

Ticket Exchange FAQ's

What is the Exchange Program and how does it work?

All Inside Edge Members have the ability to take advantage of the Ticket Exchange Program. You are able to exchange out of (*release your tickets*) and then exchange in to (*receive additional tickets for*) any preseason or regular season game that you wish. Half-season ticket members have the ability to exchange up to ten (10) games.

**All exchanges are based on availability.*

Who can use the Ticket Exchange program?

Only Inside Edge Members with full or half-season tickets can participate in the Exchange Program. Partial Plan tickets are non-exchangeable.

Where do I go to exchange my tickets?

Open the NHL app on your mobile device, select Flyers as your favorite team, click on Account Manager tab to sign into your ticketing account. If you have not yet downloaded the NHL app you can do so by visiting the app store on your mobile device. [CLICK HERE](#) to view Mobile Ticketing Guide for step-by-step instructions.

Once I am logged into my account, how do I go through the Exchange process?

1. After you are signed into your ticketing account, select the game you would like to exchange, click on Exchange from the more menu items listed on the right side of screen. (*Games that were previously transferred will not be able to be exchanged*).
2. Select the seat(s) you'd like to exchange, next click Continue.
3. The games that are available for you to exchange into will be listed. Select the game of your choice.
4. Next, find new seats for the game you selected by searching by price or seat location. When you are ready to proceed click the shopping cart at the top right of screen, Click Continue.
5. Review the new seats you selected and click Next. On this screen you will see the exchange cost (if applicable).
 - If the exchange will result in a balance due follow these next steps:
 - Confirm that everything is correct and click Pay Today. If you would not like to proceed you should click the trash can icon in the Cart items section.
 - Your ticket exchange is now complete. You will receive a confirmation email once the exchange is complete.
 - If the exchange will not result in a balance due you will next:
 - Confirm everything is correct and click Continue.
 - Your ticket exchange is now complete. You will receive a confirmation email, confirming your exchange. If your ticket exchange results in a credit owed back to you, there will be an Account Credit in the amount due added to your My Profile page. You may use your Account Credit for future exchanges or additional Flyers tickets for the 2023-24 season. Account Credits will expire on April 16th, 2024 at the conclusion of the Flyers regular season.

How does variable ticket pricing affect the Exchange Program?

Variable prices are assigned to individual games within your membership. As a result, you will notice when you exchange out of a particular game and into a new one, seats in your same price level may not always be the same price. For example, if you change out of a Low+ game and into a High+ game in your same price level, there will be a balance due since you are moving to a higher tiered game. For a list of variable pricing and games by tier, [CLICK HERE](#).

Can I exchange tickets without picking a new game to exchange into?

Yes, if you would like to exchange out of a game without knowing which game to exchange into, you may return the game to Account Credit, which can be used for future exchanges or additional Flyers tickets for the 2023-24 season. ****Please note that all Accounts Credits accrued through ticket exchanges will expire on April 16th 2024 at the conclusion of the Flyers regular season and cannot be used toward your 2024-25 renewal* CLICK HERE to view Mobile Ticketing Guide for step-by-step instructions on how to use Account Credit.***

What happens if I exchange my tickets into a game that is a higher tier, or into a higher price level?

You will be required to submit payment for the difference in cost.

Will I receive money back when I downgrade my tickets into a lower tier game or lower price level?

There are no refunds, however your credit value will be added to your Account Credit balance in your My Profile page and can be used towards future Exchanges or additional Flyers tickets throughout the 2023-24 Flyers season.

How can I tell before I get to the end of the exchange process if I will owe money or not?

When you reach the exchange review page you will see the *New Ticket Cost*, the *Old Ticket Cost* and the *Exchange Cost*. If the Exchange Cost is a positive amount, that is the amount that you will owe. If you do not want to proceed with the exchange, you may cancel at any time.

After I exchange my tickets for a game, do I have the ability to transfer my new tickets to someone else?

Yes, the ticket transfer feature will be available on the new tickets received through the exchange.

Once I complete an exchange and receive my new tickets, am I able to exchange those tickets again?

Yes, tickets that have been exchanged are able to be exchanged again as you wish.

What is the cut off time to exchange my tickets out of an upcoming home game?

Exchanges>Returns must be completed 4 hours prior to the start of the game that is being returned. Tickets cannot be exchanged following this cutoff.

Note: tickets from previously unused games are unable to be exchanged for a future game.

Can I exchange my parking pass?

Yes, you can also exchange your parking pass. Parking passes will be listed separately from your tickets and must be exchanged in a separate exchange transaction. Parking passes cannot be returned for Account Credit.

Is there a fee to Exchange my tickets?

No fee will be assessed for ticket exchanges, however the Season Ticket Member is responsible for paying the difference in ticket cost if the value of the tickets being selected is greater than the value of the tickets being exchanged.

If I purchase additional tickets to a game, do I have the ability to exchange those as well at a later date?

Only tickets that are included in your Inside Edge Membership package can be exchanged. Tickets purchased outside of your Membership location may not be exchanged.