



2024

SEASON TICKET MEMBER
MANUAL



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“NEVER MISS A TICKET” EXCHANGE PROGRAM

PROGRAM OVERVIEW

All Full Season Ticket Members have access to the Ticket Exchange Program. As a Season Ticket Member, you can exchange your paid season seat tickets to specific matches up to 48 business hours in advance of the match(es) you cannot attend. Tickets exchanged at least 48 business hours in advance of the original match date can be used towards additional tickets to 2024 El Paso Locomotive FC regular season home matches. The value of new ticket(s) that you receive from tickets exchanged in advance of the match will be equal to the value you paid for the tickets you exchange.

Please see the policies and procedures below to exchange tickets for the 2024 Season. All ticket exchanges are based on availability and there is no guarantee that you will receive your normal Season Seat location for matches that you exchange into. Ticket exchange access expires on Wednesday, October 16, 2024, and advanced exchanges are highly recommended.

Ticket exchanges of any kind are only eligible to be completed for tickets within the same regular season and exclude all potential playoff matches, US Open Cup matches, or friendly matches.



“NEVER MISS A TICKET” EXCHANGE PROGRAM

IN ADVANCE OF A MATCH (48+ BUSINESS HOURS NOTICE)

If you know you are going to miss a match included in your Season Ticket Membership plan, get the full value you paid for your tickets by exchanging them in advance of the match. This will allow you to more freely “reschedule” the tickets, based on availability. Please see the process below:

ONLINE EXCHANGES

1. Log on to your Online Ticket Account Manager through EPLocomotiveFC.com.
2. From here, you can exchange paid tickets for matches that have yet to occur.
3. If your Season Ticket Membership account is not paid in full, exchange capability will be limited to the paid tickets in your account.
4. Online exchanges are limited to exchange into tickets of equal or greater value than the original tickets being exchanged. If a ticket exchange results in an upgrade to greater value tickets, you will be required to pay the difference in ticket cost during the online exchange process. Ticket exchanges resulting in a downgrade are not able to be completed online.
5. All direct ticket for ticket exchanges and seat locations are based on availability and limited to paid tickets in your account.
6. Please note that for online exchanges, all online fees apply.
7. Tickets from your Season Ticket Membership can only be exchanged once.

IN-PERSON EXCHANGES

1. Visit the Southwest University Park Box Office during Box Office business hours at least 48 business hours in advance of the match you are exchanging, and a Box Office Attendant will assist you (please be prepared with photo identification to access your account).
2. Identify the paid ticket(s) that you would like to exchange and select the future regular season home match to “reschedule” into (all seat selections and ticket exchanges are based on availability).
3. The original paid tickets you exchange out of will be released from your account and will be made available for sale to the public.
4. If your Season Ticket Membership account is not paid in full, exchange capability will be limited to the paid tickets in your account.
5. In-person exchanges are limited to exchange into tickets of equal or greater value than the original tickets being exchanged. If a ticket exchange results in an upgrade to greater value tickets, you will be required to pay the difference in ticket cost during the exchange.
6. All direct ticket for ticket exchanges and seat locations are based on availability and limited to paid tickets in your account.
7. Tickets from your Season Ticket Membership can only be exchanged once.



“NEVER MISS A TICKET” EXCHANGE PROGRAM

UNUSED TICKETS (WITHIN 48 BUSINESS HOURS OR AFTER THE MATCH)

If you miss a match, we want to make sure that you receive the full value of your paid investment. Please contact your Account Executive or visit the Southwest University Park Box Office during regular Box Office business hours and a Box Office Attendant will assist you. Please be prepared with photo identification to access your account at the Box Office. Unused paid tickets can be exchanged to a future 2024 Wednesday Locomotive regular season home match played at Southwest University Park for all Season Ticket Members. Premium Club and 4-Year Season Ticket Members have the added flexibility in 2024 to exchange a limited number of unused tickets for select Saturday matches. Please contact your Account Executive for a list of eligible matches.

UNUSED TICKET EXCHANGES

1. Contact your Account Executive or visit the Southwest University Park Box Office to initiate the exchange.
2. Based on availability, the unused paid tickets you wish to exchange will be exchanged for tickets, of equal or lesser value than the paid value of the original tickets, to the 2024 Wednesday Locomotive regular season home match of your choice (or other applicable match based on Membership level eligibility).
3. All unused ticket exchanges and seat locations are based on availability.
4. Unused paid ticket exchanges are valid to be exchanged for tickets of equal or lesser value than the value you paid for the original tickets in your Season Ticket Membership. Ticket upgrades are not available through an unused ticket exchange.
5. All unused tickets expire on Wednesday, October 16, 2024, and advanced redemption is highly recommended.
6. Tickets from your Season Ticket Membership can only be exchanged once.
7. Unpaid tickets from your Season Ticket Membership that go unused are not eligible to be exchanged.



EARLY ENTRY OPPORTUNITIES

During the 2024 Season, on all Locomotive giveaway item game dates, all Season Ticket Members can enter Southwest University Park 15 minutes prior to gates opening to groups and individual ticket holders. This early entry access will be limited to the three Season Ticket Member points of entry (VIP Clock Tower, Durango Street Season Ticket Member Gate, and Speaking Rock Plaza Season Ticket Member Gate). This early entry benefit requires a valid unscanned game ticket from a Season Ticket Member package for that specific game date or a valid unscanned exchanged game ticket from a Season Ticket Member package for that specific game date.

This benefit is limited to one giveaway item per ticketed person in attendance and additional giveaways will not be granted during this early entrance period, nor for the remainder of game, for an individual with multiple valid Season Ticket Member tickets for that game. There is no guarantee that any Season Ticket Members will receive a giveaway by utilizing this early entry benefit.

EL PASO LOCOMOTIVE FC REFUND POLICY

El Paso Locomotive FC has a no refund policy as payments become non-refundable upon receipt by El Paso Locomotive FC.



GROUP TICKET SAVINGS OPPORTUNITIES

2024 Season Ticket Members are eligible to receive a special ticket price on select group and hospitality tickets purchased through the Locomotive Group Sales Department. Ticket savings are valid in the following group seating areas:

- » **General stadium seating bowl**
- » **Budweiser Bullpen Patio**
- » **Patio Suite 206**
- » **Patio Suite 211**
- » **Pepsi Party Deck**
- » **Santa Fe Pavilion – Levels 2 & 3**

Group Ticket Savings by Season Ticket Membership:

- » **Club Season Ticket Members: 15% off applicable group ticket prices (excludes F&B)**
- » **4-Year Full Season Ticket Members: 10% off applicable group ticket prices (excludes F&B)**
- » **2-Year Full Season Ticket Members: 10% off applicable group ticket prices (excludes F&B)**
- » **1-Year Full Season Ticket Members: 5% off applicable group ticket prices (excludes F&B)**
- » **Mini Plan Members: 5% off applicable group ticket prices (excludes F&B)**



IN-GAME SEAT UPGRADE VOUCHERS

Premium Club Season Ticket Members will receive four (4) in-game seat upgrade vouchers per each seat in the corresponding Season Ticket Member account to use during 2024 El Paso Locomotive FC Regular Season home matches. Bring the vouchers to the Ticket Information Table on the main concourse behind section 112 after gates open to redeem your seat upgrade. Upgrade redemption must be completed in person and for the game on the same date. There is no guarantee seat upgrades will be available at all matches at the discretion of El Paso Locomotive FC and all seat upgrades are subject to availability. Seat upgrade vouchers exclude use during the March 9, 2024 and October 19, 2024 matches and any potential home playoff matches. Seat upgrade vouchers expire on October 16, 2024 and have no cash value.

4-Year Season Ticket Members will receive three (3) in-game seat upgrade vouchers per each seat in the corresponding Season Ticket Member account to use during 2024 El Paso Locomotive FC Regular Season home matches. Bring the vouchers to the Ticket Information Table on the main concourse behind section 112 after gates open to redeem your seat upgrade. Upgrade redemption must be completed in person and for the game on the same date. There is no guarantee seat upgrades will be available at all matches at the discretion of El Paso Locomotive FC and all seat upgrades are subject to availability. Seat upgrade vouchers exclude seating considered Premium Club locations during any game, use during the March 9, 2024 and October 19, 2024 matches and any potential home playoff matches. Seat upgrade vouchers expire on October 16, 2024 and have no cash value.



MEAL SAVINGS VOUCHERS

Premium Club Season Ticket Members will receive ten (10) one-time 5% Meal Savings Vouchers to use towards concessions orders at Southwest University Park during 2024 El Paso Locomotive FC Regular Season home matches. Limited to one (1) one-time 5% off Meal Savings Voucher per transaction. Meal Savings Vouchers are not eligible for use towards orders including alcoholic beverages or promotional or reduced-price items including, but not limited to, any matchday specials or offers. Meal Savings Vouchers are not accepted at third-party vendor locations or in suites. Meal Savings Vouchers are not eligible for use towards merchandise or ticket purchases. Meal Savings Vouchers expire on October 19, 2024 and have no cash value.

4-Year Season Ticket Members will receive eight (8) one-time 5% Meal Savings Vouchers to use towards concessions orders at Southwest University Park during 2024 El Paso Locomotive FC Regular Season home matches. Limited to one (1) one-time 5% off Meal Savings Voucher per transaction. Meal Savings Vouchers are not eligible for use towards orders including alcoholic beverages or promotional or reduced-price items including, but not limited to, any matchday specials or offers. Meal Savings Vouchers are not accepted at third-party vendor locations or in suites. Meal Savings Vouchers are not eligible for use towards merchandise or ticket purchases. Meal Savings Vouchers expire on October 19, 2024 and have no cash value.



MERCHANDISE SAVINGS OPPORTUNITIES

Full Season Ticket Members will receive one (1) El Paso Locomotive FC Merchandise Savings Card per account. This Merchandise Savings Card will be in your 2024 Season Ticket Membership package. The savings will vary based on your Season Ticket Membership level. Present your Merchandise Savings Card, and a valid ID, at the Locomotive Team Shop at Southwest University Park to receive a savings on select regularly priced El Paso Locomotive FC retail items. The 2024 merchandise savings is valid beginning March 1, 2024, and expires on February 1, 2025, and is non-transferable.

Premium Club Season Ticket Members will receive a 15% savings on select regularly priced merchandise by using the Merchandise Savings Card at the Locomotive Team Shop at Southwest University Park. All other Full Season Ticket Members will receive a 10% savings on select regularly priced merchandise by using the Merchandise Savings Card at the Locomotive Team Shop at Southwest University Park. No. 9 Mini-Plan members receive two (2) single-use Merchandise Savings Vouchers per account.

Merchandise Savings Cards from previous seasons are no longer valid and are not valid online.

Rules and restrictions apply, please refer to your Merchandise Savings Card or voucher for more information.



SEASON-LONG PARKING PASSES

Full Season Ticket Members may take advantage of a prepaid parking option. Parking Passes will be match-specific parking tickets and are sold for the entire season. Parking Passes will be distributed for specific parking areas, not specific parking spaces, for each match. Parking Passes are based on availability and Season Ticket Member specific parking areas are available from one-hour prior to gates opening to one hour after kick-off. If you arrive after this time allotment, there is no guarantee that a parking space will be available to you.

Parking Passes are not refundable if not used, but paid match-specific Parking Passes can be exchanged at least 48 business hours in advance of the original match for a future Wednesday match in your Season Ticket Membership plan. Please contact your Account Executive if you have not yet purchased your Parking Pass for the 2024 Locomotive regular season and would like to do so.



PREMIUM SEASON TICKET MEMBER GIFT

Premium Club Season Ticket Members and **4-Year Season Ticket Members** will receive one (1) annual exclusive Season Seat Member gift per account. This gift will vary per season and will be provided during the 2024 Season.

SEASON TICKET MEMBER SOUVENIR CUP

Premium Club Season Ticket Members, 4-Year Full Season Ticket Members, and 2-Year Full Season Ticket Members will receive one (1) refillable souvenir cup per Full Season Ticket Membership. You can refill your cup (limited to non-alcoholic Pepsi products) at any Locomotive regular season home match for \$2 per refill (plus tax). Lost cups will not be replaced. Your Season Ticket Member cup must be empty upon arrival at Southwest University Park. In order to receive your \$2 refills, please make sure you remove the lid prior to the refill and ensure the cup is clean upon entry.

Professional Sports Catering at Southwest University Park reserves the right to refuse refills based on cup cleanliness.



SEASON TICKET MEMBER WESTSTAR CLUB ACCESS

Premium Club Season Ticket Members are afforded season-long access to the WestStar Club simply by showing your season ticket for that match to the Guest Services Attendant upon entry to the WestStar Club. All other Season Ticket Members will be afforded the opportunity to enjoy WestStar Club access during select home matches, based on your Season Ticket Membership level and term commitment:

- » Premium Club Members receive ten (10) one-time use passes per Full Season Seat
- » 4-Year Season Ticket Members receive eight (8) one-time use passes per Full Season Seat
- » 2-Year Season Ticket Members receive six (6) one-time use passes per Full Season Seat
- » 1-Year Season Ticket Members will receive four (4) one-time use passes per Full Season Seat

2025 SEASON TICKET MEMBERSHIP PRIORITY

As a 2024 Season Ticket Member, you have the first right to your seats and for possible relocation for the 2024 Locomotive regular season. Existing Season Ticket Members can request upgrades and/or seat relocation and all requests will be completed based on the priority of your term commitment, renewal date for the 2025 Season, and seat availability. You will be notified about specific renewal deadlines and incentives (if applicable) during the 2024 Season.





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