



## **How will the change to Ticketmaster affect me?**

Churchill Downs is excited to announce a new ticketing system that will make it easy, transparent and secure for our fans to purchase tickets. It is important to give our fans the best ticket purchasing experience possible, and we have replaced our old ticketing system with the industry leader, Ticketmaster. Ticketmaster makes purchasing tickets quick, straightforward, and reliable so you can buy tickets with confidence.

### **Frequently Asked Questions:**

#### **Is Ticketmaster replacing the sales or service team member I have worked with previously?**

No. The same team who you have worked with in the past is still in place. The Ticketmaster system should allow them to meet your needs quicker and easier than in the past.

#### **What is My Churchill Downs Account?**

Your My Churchill Downs Account is your one-stop shop for managing all of your Churchill Downs ticket needs! From season ticket management (transferring or printing), and payment of invoices to purchasing Day of Race individual tickets you can do it all from your My Churchill Downs Account.

#### **How do I log in?**

You can access the webpage from Kentuckyderby.com or churchilldowns.com under the tickets section or access directly at <https://oss.ticketmaster.com/aps/churchill/EN/link/account/login>

Log in by using the email address associated with your account or with your account number. When logging in for the first time, click on the “Forgot Your Password?” link and a temporary one will be emailed to you.

#### **What information is displayed on my homepage?**

Information regarding your account such as outstanding invoices, presale offers, your upcoming events , ability to manage tickets, and ability to purchase additional tickets, is displayed.

#### **What is Ticket Management?**

Your Ticket Management page allows you to view all of your upcoming events in a simplified calendar display and allows you to print and transfer your tickets.

#### **I can no longer select my exact dining seats from a map online. Why?**

This is a temporary setback as we get all our dining room maps developed in Ticketmaster. Our goal is to have all maps restored by the November meet.

### **WILL CALL INFORMATION**

#### **How do I pick up will call tickets?**

You can go to any gate box office location to pick up your Will Call tickets. Please note you must be the account holder of record on the account where the tickets were purchased and have a photo ID or the credit card the tickets were purchased with. We will not release tickets to anyone other than the account holder.

#### **Can I drop tickets off for another individual at will call?**

We will no longer be accepting Will Call drop off. As an alternative, you can now easily transfer your tickets to another individual through your My Churchill Downs Account, saving time in lines.

You will find a full list of our Ticket Polices on our webpage [www.churchilldowns.com/tickets](http://www.churchilldowns.com/tickets)  
Additional questions? Email [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com) or call 502.636.4500

