



## Reds Team Member Ticket Offer

### Questions? The Reds Ticket Services team is here to help!

Email [ticketservices@reds.com](mailto:ticketservices@reds.com) or call 513-381-REDS for assistance with your ticketing needs.

#### FAQ:

- **No longer able to attend the game you had initially chosen?**
  - o The Reds Ticket Services team can help exchange your tickets for another one of the thirteen available games.
  
- **Received an error message when ordering your tickets online that says your offer code has already been used?**
  - o Try refreshing the page and entering your unique code again. This occasionally happens when individuals have been on the ticketing site for an extended period of time. Reach out to Reds Ticket Services if this issue continues.
  
- **Don't have a smartphone and unable to download the MLB Ballpark app?**
  - o Reds Ticket Services can help with any ticket pick-up/delivery questions.
  
- **Looking for seats in an ADA-compliant section?**
  - o Enter your unique code, select the game you would like to attend, then select Wheelchair Accessible Seats. All ADA-compliant seats will show up in yellow. Feel free to reach out to Reds Ticket Services and they will be happy to help you order tickets in the correct section if preferred.
  
- **Already have an MLB Ballpark account with your personal email?**
  - o That's fine. You can use your personal or TriHealth email to create/log in to your MLB account when ordering. Both email addresses can be added to your app as well.
  
- **Tickets never appeared in your MLB Ballpark app?**
  - o Make sure the email you used to order your tickets is linked to your MLB Ballpark account. You can add more than one email to your account by clicking the circular icon in the top left corner of the app and then selecting My MLB Account Emails.
  
- **Never received the email from TriHealth Internal Communications with your unique code and order instructions?**
  - o Begin by searching your inbox for emails from [internalcomm@trihealth.com](mailto:internalcomm@trihealth.com). If you are unable to find the email with the subject line "Instructions to Claim Your Free 2024 Cincinnati Reds Tickets" then email [Internal Communications](mailto:Internal Communications) for assistance with your unique code.