

Reds Team Member Ticket Offer

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

Email ticketsservices@reds.com 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 twelve available games.
- Received an error message when trying to order 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 smart phone 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 Reach out to Reds Ticket Services and they will be happy to help you with ordering the correct tickets.
- 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. 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.
- 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 from July 1, 2021, with the subject line "Instructions to Claim Your Free Reds Tickets" then email [Internal Communications](#) for assistance with your unique code.