



TRANSFERRING TICKETS FROM YOUR ONLINE ACCOUNT

Transferring tickets from your online account is the most secure way to pass along your Charlotte Knights tickets. By “Transferring” tickets, you are giving full ownership of your tickets to another individual. By linking the tickets to an account, the Ticket Office is able to provide assistance to the new owner of the tickets.

TRANSFER TICKETS

If you know you cannot use tickets for an event, you may transfer them to another person. If you transfer a ticket to someone else, your original ticket or season ticket card is no longer valid.

- Click the **Charlotte Knights Baseball 2018** button and then the **Transfer Tickets** button.
- Select the tickets that you want to transfer by checking the box to the right of each event and clicking **Next** at the bottom of the screen.
- Select the desired seats for that date that you wish to transfer and click **Next**.

- The transfer a ticket page appears. If you have already transferred tickets to the desired individual in the past, their information will be stored on the top.
- If the recipient is not listed, simply type in their email address on the bottom, along with a first/last name on the following screen
- The transferee will need to print the tickets on a personal computer or go to Will Call at the BB&T Ballpark Ticket Office

A screenshot of the Charlotte Knights website's ticket transfer interface. At the top, there are navigation buttons: "Event(s)", "Ticket(s)", "Email >", "Confirm", and "Receipt". Below this is the heading "Transfer Tickets > Enter Recipient". Underneath is a section titled "Recent Recipients" with a list of names and email addresses, each preceded by a radio button. The list includes: Mr Thomas Gibson (tgibson@decisionpathhr.com), Matt Millward (mattm@charlotteknights.com), Kathryn Bobel (kathryn@charlotteknights.com), Audrey Stanek (audreys@charlotteknights.com), and Matthew Millward (mam5107@gmail.com). Below the list is a section labeled "OR" with a text input field for "Email Address*" containing "bennystatton26@gmail.com" and a small "x" icon to clear the field. A note below the field states: "* You can only transfer tickets to one recipient at a time". At the bottom of the form are two large buttons: "Next" and "Start Over".

FAQ's

What happens once I transfer my tickets?

- Once tickets are transferred, the recipient will receive an email confirmation. If the recipient does not have a TicketReturn account created, they will be prompted to create a username & password to use for the future. Upon logging in to their account, they will have the ability to print the tickets or view them on a smartphone.
- If the recipient chooses not to view the tickets online, they can visit the BB&T Ballpark Ticket Office to have them printed out.

Will I have to enter the information of the individual I am transferring the tickets to every time I do this?

- Not at all! Once tickets have been transferred to an individual, their information will be stored in your account for all future transfers.

What is the difference between printing/emailing and “transferring” tickets?

- Transferring tickets is the safest way to pass along your tickets. By entering the recipient's information, the Ticket Office has a record of the transfer and can identify the new ticket holder. In addition, your online account will reflect the name of the ticket recipient next to the specific game in your online account.