

- The NYCFC Ticket Trade-In Program (the “Program”) is an exclusive benefit that is only available to City Members whose City Memberships have not been terminated and have paid in full all amounts due and payable up to the date of the Home Match (defined below) for which the City Member is requesting a ticket exchange (“Members”). The Program is only available for tickets (“Tickets”) to City Membership seats for NYCFC 2019 regular season home matches at Yankee Stadium or such other venue that any NYCFC 2019 regular season home match is played (“Home Matches”). Any tickets purchased or received other than as part of the Member’s City Membership may not be exchanged.
- Members with more than eight (8) City Membership seats per Home Match are not eligible to participate in the Program, unless otherwise agreed in writing between NYCFC and Member.
- Members who are eligible to participate in the Program may exchange Tickets from up to eight (8) Home Matches (each, an “Exchanged Match”). Members may exchange up to eight (8) seats per Exchanged Match.
- Tickets that are exchanged at least forty-eight (48) hours prior to the scheduled kickoff of the Exchanged Match will be valued at one hundred percent (100%) of the face value of the Tickets. Tickets that are exchanged less than forty-eight (48) hours prior to the scheduled kickoff of the Exchanged Match, but prior to the scheduled kickoff of the Exchanged Match, will be valued at 50% of the face value of the Tickets. After the scheduled kickoff of a Home Match, Tickets for that Home Match may no longer be exchanged. Tickets for Home Matches that have already been played may not be exchanged.
- **NO TICKETS MAY BE EXCHANGED AFTER THE DATE THAT IS SEVEN (7) DAYS PRIOR TO NYCFC’S LAST SCHEDULED 2019 REGULAR SEASON HOME MATCH (THE “EXPIRATION DATE”).**
- Tickets from any Exchanged Match (“Exchanged Tickets”) may be exchanged for Tickets to other future Home Matches (“Future Tickets”), subject to availability (as described below). Members who do not select a future Home Match at the time the Member exchanges its Tickets will be entitled to a discount to a future Home Match equivalent to the amount of the value of the Exchanged Tickets (as described above) (“Exchange Value”). To redeem the Exchange Value, Members shall be issued City Tokens (“City Tokens”). City Tokens be applied solely towards the purchase of Future Tickets, subject to availability.
- City Tokens have no cash value and may not be redeemed for cash or any other goods or services.
- If a Member does not use their City Tokens prior to the Expiration Date, then the Exchange Value of the City Tokens will automatically be applied to Tickets for NYCFC’s final 2019 regular season Home Match (the “Final Game”) in seat locations and at prices determined by NYCFC in its sole discretion, subject to availability. If NYCFC determines that there is no availability for Future Tickets to the Final Game, or if the Exchange Value of the City Tokens is less than the face value of the lowest price ticket available for the Final Game, then the City Tokens will automatically expire on the Expiration Date and thereafter will have no value.
- Neither the value of any Exchanged Tickets nor any City Tokens may be applied to any outstanding balance for the Member’s City Membership for the 2019 season, any postseason event/s or any future season.
- Prices of Tickets will be different for different Home Matches. When applying the value of any Exchanged Tickets or any City Tokens towards the exchange or purchase of Future Tickets for any future Home Match, the value will be applied against the price at which Future Tickets for the future Home Match are available for sale to Members as of the date of the date the Future Tickets are acquired. The price of Future Tickets may be less than, equal to or greater than the value of the Exchanged Tickets or City Tokens. If the Future Ticket price exceeds the value of the Exchanged Tickets or City Tokens, the Member will be responsible for paying the difference at the time of the exchange.

- Future Tickets are subject to availability based on tickets that are available for purchase on ticketmaster.com at the relevant time, as determined in NYCFC's sole discretion.
- All ticket exchange requests must be submitted online or done through the NYCFC App. Requests will NOT be accepted via email, phone or at the Box Office. Once Tickets are exchanged, they will no longer be available on a Member's Seasoncard and will not be shown on a Member's AccountManager account. Only Future Tickets and/or City Tokens shall be displayed. All exchanges are final. A Ticket may only be exchanged once. Once a Ticket has been exchanged for a Future Ticket to a substitute Home Match, the Future Ticket for the substitute Home Match may not be exchanged. Exchanged Tickets will be owned by NYCFC and may be used, sold or given by NYCFC to any person.
- Neither Exchanged Tickets nor any City Tokens may be applied to any group orders, other discounts or offers, or luxury suites, party suites, outdoor suite boxes and select other premium hospitality locations (as amended from time to time). Tickets to luxury suites, party suites, or outdoors suite boxes are not eligible for the Program and can't be exchanged for Future Tickets or City Tokens. For the full list of premium seating options included in the Program go to the Trade In portion of the NYCFC app..
- If a Member's City Membership terminates for any reason, the Member will no longer be permitted to exchange Tickets under the Program. If the Member has exchanged Tickets for City Tokens and those City Tokens remain unused as of the date Member's City Membership terminates, the City Tokens may be applied to purchase Future Tickets to Home Matches, subject to the terms and conditions of the Program.
- Exchanged Tickets are not eligible for City Points.
- Parking Passes are not part of the Program and are not able to be exchanged.
- Certain other restrictions may apply.
- All terms and conditions of the Program are subject to change by NYCFC at any time.
- All Tickets are subject to all terms and conditions of this Program, the terms and conditions of the City Membership Agreement located at www.NYCFC.com/citymember-termsconditions, NYCFC's General Ticket Terms, Conditions & Policies located at www.NYCFC.com/tickets/ticketpolicy, and any and all amendments, supplements and other modifications that may be made to any of the foregoing from time to time.