

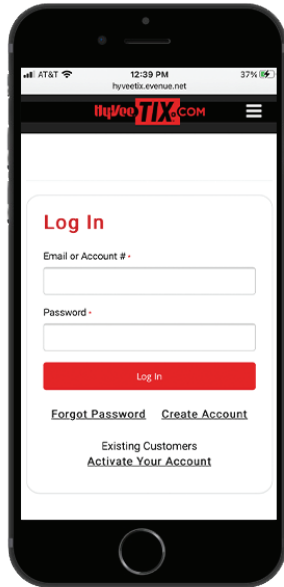


MERCYONE™

# HOW TO REDEEM IOWA WILD FLEX TICKETS

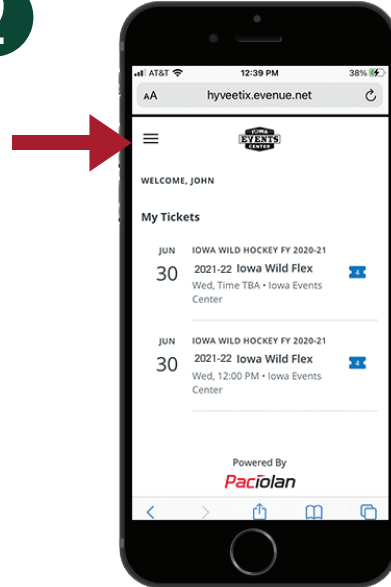
Redeeming Flex Tickets is now easier and more convenient than ever. You can now redeem online and skip the box office lines as well as secure seats to the games in advance of arriving at Wells Fargo Arena.


1



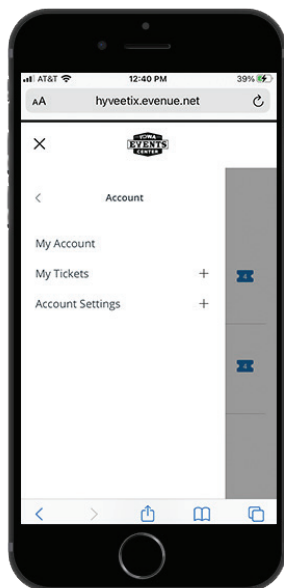
Login to your online account at [iowawild.com/myaccount](http://iowawild.com/myaccount)

2



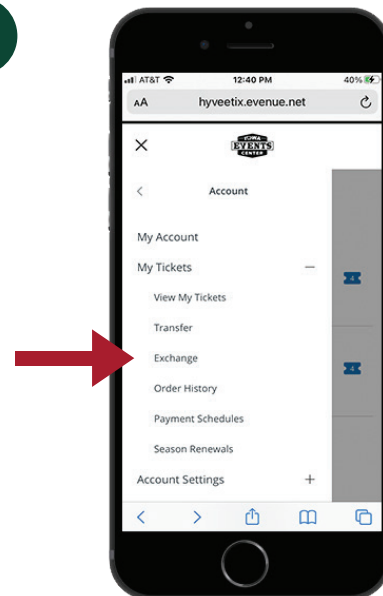
Access the main menu  here and select **View Account & Settings**

3



Expand menu for **My Tickets**

4



Select **Exchange**

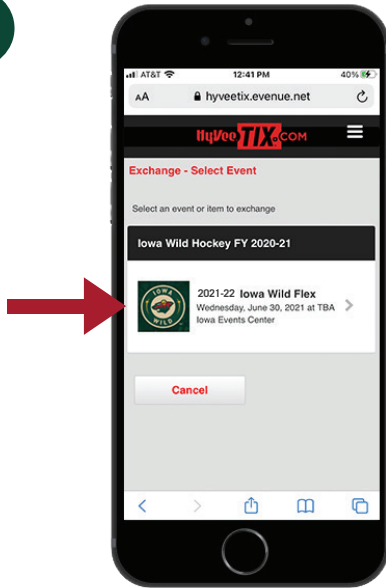


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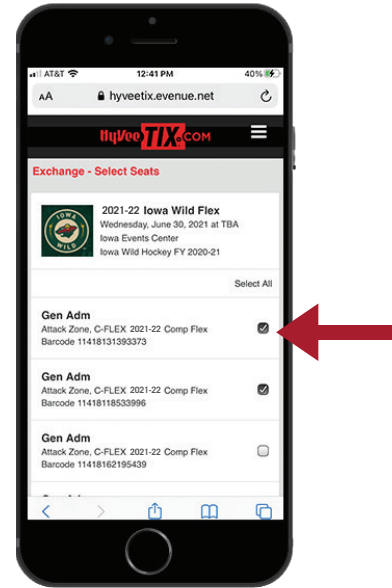
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5



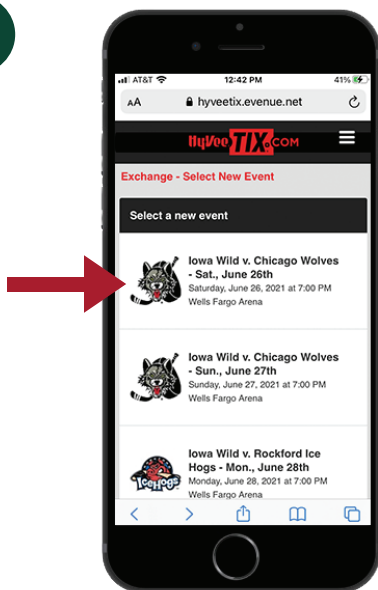
Select Iowa Wild Flex

6



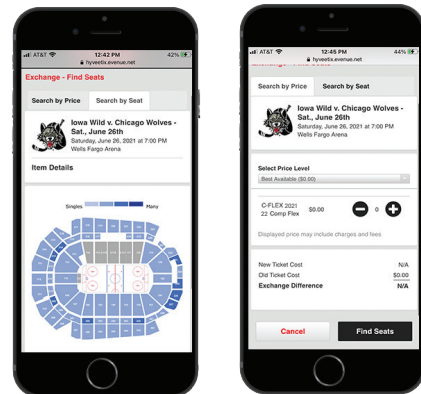
Choose the Flex Tickets you want to exchange out (redeem) and click Next. Be aware of the barcode numbers you are using. Once it has been redeemed, it can't be used again.

7



Select the Wild game you want to redeem your Flex Ticket(s) for

8



You can find seats two different ways 1) **Search by Seat** using the Pick Your Own Seat map or 2) **Search by Price** and selecting the Price Level on your Flex Tickets and getting the best available seats. You have the option to upgrade or downgrade your price level.

Due to socially distanced seating pods this season, when using the Pick Your Own Seat map, you may only select seat blocks that correspond with the number of Flex Tickets you are redeeming

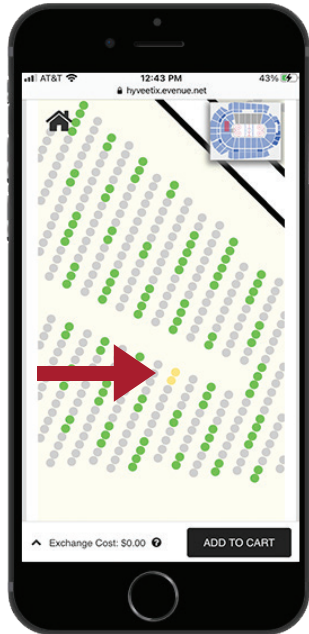


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# HOW TO REDEEM IOWA WILD FLEX TICKETS

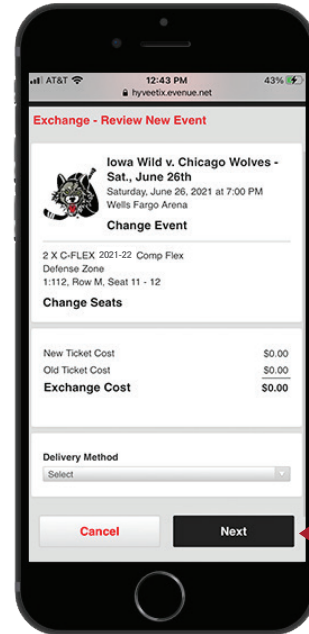
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9



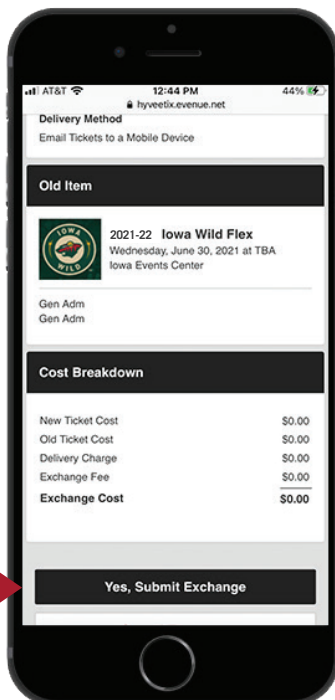
Once you have selected seats (seats will turn yellow)  
**Add to Cart.**

10



Choose a Delivery Method, Review the Exchange and select **Next**

11



Submit redemption and additional payment *if necessary for upgrade* by **selecting Yes, Submit Exchange**

Tickets will be delivered based on your Delivery Method. You will receive a confirmation email.

## FLEX TICKETS REDEMPTION TIPS & INFORMATION

- Flex Tickets are not a guaranteed seat. Redeem early for best options. If there are no seats left in your purchased price level, Flex Tickets may be upgraded for additional cost or downgraded.
- Flex Tickets may be redeemed online for a Wild game up until the start of the game.
- Flex Tickets may always be redeemed at the Wells Fargo Arena box office in advance or on a game day. Check the link to the FAQ on [iowawild.com](http://iowawild.com) for current box office hours.