

## 2023 POSTSEASON FREQUENTLY ASKED QUESTIONS – FULL SEASON

In addition to the ordinary terms and conditions, account holders are subject to the following postseason terms and conditions:

### **Schedule/Format:**

American League Wild Card: October 3-5  
Three potential home games

American League Division Series: October 7-13  
Best of five, three potential home games

American League Championship Series: October 15-23  
Best of seven, four potential home games

World Series: October 27 – November 4  
Best of seven, four potential home games

### **Game Dates/Times:**

All game dates, times, and opponents will be determined by MLB at the conclusion of the regular season and as the postseason progresses.

When first receiving access to your tickets through My Rangers Tickets and the MLB Ballpark App, they will be labeled Home Game #1 through Home Game #4, depending upon the number of games in the series. When home-field advantage has been determined, your digital tickets will automatically update with the game date and time. Refresh the “Tickets Tab” in the Ballpark App to ensure your tickets show the correct information.

### **Postseason Invoicing:**

All full-season plans will be invoiced for 14 potential postseason home games at the postseason rates determined by MLB. As a Lone Star Member, you will receive a substantial discount off individual game prices. For your convenience, tickets for the American League Wild Card Series will be included with your postseason ticket package. No postseason games are guaranteed.

### **Additional Postseason Strips:**

You have the opportunity to add additional postseason strips at the lower season ticket holder price. The maximum number of seats you may add equals the number of seats in your account, up to 2 strips. For example, if you have two seats, you may renew two and add on two incremental strips. If you have ten seats, you may renew ten and add two incremental strips. **To purchase incremental strips, your postseason invoice must be paid in full.**

You have the ability to choose your add-on strip location through your My Rangers Ticket account. Beginning at 10:00 AM the morning after paying your postseason invoice in full, you will have a “Postseason Strip Add-On Opportunity” located in the “Offers” portion of your My Rangers Ticket account. The “Click Here To See Your Offers” button can be found in the upper right corner of the My Rangers Tickets home screen. As a note, if you pay your invoice in full on a Friday, you will receive access to purchase your incremental strips the following Monday morning at 10:00 AM.

Full-season ticket holders will have a week-long priority window to choose add-on strip locations prior to 20 game plans having access to select their seats. Your last day to purchase your additional postseason strips is Wednesday, September 13<sup>th</sup>.

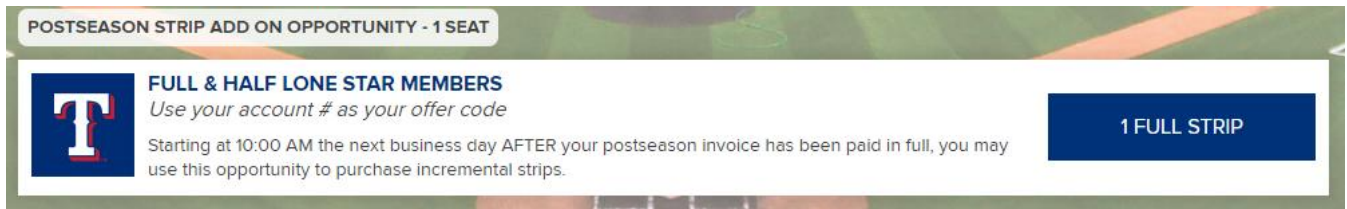
\* The Texas Rangers reserve the right to move the location of any add-on strip based on MLB requirements.

**Step-by-Step Instructions for Purchasing Add-On Strips:**

- Log into My Rangers Tickets (www.texasrangers.com/mytickets) using your MLB email address and password.
- Navigate to the “Click Here To See Your Offers” button found in the upper right corner of the web browser.



- You will then select the “Postseason Strip Add-On Opportunity” tile.



- Once selected, use your Account # as the offer code to enter the purchase flow.

**Eligible Postseason Strip Add-On Locations:**

Your regular season location determines your eligible postseason location for incremental strips. Locations are subject to availability.

2023 Regular Season Location	Eligible Postseason Strip Add-On Locations
VIP Lexus Club, Premium Lexus Club, Gold Lexus Club, Silver Lexus Club, Bronze Lexus Club, Lexus Club, VIP 1st Base Club, Premium 1st Base Club, 1st Base Club, VIP Balcones Speakeasy, Balcones Speakeasy, 3rd Base Box, Dugout Reserved, Corner Box, Evan Williams Lounge, and Germania Insurance Lounge	<b>Corner Box, Left Field Reserved, Home Plate Mezzanine, Infield Mezzanine, Mezzanine, Corner Mezzanine, Outfield Mezzanine, Baseline Pavilion, Corner Pavilion, Outfield Pavilion, Upper Box, Upper Reserved</b>
Left Field Reserved	<b>Left Field Reserved, Home Plate Mezzanine, Infield Mezz, Mezzanine, Corner Mezzanine, Outfield Mezzanine, Baseline Pavilion, Corner Pavilion, Outfield Pavilion, Upper Box, Upper Reserved</b>
Home Plate Mezzanine, Infield Mezzanine, Mezzanine, Corner Mezzanine, Outfield Mezzanine	<b>Home Plate Mezzanine, Infield Mezz, Mezzanine, Corner Mezzanine, Outfield Mezzanine, Baseline Pavilion, Corner Pavilion, Outfield Pavilion, Upper Box, Upper Reserved</b>
Infield Pavilion, Baseline Pavilion, Corner Pavilion, Outfield Pavilion, Upper Box, Upper Reserved	<b>Baseline Pavilion, Corner Pavilion, Outfield Pavilion, Upper Box, Upper Reserved</b>

### Postseason Add-On Strip Pricing:

Location	Strip Price
Corner Box	\$ 4,200.00
Home Plate Mezzanine	\$ 3,800.00
Infield Mezzanine	\$ 3,250.00
Mezzanine	\$ 2,800.00
Corner Mezzanine	\$ 2,600.00
Baseline Pavilion	\$ 2,150.00
Corner Pavilion	\$ 2,150.00
Outfield Mezzanine	\$ 2,120.00
Left Field Reserved	\$ 2,120.00
Upper Box	\$ 1,800.00
Outfield Pavilion	\$ 1,740.00
Upper Reserved	\$ 1,590.00

### Digital Postseason Tickets:

All 2023 postseason tickets will be delivered to you digitally through My Rangers Tickets and the MLB Ballpark App. You will receive access to your postseason tickets on September 1<sup>st</sup>.

Printed tickets will not be available for the 2023 postseason.

To protect the integrity of your postseason tickets and prevent fraud, barcodes will not be available until 96 hours prior to game time. You will still have access to forward and sell your tickets through your My Rangers Ticket account. However, you must fulfill the secondary market sale when your barcodes are available.

If you forward your tickets, the barcodes will automatically appear 96 hours in advance of game time for the recipient.

Please note, **screenshots will not be accepted for entry into Globe Life Field**. You must forward your ticket through My Rangers Tickets or the MLB Ballpark App.

Further information on entry into Globe Life Field utilizing digital tickets can be found below.

### Reserved Parking:

Due to MLB needs regarding TV trucks and entertainment spaces for pre-and post-game events, specific numbered reserved spaces will not be assigned for the postseason. If you have reserved parking for the 2023 postseason, you will still have access to and be guaranteed to park in a reserved parking lot, but the space numbers will be first come, first served.

This adjustment is for the postseason only, and your reserved parking experience will revert to normal for the 2024 season.

### Gate Entry:

Wildcard & Division Series - 2.5 hours in advance of game time

Championship & World Series - 3 hours in advance of game time

**Payment Procedures:**

To pay by credit card, visit [texasrangers.com/mytickets](https://texasrangers.com/mytickets) or contact your Texas Rangers Sales Representative directly.

To pay by check, mail your payment to the Texas Rangers at one of the below addresses. Please include your name and account number on the check. Please make checks payable to "Texas Rangers."

Texas Rangers Baseball – REP NAME  
P.O. Box 671719  
Dallas, TX 75267-1719

Texas Rangers Baseball - REP NAME  
734 Stadium Drive  
Arlington, Tx 76011

There are no refunds, exchanges, or credits for postseason games that are played. **Please note, you cannot order additional postseason tickets through your My Rangers Tickets account unless your invoice is paid in full.**

**2024 Season Ticket Renewal/2023 Postseason Refund Information:**

For all accounts in good standing, postseason ticket balances will be applied as a deposit toward your 2024 season ticket package unless you request a refund. Refunds for unplayed games can be requested by mail to: **Texas Rangers 2023 Postseason Refund, P.O. Box 671719, 75267-1719**, or by email to [postseason@texasrangers.com](mailto:postseason@texasrangers.com). Please make sure to include your season ticket account name, account number, and daytime phone number in your refund request. Refunds will only be issued to the account holder of record. All requests for refunds must be received by December 1, 2023.

For postseason strip purchases, refunds can take up to four weeks to complete from the time the refund request was received after the Rangers have completed postseason play.

**Ticket Entry into Globe Life Field for the 2023 Postseason:**

For games that occur during the 2023 postseason, you can enter Globe Life through the following options:

- 1) Access your tickets using the MLB Ballpark app on your mobile device.
- 2) Access your tickets using your My Rangers Ticket account on a mobile device.
- 3) Forward your tickets to a friend using your My Rangers Ticket Account or the MLB Ballpark app.
- 4) Add your tickets directly to your Apple Wallet for entry.

**Forwarding Tickets:**

- 1) Tickets will be open for forwarding on the My Rangers Tickets section of [texasrangers.com](https://texasrangers.com) and through the MLB Ballpark App upon tickets being made accessible on September 1<sup>st</sup>.
- 2) Do not forward your tickets to an email address linked to your account. A linked email address is considered any email address that can be used to log into your My Rangers Ticket Account or the MLB Ballpark app. Doing so will deactivate your tickets, and entry into Globe Life field will be denied.
- 3) If using forwarded tickets to enter Globe Life Field, you must use the MLB Ballpark app to access your tickets digitally.
- 4) Please visit [www.texasrangers.com/digital](https://www.texasrangers.com/digital) for additional information and instructions on forwarding tickets.

**Screenshots will not be accepted for entry into Globe Life Field. You must forward your ticket through the My Rangers Tickets or the MLB Ballpark App.**

**Lone Star Member Benefits:**

Lone Star Member discounts on food, beverage, and merchandise are valid for regular season games only and will not be available during the 2023 postseason.

Dedicated Lone Star Member entrances at the Comerica Northeast, Toyota Southwest, and TXU North Plaza will be available for your use. Early Lone Star Member entry will not be available during the postseason.

**Sale of Tickets at Globe Life Field:**

Persons who sell or offer tickets for sale near Globe Life Field may be removed and face criminal prosecution and are subject to account termination.

**Online Sale of Tickets:**

Once games to be played have been determined, the ticket resale system SeatGeek will be activated for the resale of tickets. Any use of SeatGeek is subject to SeatGeek terms and conditions. The Rangers reserve the right to disengage the account holder's access to SeatGeek or to remove certain ticket postings. If you choose to sell or purchase your tickets through other secondary market options, the Texas Rangers will not be able to assist you if you encounter any issues.

**Advertising and Promotions:**

Postseason tickets may not be used for contests, sweepstakes, or other promotional purposes (including without limitation, as raffle prizes or silent auction items for charities) without the express written consent of the Office of the Commissioner of Baseball.