


MLB[™]
ALL STAR SUMMER
20  11



2011
SEASON
TICKET
HOLDER
WELCOME KIT

**EVERYTHING YOU NEED TO KNOW ON
MANAGING YOUR SEASON TICKETS**



ARIZONA DIAMONDBACKS



ARIZONA DIAMONDBACKS

SEASON TICKET HOLDER BENEFITS



AS A SEASON TICKET HOLDER, YOU AUTOMATICALLY RECEIVE THESE GREAT BENEFITS:

- Guaranteed postseason seating per seat in account
- Guaranteed seating for 2011 season
- Convenient payment options
- Dedicated Season Ticket Services Executive
- Special discount at Team Shop, Sliders and Friday's Front Row
- Access to events exclusively for Season Ticket Holders
- Unused Season Ticket Redemption Program
- Ability to exchange tickets to future games for \$3 per ticket fee
- Ability to donate tickets to the Arizona Diamondbacks Foundation
- Exclusive Season Ticket Holder Website
dbacks.com/sth • password: DBSTH
- Ability to sell tickets through My Arizona Diamondbacks Account Manager powered by StubHub!
- Early entry into Chase Field on Fridays and Saturdays*
- The Box Score, official e-newsletter of D-backs Season Ticket Holders
- Gameday service area, located behind Section 111
- Tickets printed on commemorative stock
- \$500 credit toward suite purchase (*exclusions apply*)
- Option to purchase Guaranteed Promotional Item Package
- Complimentary Season Ticket Holder Loyalty Cup (*one per seat*)

**Early entrance access located at Gate J and Gate B, 30 minutes before gates, 2.5 hours prior to first pitch. Season Ticket Holder ID card or commemorative season ticket is needed for entry.*

SOME ADDITIONAL BENEFITS INCLUDE:

	LEGACY CLUB MEMBERS	CLUBHOUSE BOX	1st / 3rd BASE BOX	DUGOUT BOX	INSIGHT DIAMOND LEVEL	SUITE LOUNGE (214L - 215L)	HOME RUN PORCHES	ALL-YOU CAN-EAT	FULL SEASON
\$10 D-bucks per ticket, per game <i>(Valid for concessions and merchandise)</i>		•	•						
2011 All-Star Game Priority	•	•	•	•	•	•	•	•	•
BRAND NEW! Insight Diamond Level Access	•	•	•	•	•	•	•	•	•
Personalized Reserved or Valet Parking <i>(One per two tickets)</i>	•								
Valet or Complimentary Premium Parking <i>(One per two tickets)</i>		•							
Complimentary Premium Parking <i>(One per two tickets in 1st/3rd Base Box or one per four full-season tickets in Dugout Box, Suite Lounge, Home Run Porches or Club Box on the Insight Diamond Level)</i>			•	•	•	•	•		
Exclusive access to Audi quattro Lounge and Sedona Club	•	•	•	•					
In-seat wait service	•	•	•		•		•		
Personalized seat nameplate	•						•		
All-Inclusive food and select beverage							•	•	
Complimentary Guaranteed Promotional Item Package	•	•					•		

ARIZONA DIAMONDBACKS

MAKE THE MOST OF YOUR 2011 SEASON TICKETS



TICKET EXCHANGE

As a Season Ticket Holder, if you are unable to attend a specific game, you have the ability to exchange your ticket(s), to any future game of your choice. Tickets MUST be exchanged prior to gates opening at a fee of \$3.00 per ticket.

All exchanges are handled at the Chase Field ticket windows or by contacting your Season Ticket Services Executive. Exchanges are a ticket for ticket exchange and cannot be credited toward your season ticket account. The Arizona Diamondbacks will always try to place you within your current price range; however, if your price range is unavailable, the exchanged ticket(s) will be placed in the next comparable price range.

If you decide to upgrade your ticket(s) to a higher price range, you will be charged the day of game price and be credited the season ticket value of your ticket(s).

**\$3.00 exchange fee is waived if you are exchanging due to accessible seat requirements*

STUBHUB!

StubHub!, the Official Fan to Fan Ticket Marketplace of dbacks.com, is a website where you can sell your season tickets through the largest ticket marketplace in the world. There are many benefits of using StubHub! to buy and sell tickets. You can easily sell tickets in a safe and secure environment, not worry about communication with buyers of your tickets, get paid by check, credit to your D-backs season ticket account or PayPal.

StubHub! offers ticket sellers a clear and easy website experience, with industry leading Interactive Seat Maps and past transaction data for sellers. In addition, StubHub! offers excellent customer service seven days a week and a FanProtect™ guarantee. Please contact your Season Ticket Services Executive if you would like additional information.

NEW FOR 2011! D-BUCKS

D-backs are an added dollar value that may be stored on a ticket's barcode for use toward concessions, merchandise or to purchase tickets to a future game. D-backs may be added as easily as logging onto your My D-backs Account, clicking the date of the game and specific seat, and choosing the dollar increment you wish to be added. Please note that your credit card will not be charged until the day of the event to which you are adding D-backs.



**D-backs must be redeemed in full on the day the ticket is valid for, and are accepted anywhere a credit card is accepted throughout the ballpark.*

DONATE YOUR TICKETS

Each year, the Arizona Diamondbacks Foundation donates millions of dollars and provides complimentary game tickets to thousands of non-profit organizations across the valley. As a Season Ticket Holder, you have the ability to donate tickets to upcoming games for charitable distribution.

This special gift will be received by people who might not otherwise have the opportunity to attend a game.

Please drop off your tickets at least 48 hours in advance of the date of the game you are donating in the designated box located in the Administrative Lobby on non-game days, and in front of Guest Relations (Section 126) during game days, or mailed to the address below, attention:

Season Ticket Donations/Community Affairs P.O. Box 2095
Phoenix, AZ 85001

**Charitable donation of game tickets may entitle you to a tax deduction equivalent to the face value of the ticket. You will receive a tax letter following the home stand acknowledging your donation.*

TICKET FORWARDING

Season Ticket Holders with full and half season packages may electronically forward their season tickets for future D-backs games to family, friends, colleagues and clients instantly. D-backs Ticket Forwarding is convenient, easy-to-use and replaces old methods of sending tickets by mail, courier or dropping them off at Will Call. Tickets may be forwarded in advance and all the way up to two (2) hours prior to the scheduled game time.

Login to My D-backs Account. Once a Season Ticket Holder forwards tickets, the recipient is notified immediately through an e-mail message. Upon the recipient's acceptance of the transfer, the tickets will be delivered electronically via Ticket Fast.

PLEASE NOTE: \$2 per ticket fee paid for by Season Ticket Holder prior to transfer.

dbacks.com/sth

TM

ARIZONA DIAMONDBACKS

GUARANTEED PROMOTIONAL ITEM PACKAGE



DON'T MISS OUT ON YOUR FAVORITE PROMOTIONAL ITEMS THIS SEASON!

Season Ticket Holders have the opportunity to pre-purchase an Arizona Diamondbacks promotional item package. Each package includes the top eight (8) 2011 D-backs promotional items included in the list below. Pay only \$35, plus \$10 shipping and handling per package.

Purchase up to one (1) package per seat on your account. All packages will be mailed at the conclusion of the 2011 postseason to the address provided below. Signature required. Please allow 4-6 weeks for delivery. All orders must be received by May 6, 2011.

Quantities are limited to 500 and will be processed on a first-come, first-served basis.

You will receive a confirmation e-mail after your order has been received.

- **April 16, 2011**
MLB All-Star Game Pin
- **May 21, 2011**
MLB All-Star Garden Gnome
- **August 6, 2011**
Kirk Gibson Bobblehead
- **September 10, 2011**
2001 World Championship Replica Ring
- **April 28, 2011**
Racing Gracie Bobblehead
- **June 19, 2011**
Father's Day BBQ Set
- **August 27, 2011**
Chris Young Walk-off Homerun Bobblehead
- **September 24, 2011**
Fan Vote Bobblehead

PROMOTIONAL ITEM ORDER FORM

Complete and detach this form and mail it with payment to the address below or FAX completed order form to (602) 462-4138. A CONFIRMATION E-MAIL WILL BE SENT.
Arizona Diamondbacks Season Ticket Services • 401 East Jefferson Street • Phoenix, AZ 85004

$$\underline{\hspace{2cm}} \times \frac{\$35.00}{\text{Package Price}} = \$ \underline{\hspace{2cm}} \text{ Total Cost}$$

$$\underline{\hspace{2cm}} \times \frac{\$10.00}{\text{Shipping \& Handling}} = \$ \underline{\hspace{2cm}} \text{ Total Shipping}$$

\$
TOTAL AMOUNT

BILLING (select one option)

I've enclosed a Personal Check, Money Order or Cashier's Check for the TOTAL AMOUNT payable to the ARIZONA DIAMONDBACKS

I've FAXED my credit card for the TOTAL AMOUNT to the D-backs at (602) 462-4138

Visa MasterCard AMEX Discover

Card Number Expiration Date

Signature

SEASON TICKET ACCOUNT INFORMATION

Account Number Account Name

Address* Address to which packages will be mailed. Someone must be at address to sign for package.

City ST Zip

Daytime Phone Evening Phone

E-mail

Season Ticket Services Executive

ARIZONA DIAMONDBACKS

UNUSED SEASON TICKET REDEMPTION PROGRAM



As a Season Ticket Holder, you have the ability to take full advantage of our Unused Season Ticket Redemption Program. This program is perfect for tickets that have gone unused, i.e. games that have already been played. Rather than disposing of the tickets, you can turn them in to receive comparable seating to another game. Season Ticket Holders are required to choose from a list of pre-determined games.

For Full Season Ticket Holders, the program is available for ten (10) games and the number of season seats the ticket holder has possession of. For example, if you have four (4) seats on your account you can redeem up to forty (40) tickets.

For Half Season Ticket Holders and 28 Game Plan Holders, the program is available for five (5) games and the number of season seats the ticket holder has possession of. For example, if you have two (2) seats on your account you can redeem up to ten (10) tickets.

There is no additional cost for these tickets and we will attempt to seat you in the same price level as your season tickets. If there is no availability in your price level, we will seat you in the next lowest available price level. Please turn in all requests no later than one week prior to the pre-determined game selected from this list. Season Ticket Services will not process any redemption requests before April 15, 2011.

Please complete the form below, detach, include your tickets and mail to:
SEASON TICKET SERVICES • P.O. BOX 2095 • PHOENIX, ARIZONA 85001

Quantity	Day	Date	Opponent
_____	Wednesday	May 4	Colorado Rockies
_____	Friday	May 20	Minnesota Twins
_____	Saturday	June 18	Chicago White Sox
_____	Tuesday	June 28	Cleveland Indians
_____	Tuesday	July 19	Milwaukee Brewers
_____	Saturday	July 23	Colorado Rockies
_____	Tuesday	August 9	Houston Astros
_____	Saturday	August 13	New York Mets
_____	Tuesday	September 20	Pittsburgh Pirates
_____	Monday	September 26	Los Angeles Dodgers

*Please write down the number of tickets needed for each game. Tickets needed must equal the amount of unused season tickets turned in and the number of seats assigned.

Account Number:

Please choose one of the following:

Ticket Fast

E-mail Address: _____

Season Ticket Services Executive:

Will Call

Will Call Name: _____

Must be received by the Arizona Diamondbacks at least one week prior to the pre-determined game(s) selected for this program. Please keep a copy for your records.

dbacks.com/sth

TM

ARIZONA DIAMONDBACKS

LISTING TICKETS FOR SALE THROUGH MY ARIZONA DIAMONDBACKS ACCOUNT MANAGER



Step-by-step instructions on how to list your 2011 D-backs season tickets for sale through My Arizona Diamondbacks Account Manager powered by StubHub!

- Go to dbacks.com/sth and login using DBSTH.
- On the left side of the screen you should see My D-backs Account. Enter in your account number and your password.
(Please contact your Season Ticket Services Executive at 602-514-4444 if you need your password.)
- A new page will open that says My Arizona Diamondbacks Account Manager.
- On the left side of the screen choose Manage My Tickets.
- A list of all of your games will open up.
- Choose the game you want to sell, click the seats and hit sell.
- You will now be redirected to StubHub!'s website.
- If the site doesn't automatically appear, make sure you have enabled your pop-ups.
 - You can do this by right clicking on the tan bar that comes across the top of your screen and choose "Always allow pop-ups from this site".
 - You may have to reenter the ticket(s) you wish to sell, but you shouldn't encounter this problem in the future.
- Once you arrive at StubHub! you will either enter in your account information if you already have a StubHub! account, or register a new account.
- There is a box you can check that says "Automatically log me in when coming from the D-backs website," this will make it easier in the future because you won't have to log in twice.
- Follow the remaining step-by-step instructions that StubHub will provide you with.



dbacks.com/sth

™



ALL STAR SUMMER

20  11

ARIZONA DIAMONDBACKS 2011 SCHEDULE

APRIL

SUN	MON	TUE	WED	THU	FRI	SAT
					1 COL	2 COL
					FS 1:10	FS 5:10
3 COL	4 CHC	5 CHC	6 CHC	7	8 CIN	9 CIN
FS 12:10	FS 11:20	FS 11:20	FS 11:20		FS 6:40	FS 5:10
10 CIN	11 STL	12 STL	13 STL	14	15 SF	16 SF
FS 1:10	FS 6:40	FS 6:40	FS 6:40		FS 6:40	FS 5:10
17 SF	18	19 CIN	20 CIN	21 CIN	22 NYM	23 NYM
FS 1:10		FS 4:10	FS 4:10	9:35	FS 4:10	FS 10:10
24 NYM	25 PHI	26 PHI	27 PHI	28 CHC	29 CHC	30 CHC
FS 10:10	FS 6:40	FS 6:40	FS 12:40	FS 6:40	FS 6:40	FS 5:10

MAY

SUN	MON	TUE	WED	THU	FRI	SAT
1 CHC	2	3 COL	4 COL	5 COL	6 SD	7 SD
FS 1:10		FS 6:40	FS 6:40	FS 6:40	FS 7:05	FS 5:35
8 SD	9	10 SF	11 SF	12 SF	13 LAD	14 LAD
FS 1:05		FS 7:15	FS 7:15	12:45	FS 7:10	FOX 4:10
15 LAD	16 SD	17 SD	18 ATL	19 ATL	20 MIN	21 MIN
FS 1:10	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 7:10
22 MIN	23	24 COL	25 COL	26 COL	27 HOU	28 HOU
FS 1:10		FS 5:40	FS 5:40	FS 5:40	FS 5:05	4:05
29 HOU	30 FLA	31 FLA				
FS 11:05	FS 5:10	FS 6:40				

JUNE

SUN	MON	TUE	WED	THU	FRI	SAT
			1 FLA	2 WSH	3 WSH	4 WSH
			FS 4:40	FS 6:40	FS 6:40	FS 5:10
5 WSH	6	7 PIT	8 PIT	9 PIT	10 FLA	11 FLA
FS 1:10		FS 4:05	FS 4:05	FS 4:05	FS 4:10	FS 4:10
12 FLA	13 FLA	14 SF	15 SF	16 SF	17 CWS	18 CWS
FS 10:10	FS 4:10	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 5:10
19 CWS	20	21 KC	22 KC	23 KC	24 DET	25 DET
FS 1:10		FS 5:10	FS 5:10	FS 5:10	FS 4:05	FS 4:05
26 DET	27 CLE	28 CLE	29 CLE	30		
FS 10:05	FS 6:40	FS 6:40	FS 12:40			

JULY

SUN	MON	TUE	WED	THU	FRI	SAT
					1 OAK	2 OAK
					FS 7:05	FS 6:05
3 OAK	4 MIL	5 MIL	6 MIL	7 STL	8 STL	9 STL
FS 1:05	FS 1:10	FS 5:10	11:10	FS 5:15	FS 5:15	FS 4:15
10 STL	11	12	13	14	15 LAD	16 LAD
FS 11:15					FS 6:40	FS 5:10
17 LAD	18 MIL	19 MIL	20 MIL	21 MIL	22 COL	23 COL
FS 1:10	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 5:10
24 COL	25	26 SD	27 SD	28 SD	29 LAD	30 LAD
FS 1:10		FS 7:05	FS 7:05	12:35	FS 7:10	FS 7:10
31 LAD						
FS 1:10						

AUGUST

SUN	MON	TUE	WED	THU	FRI	SAT
	1 SF	2 SF	3 SF	4	5 LAD	6 LAD
	FS 7:15	FS 7:15	12:45		FS 6:40	FS 5:10
7 LAD	8 HOU	9 HOU	10 HOU	11 HOU	12 NYM	13 NYM
FS 1:10	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 6:40	FS 5:10
14 NYM	15	16 PHI	17 PHI	18 PHI	19 ATL	20 ATL
FS 1:10		FS 4:05	FS 4:05	FS 4:05	FS 4:35	FS 4:10
21 ATL	22 WSH	23 WSH	24 WSH	25 WSH	26 SD	27 SD
FS 10:35	FS 4:05	FS 4:05	FS 4:05	FS 4:05	FS 6:40	FS 5:10
28 SD	29 COL	30 COL	31 COL			
FS 1:10	FS 6:40	FS 6:40	FS 6:40			

SEPTEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2 SF	3 SF
					FS 7:15	6:05
4 SF	5 COL	6 COL	7 COL	8 SD	9 SD	10 SD
FS 1:05	FS 12:10	FS 5:40	FS 5:40	FS 6:40	FS 6:40	FS 5:10
11 SD	12 LAD	13 LAD	14 LAD	15	16 SD	17 SD
FS 1:10	FS 7:10	FS 7:10	FS 7:10		FS 7:05	5:35
18 SD	19 PIT	20 PIT	21 PIT	22	23 SF	24 SF
FS 1:05	FS 6:40	FS 6:40	12:40		FS 6:40	5:10
25 SF	26 LAD	27 LAD	28 LAD	29	30	
FS 1:10	FS 6:40	FS 6:40	FS 6:40			

All times subject to change. All times Arizona time. Price tier for specific game dates subject to change.



FS = FS ARIZONA Broadcast

FOX = FOX National Broadcast

dbacks.com

presented by
GIL RIVER
CASINOS