



LA Clippers 2017-18 Season

ABOUT FLASH SEATS FAQ

Getting Started

What is Flash Seats?

Flash Seats is an electronic ticket delivery system that allows you to enter an event with the swipe of your registered credit card or CA driver's license, or with a simple scan of your Mobile ID in the Flash Seats tab of your LA Clippers mobile app. It's fast and convenient!

How do I get my Flash Seats?

It's as easy as ...

- 1) When buying your LA Clippers tickets, simply select Flash Seats as the delivery method at checkout — it's FREE!
- 2) Then, you'll receive an email with a link to clippers.flashseats.com where you can log in using the same email address and password that you used to make your purchase. Once logged in, you can manage your registered IDs, transfer tickets or list your tickets for resale. If you forgot your password, you can reset it.
- 3) Next, download and log in to the LA Clippers mobile app on your iPhone or Android device and open the Flash Seats® tab and log in. Your tickets will be stored here.

On game day, you can either scan the mobile ID stored in your LA Clippers mobile app or scan one of your registered IDs (credit card or CA driver's license) for entry to STAPLES Center.

Why should I use Flash Seats instead of one of the other delivery options?

It's fast, it's convenient, and it's FREE!

With Flash Seats, you no longer have to worry about the tickets you left at home or tickets that were lost, stolen or misplaced. Simply use Flash Seats in your LA Clippers mobile app or one of your registered IDs—credit card or CA driver's license—to scan your way straight into STAPLES Center.

Plus, with Flash Seats, you'll now be able to electronically transfer tickets to your friends and/or guests before the game, so you don't have to meet up beforehand to deliver paper tickets.

Why do I have to provide a credit card and/or CA driver's license?

In the event that you forget your phone, or are experiencing a lack of network service and your mobile app isn't available, your credit card and/or CA driver's license is a backup digital entry method. You can simply have the gate attendant swipe any of your registered cards and/or your license and it will allow you entry at STAPLES Center.

How can I be sure my credit card will not be charged?

Your credit card **WILL NOT BE CHARGED**. It is only used if necessary to identify you as the owner of the tickets when you enter STAPLES Center.

How do I add a card to my account?

Log in to your account at clippers.flashseats.com, click ACCOUNT and then click IDENTIFICATION. Follow the prompts to add as many cards as you would like, as long as they are valid.

What devices/operating systems is Flash Seats® delivery available on?

Flash Seats is available on iPhone and iPod Touch on iOS6.1 or higher and on Android devices running Android 2.3 or more.

Entering STAPLES Center

How do I gain access to STAPLES Center using Flash Seats?

A gate attendant will scan the mobile ID in your LA Clippers mobile app or will swipe your registered credit card or CA driver's license to allow you access to the arena. You will then receive a Seat Locator Slip with your seat locations on it. Take that slip to the aisle attendant at your designated section and he/she will direct you to your seats — it's that simple!

If my access is digital, how will the guest services attendants know where to seat me?

Once you arrive at STAPLES Center, a gate attendant will scan the mobile ID in your LA Clippers mobile app or swipe your registered ID. A Seat Locator Slip will then be printed for you with your seat location on it. Take that slip to the aisle attendant at your designated section and he/she will direct you to your seats.

Does each person in my group need their own mobile app or registered ID on their phone?

No, each person does not have to have the mobile app or a registered ID as long as **you arrive together**. When you arrive, a gate attendant will ask how many people are with you and can then scan or swipe in your entire party using the mobile ID in your LA Clippers mobile app or any registered ID on the account.

If you have guests who will arrive separately from you, you can electronically transfer a ticket to each one. The people you wish to transfer tickets to will be sent an email prompting them to create their own Flash Seats account and enter with their own mobile ID (QR code) or registered card when they arrive.

What if my guests arrive at different times than me?

Most people find it best to **TRANSFER** the seats to their guests prior to the event. This way your guests will be able to enter **when they arrive** using their own mobile ID or their own registered ID.

If I forget my ID or I don't have a valid ID on my account on game day, can I still get into the game?

The easiest method of entry is through the use of the mobile ID in your LA Clippers mobile app. Before the game starts, download the LA Clippers app to your phone—available for iPhone and Android users—find the Flash Seats tab then log in to your account and show your mobile ID to the gate attendant who will scan it for entry.

If you do not have the mobile ID in your mobile app and you forget the registered card on your account, don't worry. Simply go to the box office and provide the attendant with some form of valid ID, along with the verification information you included in your account profile, and he or she will take care of you.

What happens if my credit card doesn't work at the gate?

You will be instructed to go to the box office, where your account information will be verified, and an attendant will assist you with a Seat Locator slip.

What if my credit card is lost or stolen?

If your credit card is lost or stolen and then replaced by your credit card company before the event, you can remove your old card from your account and register a new card at clippers.flashseats.com. If you do not have your new credit card upon arriving at the event, you will need to go to the box office for assistance.

Transferring Seats

What are seat transfers?

A seat transfer allows you to digitally give each guest in your party his or her own ticket to LA Clippers via Flash Seats®. With seat transfers, you no longer have to worry about delivering the paper tickets to them in advance or meeting them outside of the building to walk in together.

Your guests can also digitally transfer the seats back to you if they can no longer make it, or you can simply cancel the transfer if they haven't already set up an account at clippers.flashseats.com. Seat transfers offer you the highest level of flexibility!

How do I transfer seats?

The easiest way to transfer tickets is through your LA Clippers mobile app. Simply open the app, find the Flash Seats tab and log in to your Flash Seats account. Select the **ACCOUNTS** tab, and select **MY**

TICKETS. Select the specific seats you would like to transfer, then click the transfer icon. On the next screen select the seats you would like to transfer, then enter the transfer recipient's information. Next, you can preview the transfer and confirm the ticket(s) delivery.

You also can transfer tickets online through your clippers.flashseats.com account.

To transfer seats:

1. Log in to clippers.flashseats.com, and click the 'Tickets' tab.
2. Find the tickets you want to transfer.
3. In the 'Action' column, click TRANSFER button. The event details window will display.
4. In the 'Which tickets do you want to transfer' section, select each of the tickets you want to transfer. If you want to transfer all your tickets, choose the SELECT ALL button.
5. In the 'To whom do you want to want to transfer these tickets' section, enter the following information for the person you want to send the tickets to:
 - a. First Name
 - b. Last Name
 - c. Email
 - d. Re-enter Email
6. Next, click PREVIEW 'FLASH TRANSFER'. A summary page displays.
7. Click CONFIRM TRANSFER. A transfer confirmation will display.

Your guest will receive an email with instructions on how to claim their tickets and attend the game.

Is there a fee for transferring seats?

No, there is no fee for transferring seats.

Can seats be transferred to a person even if they don't have a Flash Seats account?

Yes. First an email will be sent prompting to create a Flash Seats account at clippers.flashseats.com in order to claim their seats. They will download the LA Clippers mobile app to use their mobile ID for entry to STAPLES Center. If they do not have a mobile ID or registered ID, they will need to go to the box office for assistance.

How will I know if I have been transferred seats?

You will receive an email with the event details. Follow the instructions in the email to create an account at clippers.flashseats.com or download the LA Clippers mobile app and log in to your existing Flash Seats account.

Once I have a Flash Seats® account, do I have to accept the transfer every time?

Once you have an account set up, you do not have to visit your account every time you are transferred seats. The seats will automatically be associated with your account and will appear when you log in via the LA Clippers mobile app and navigate to Flash Seats.

Before you head to the event, be sure to confirm that your mobile ID is available on your LA Clippers mobile app or that you have a valid credit card or CA driver's license registered in your account.

Can I cancel a transfer?

It depends on whether or not the people you're transferring to already have a Flash Seats® account:

- **Customer with a Flash Seats account:** No, you cannot cancel the transfer because the seats are transferred instantaneously to their account. However, they can transfer them back to you if necessary.
- **Customer without a Flash Seats account:** Yes, you can cancel the transfer because the seats are in pending status while waiting on the customer to claim them.

How many transfers am I allowed?

You are allowed unlimited transfers of LA Clippers tickets.

If seats are transferred to me, how will I know the seat locations?

Once you arrive at the gate and scan the mobile ID in your LA Clippers mobile app or swipe your registered ID by a gate attendant, a Seat Locator slip will be printed with your seat location on it. Take this Seat Locator slip to the aisle attendant at your designated section and they will seat you.

ABOUT MYACCOUNT

MyAccount Basics

Where can I update my personal information?

Log in to MyAccount and navigate to the 'My Account / General Information' Tab. You can update your personal information here as well as update your password.

How can I add a credit card to MyAccount?

Log in to MyAccount and open the 'My Credit Cards' tab to enter or update your credit card information.

How can I check on my payments?

Following the date of your scheduled payment, you can log in to MyAccount and navigate to the My Account tab and view the Summary for your account balance.

I see an Outstanding Balance in my Summary, what should I do?

You don't need to do anything. As your regularly scheduled payments are made, your outstanding balance will be adjusted.

How can I make changes to my payment schedule or make an additional payment to my account?

Please contact your LA Clippers sales representative to discuss any changes to your payment schedule.

Ticket Management

How can I transfer ticket(s) to a friend or guest?

The easiest way to do this is using Flash Seats digital ticketing.

I have Flash Seats: If you already have Flash Seats tickets, you can transfer your tickets using your LA Clippers mobile app. From the app, navigate to the Flash Seats tab and log in to your Flash Seats account. Select the 'Accounts' tab, and select *MY TICKETS*. Select the specific seats you would like to transfer, then click the transfer icon. On the next screen select the seats you would like to transfer, then enter the transfer recipient's information. Next, you can preview the transfer and confirm the ticket(s) delivery.

You can also transfer tickets from your clippers.flashseats.com account.

I do not have Flash Seats: If you don't have Flash Seats, you can easily convert your paper tickets to Flash Seats in MyAccount. You can find these instructions in the Selling Your Tickets section of this FAQ.

How can I forward or resend my tickets?

From MyAccount, open the 'My Tickets' tab. Available tickets for forwarding will display under the 'Forward/Resend Tix' tab. Select the tickets you would like to forward and click FORWARD. Either select your own email address for resend or enter the recipient information for forwarding and click PROCEED TO STEP 3. Click the acknowledgement that old tickets will become invalid then click PROCESS NOW.

Once your ticket has been resent or forwarded, the previous version of the ticket will become invalid.

If I already have printed tickets, can I still use forward or resend in MyAccount?

Yes. All of your purchased tickets will be available for you to view in MyAccount. Simply follow the same instructions to forward or resend tickets in this FAQ.

Once your ticket has been resent or forwarded, the printed version of the ticket will become invalid.

Selling Your Tickets

How can I sell my tickets on the LA Clippers Ticket Marketplace?

The Clippers use the LA Clippers Ticket Marketplace for official, verified, fan-to-fan resale. If you selected Flash Seats as your delivery method, you can easily list your tickets for resale on clippers.flashseats.com.

I have Flash Seats: Log in to your clippers.flashseats.com account and click on the 'Tickets' tab. Find the tickets you want to sell, and click SELL. The screen with *Event Information* and further selling instructions will display.

- 1) In 'Which seats do you want to sell' select the tickets you want to sell.
- 2) Enter your selling price in 'What is your asking price per ticket' section.
- 3) Select your desired option in the 'How can this group of tickets be split for sale'.
- 4) Select a time in 'When do you want your listing to expire'.
- 5) Enter in any comments you would like to display in your listing.
- 6) Click PREVIEW OFFER
- 7) Verify the selections made. To change, click the BACK button in the browser. If the listing is correct, click CONFIRM OFFER.

How can I convert my paper tickets to sell (or transfer) on the LA Clippers Ticket Marketplace?

From MyAccount, navigate to the 'Home' tab and click the CONVERT NOW link under the Go Digital with Flash Seats heading. Select the tickets you want to convert to Flash Seats, click to accept the terms and conditions, then click CONVERT MY TICKETS.

You'll receive a confirmation email when your tickets have been converted. Now you can log in to your clippers.flashseats.com account or use your LA Clippers app to sell or transfer your Flash Seats.

Notes: You cannot convert unpaid tickets to Flash Seats. Also, once you have converted paper tickets to Flash Seats, your paper tickets will be cancelled.

How do I get paid when my tickets sell?

All of your ticket selling activity will take place within your clippers.flashseats.com account. You will be able to set up your financial account information and track your sales here. When your tickets sell, your account will be updated and you will be permitted to deliver your funds to your linked financial account.

What if I no longer want to sell my tickets?

As long as your tickets are unsold, you will be able to retract the offer in your clippers.flashseats.com account.