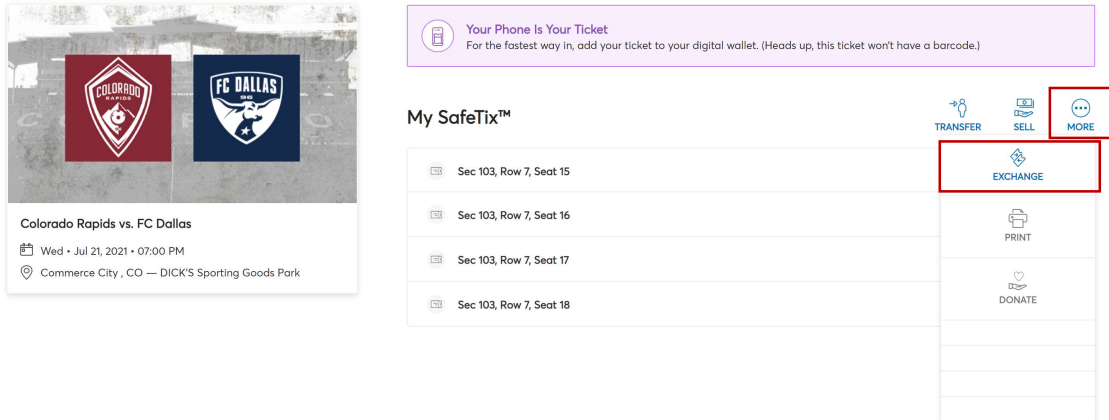


Rapids Season Ticket Member Exchange Flow

- 1) Log in to your [KSE Account Manager](#) using your Rapids' account email and password
- 2) Click 'Manage Tickets' and select the match you would like to exchange tickets out of
- 3) Once in the event, click the 'More' options button and select 'Exchange'



Your Phone Is Your Ticket
For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)

My SafeTix™

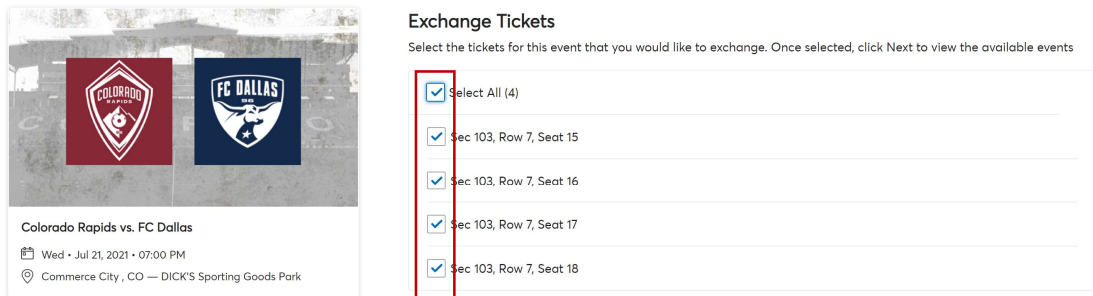
TRANSFER SELL MORE

EXCHANGE
PRINT
DONATE

KROENKE SPORTS & ENTERTAINMENT PRIVACY POLICY // TICKETMASTER PRIVACY POLICY // TERMS OF USE

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- 4) Select the ticket/s you wish to exchange (this can be all seats or select seats). Then click 'Continue'



Exchange Tickets

Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events

Select All (4)
 Sec 103, Row 7, Seat 15
 Sec 103, Row 7, Seat 16
 Sec 103, Row 7, Seat 17
 Sec 103, Row 7, Seat 18

Cancel

Continue

5) Select an eligible match to exchange into*

**The only non-eligible exchange matches are July 4th vs. Portland and October 21st vs. Real Salt Lake*

Exchange Tickets

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

Available Events Sort By: Event Date ▾

- Colorado Rapids vs. San Jose Earthquakes**
Sat • Jul 17, 2021 • 07:00 PM
Commerce City, CO — DICK'S Sporting Goods Park
- Colorado Rapids vs. Sporting Kansas City**
Sat • Aug 07, 2021 • 07:00 PM
Commerce City, CO — DICK'S Sporting Goods Park
- Colorado Rapids vs. Real Salt Lake**
Sat • Aug 21, 2021 • 07:00 PM
Commerce City, CO — DICK'S Sporting Goods Park
- Colorado Rapids vs. LA Galaxy**
Sat • Sep 11, 2021 • 01:30 PM
Commerce City, CO — DICK'S Sporting Goods Park
- Colorado Rapids vs. Vancouver Whitecaps FC**

6) The Interactive Seat Map will then load to pick new seats. The quantity selector in the top left corner of the screen will default to the same number of tickets you have selected to exchange out of. Make sure that is the correct number of seats you are exchanging and then pick your new desired seats*

**You must select tickets that are equal to or greater than the cost of your Season Ticket Membership seats*

Qty: 4 Price: 31.00

Filter the number of tickets you would like to purchase

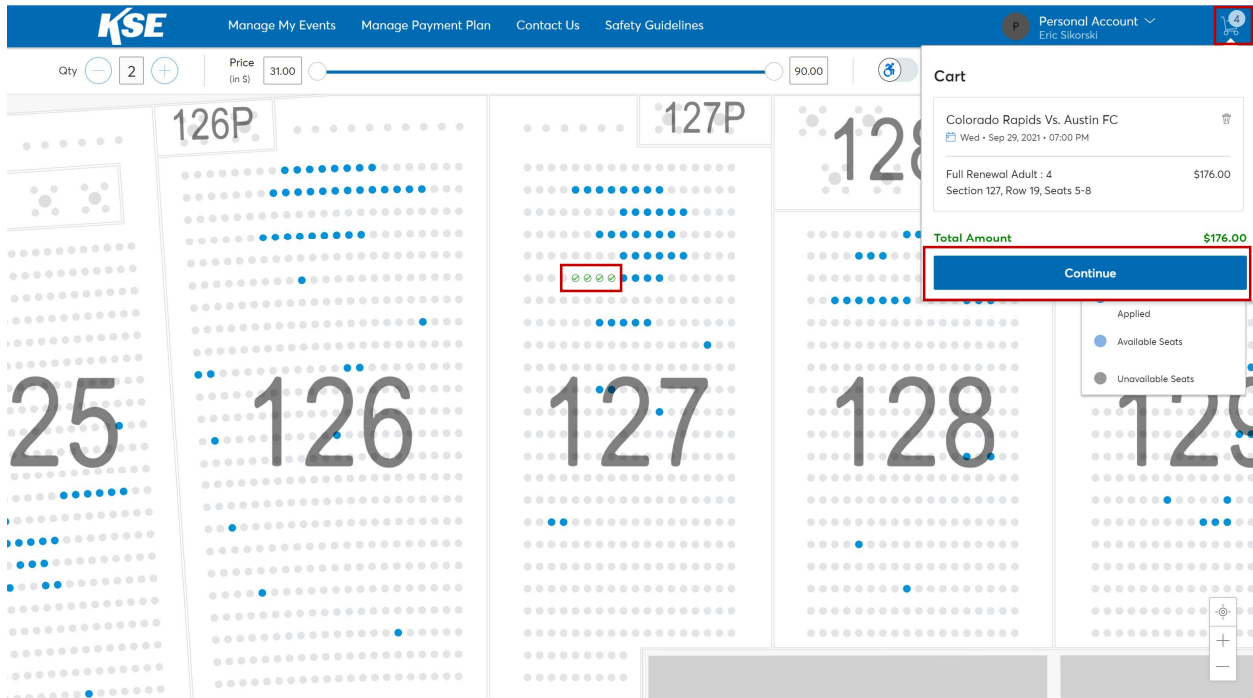
View Available Sections

- Available Sections with Filters Applied
- Available Sections
- Unavailable Sections

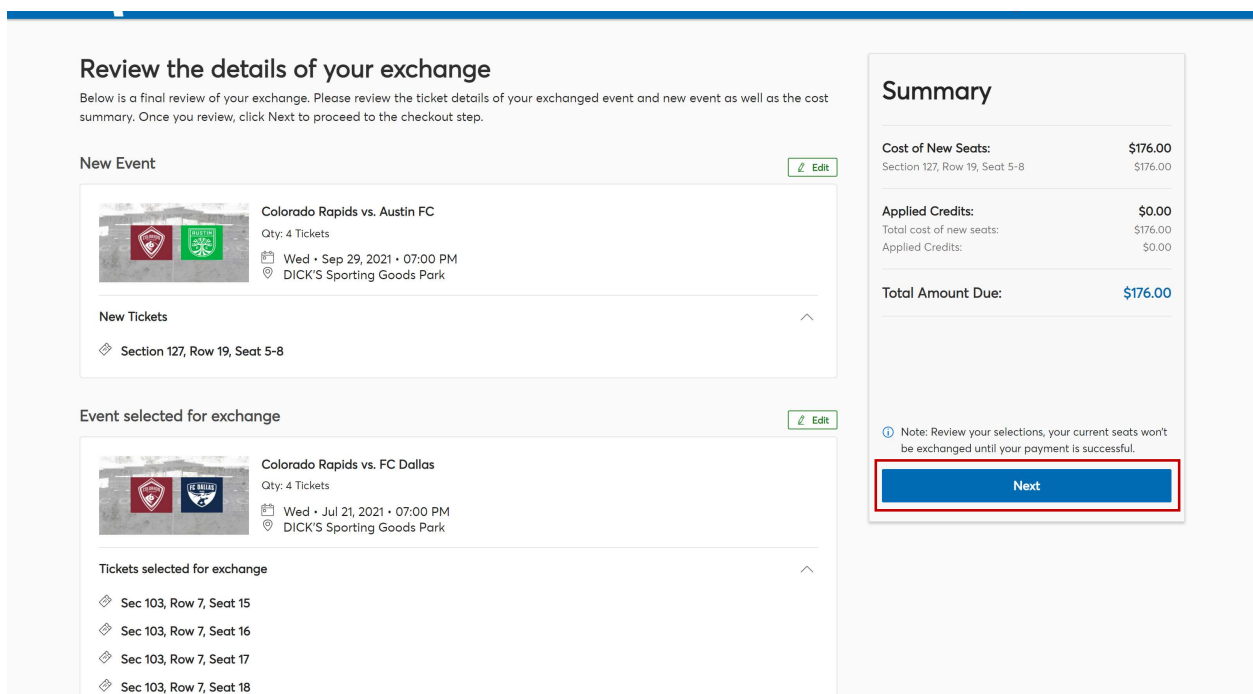
Exchange Rules: Equal or More Value Only
This rule requires your new seats to be the same value or more than your current seats. - \$124.00

Check Event Info

- 7) Once seats are selected, they will add to your Shopping Cart in the top right corner of the screen. Click the Shopping Cart icon to review your selections and then click 'Continue'



- 8) In the Summary page, you can compare the Cost of New Seats to your Applied Credits (cost of membership seats you are exchanging out of). If you are exchanging seats into a match in the same Price Tier and location, your Total Amount Due will be \$0. If you are exchanging seats into a higher tiered match or a higher priced location, your balance due will show. Click 'Next' to move to the Checkout Screen



- 9) Select Delivery Method (only Digital Delivery available)
- 10) Complete Payment Options screen. If the cost of your new seats is equal to the seats being exchanged, the Payments section will not display. If you exchanged your seats to a higher tiered match or a higher priced location, select the 'Pay in Full' option and select your preferred payment method

Complete the checkout steps and submit your payment

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click "Submit".

Delivery & Shipping

2 Payments

Payment Option

Select Payment Option

Select Payment Option

Pay In Full

3 Month Installment

I accept the [Terms and Conditions](#)

Submit Order

07m 37s
To Complete Purchase

We will release the reserved items if not purchased within this time.

Cart items (1)

Colorado Rapids vs. Austin FC
Section 127, Row 19, Seat 5-8
\$176.00

Total Value **\$176.00**

Order Summary

Ticket Subtotal	\$176.00
Delivery	\$0.00
Total Amount Due:	\$176.00
Payment Due Today	\$176.00

- 11) Click the 'I accept the Terms & Conditions' box, then 'Submit Order' to complete your exchange