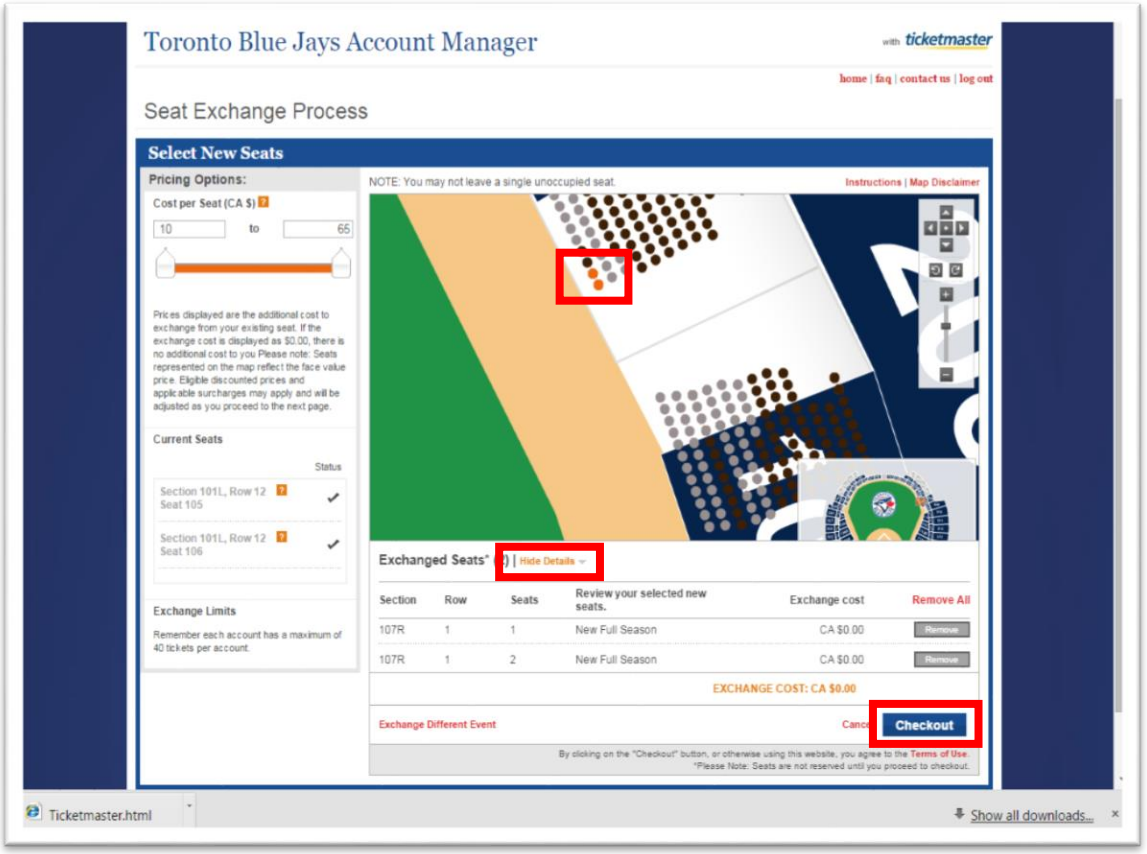

7. Select the section and seats you would like to exchange into. You can click the orange, "**Show Details**" and "**Hide Details**" buttons to show or hide details on the selected seats.

   Once you are satisfied with your selection, click the blue "**Checkout**" button.

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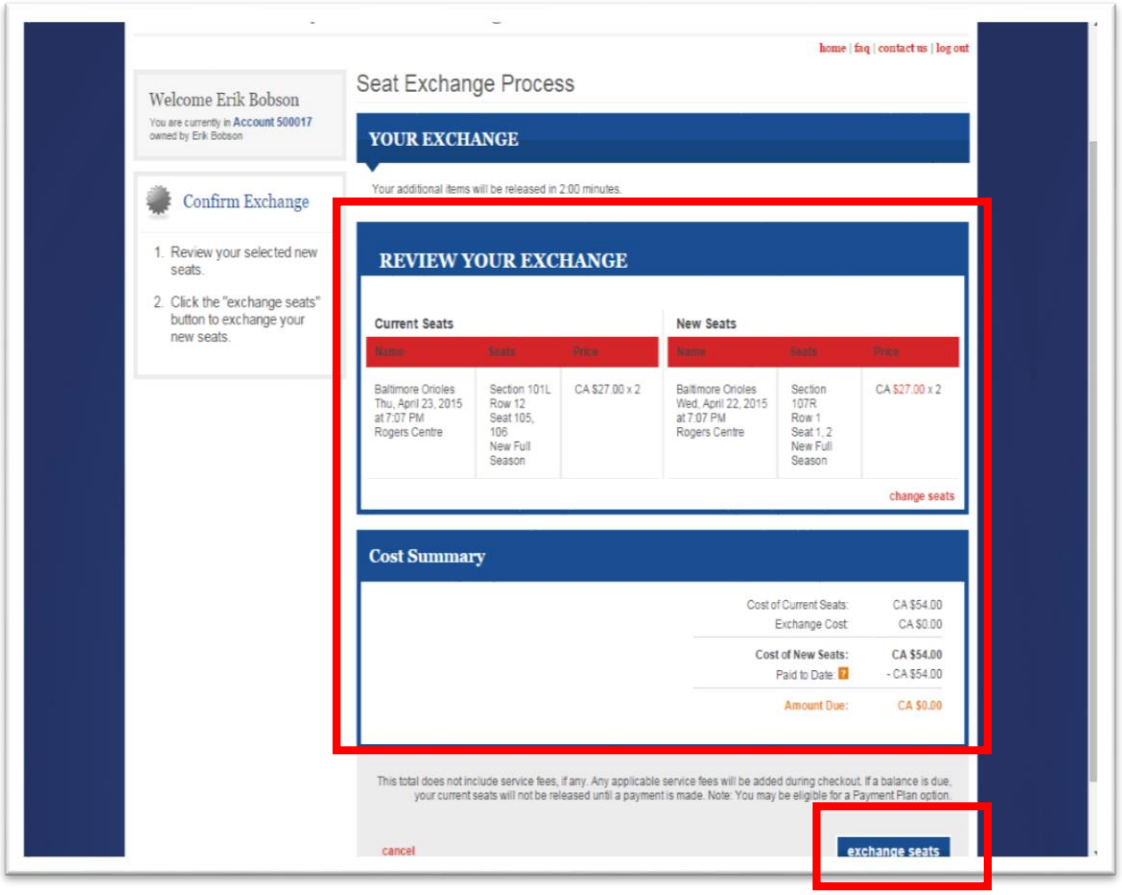

8. Review your exchange and click the blue "**Exchange Seats**" button if you are satisfied with your selection.

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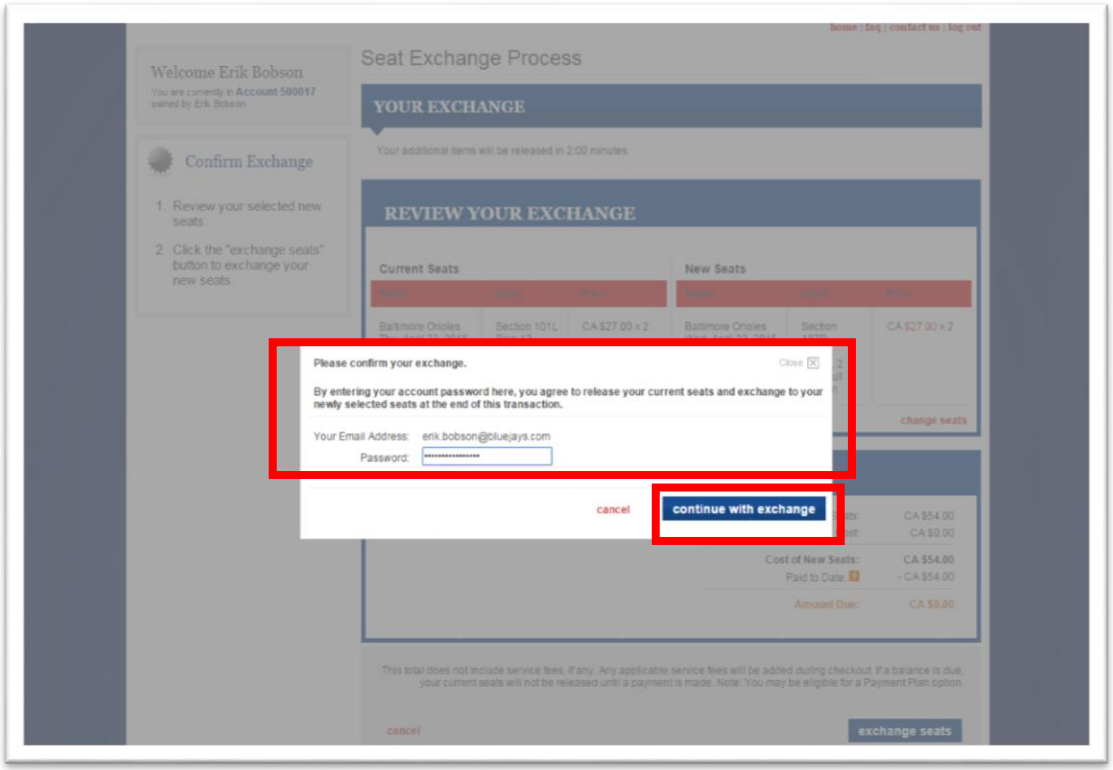

9. Confirm your exchange by entering your account password. **By entering your password, you agree to release your current seats and exchange to your newly selected seats at the end of the transaction**.

   Next, click the blue "**Continue with Exchange**" button.

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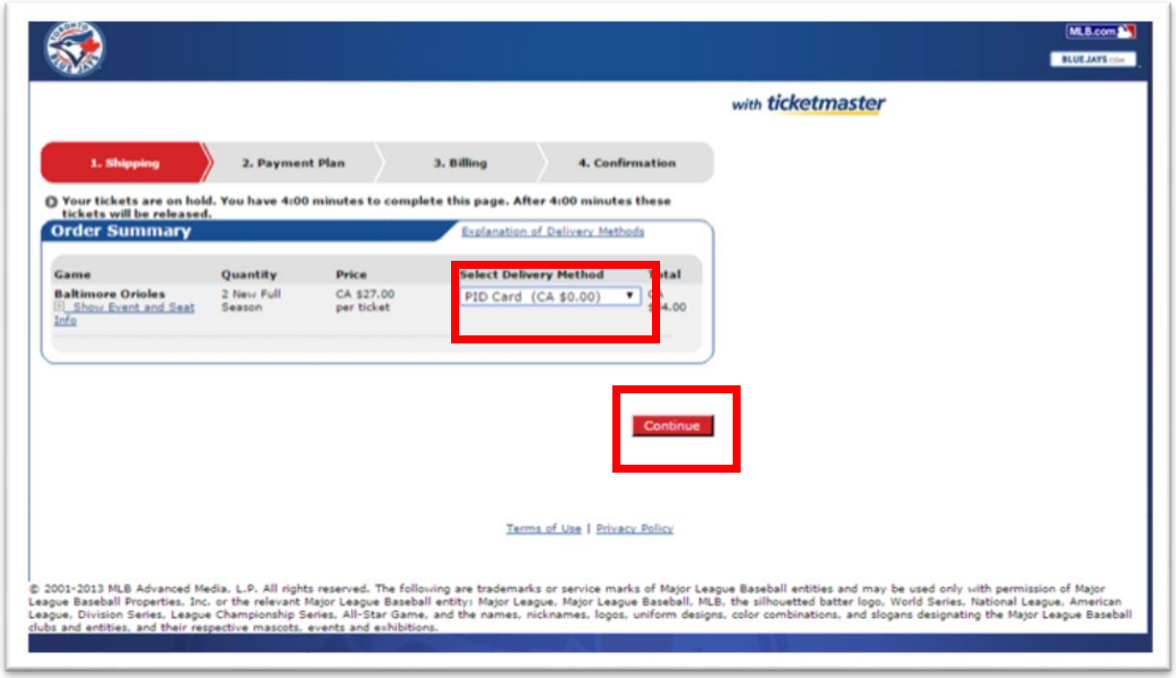

10. Select your delivery method (“Digital Card” will load the tickets on to your *MyBlueJays* Card/mobile Card).

    Next, click the red “**Continue**” button.

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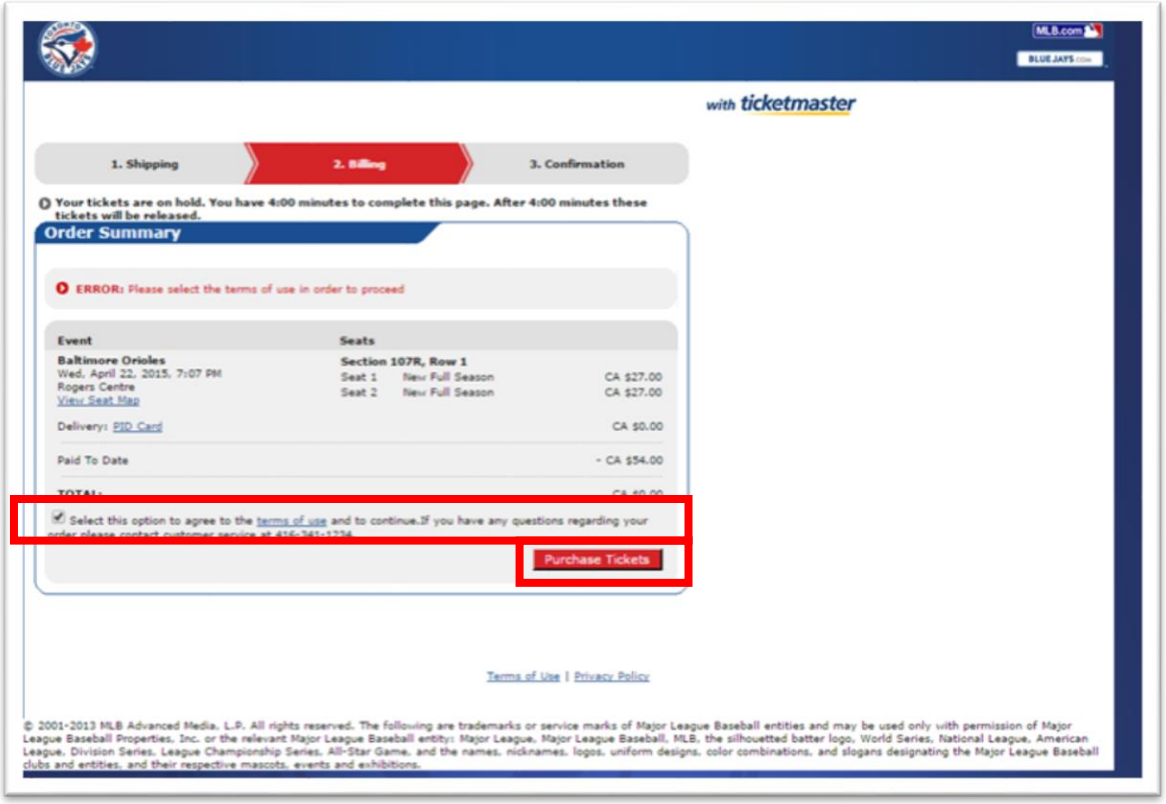

11. Review the Terms of Use, and check the box next to them if you agree to them.

    Next, click the red "**Purchase Tickets**" button to complete the transaction.

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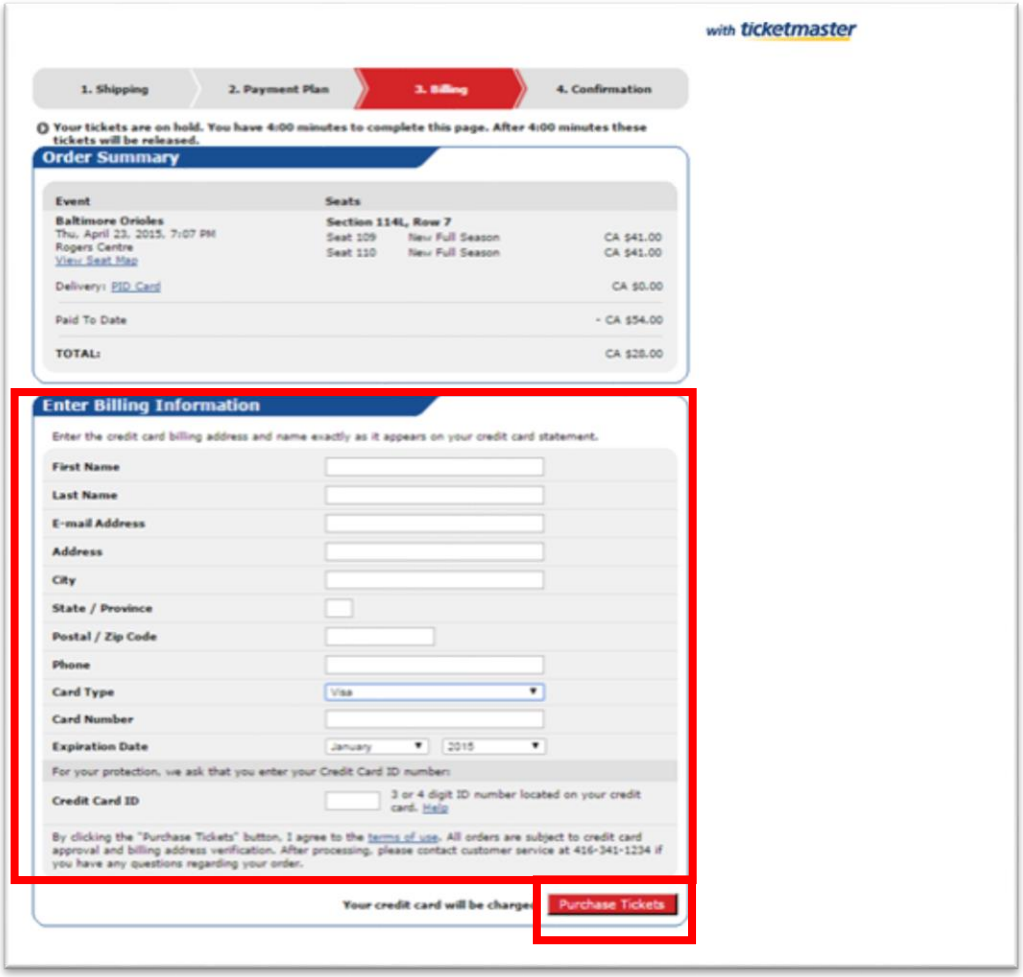

12. **<u>If you exchanged for your tickets that cost more than the ones which you returned:</u>**

    Click the red "**Continue**" button on the Payment Plan page. Then, on the Billing page, enter your billing information. When complete, click the red "**Purchase Tickets**" button to confirm payment of the difference in cost.

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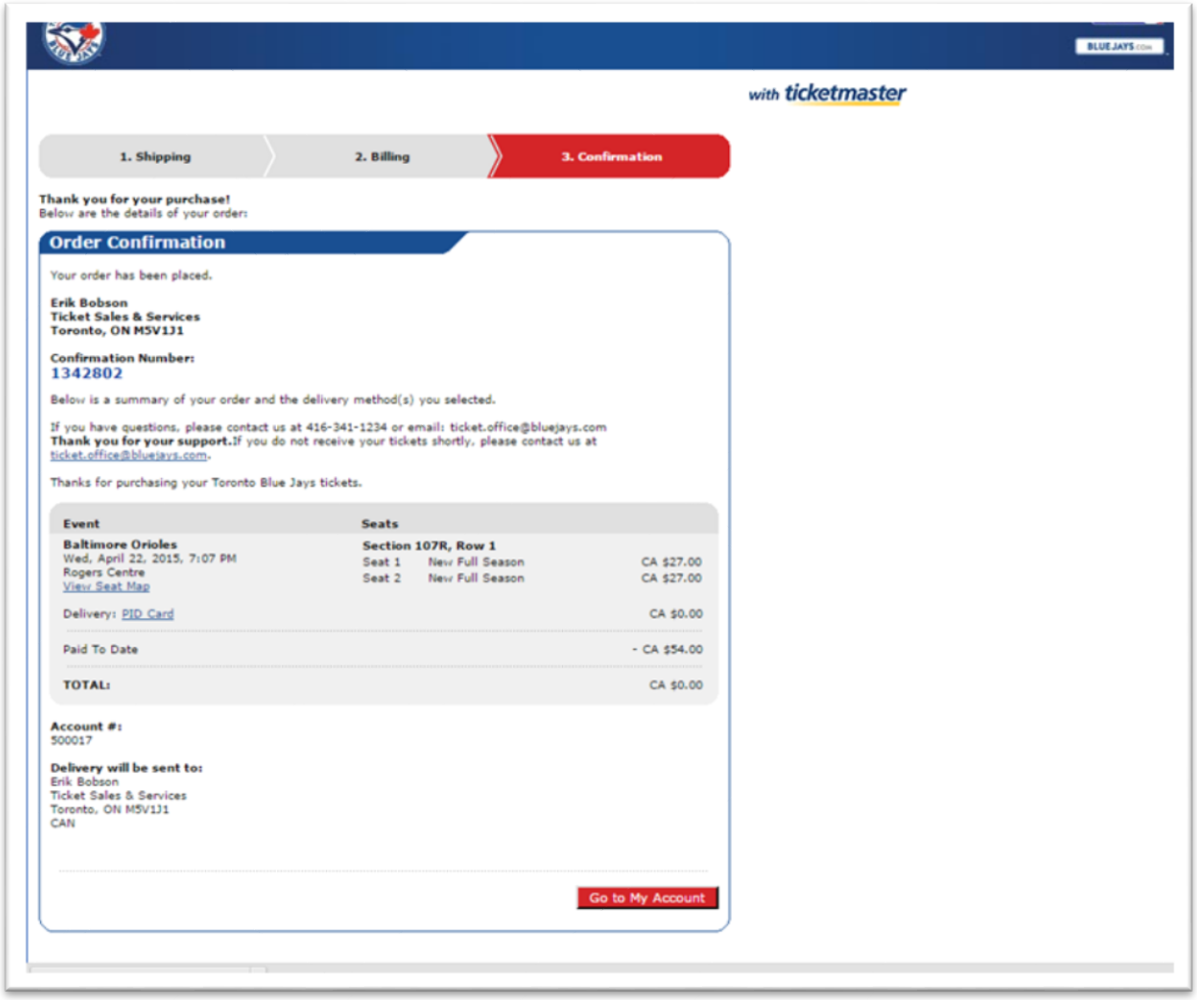

13. Your exchange is now complete. The "**Order Confirmation**" page provides a summary of the transaction. Your ticket(s) will be added to your account so you can always access them through *MyBlueJays*.

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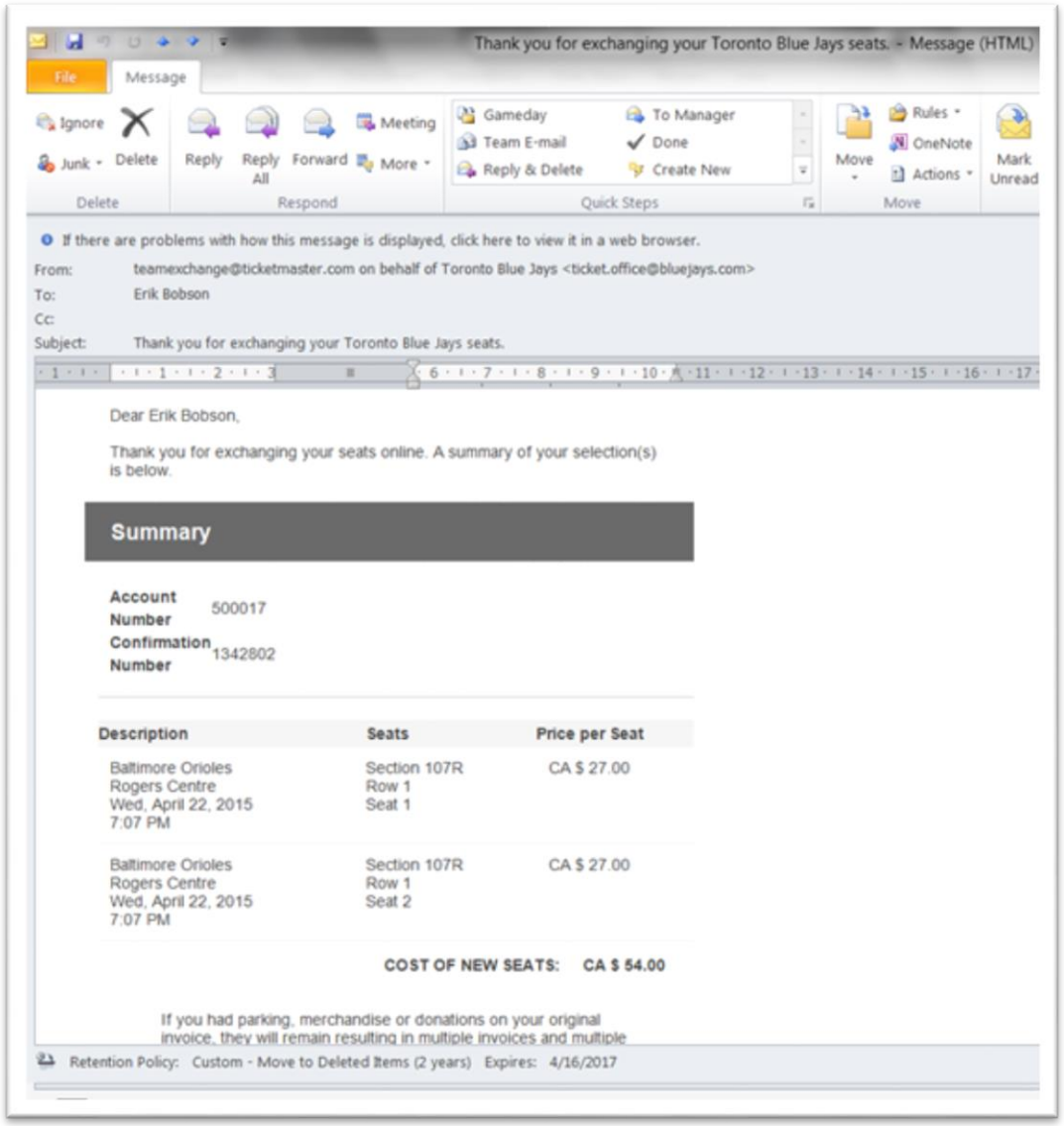

14. You will also receive an email to confirm your exchange, and to provide a summary of your selection(s).