



Team Member Ticket Offer

FAQ

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

Email ticketservices@reds.com or call 513-381-REDS for assistance with your ticketing needs.

- **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/Will Call 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 app. You can add more than one email to your account by clicking the Profile icon in the bottom right corner of the app and then selecting 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. If you are unable to find the email with the subject line "Instructions to Order Your Free 2025 Cincinnati Reds Tickets" then email Internal Communications for assistance with your unique code. New hires will receive an email with their unique code within one week following completion of their New Team Member Orientation.