



CHURCHILL DOWNS

HOW TO PRINT MY TURF CLUB GUEST COUPONS CHURCHILL DOWNS RACETRACK

2022



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MY CHURCHILL DOWNS ACCOUNT MANAGER

Through your My Churchill Downs Account Manager, you will have 24-hour access to manage your tickets free of charge! It's convenient, simple, secure, and allows you the ultimate flexibility.

Using your My Churchill Downs Account, you can:

- Renew and purchase tickets to your favorite race days and events
- Transfer your tickets to friends
- Print or reprint your tickets to any home or office printer
- Safely and securely sell your tickets through Ticket Exchange
- View and scan your tickets on your mobile device
- View and pay invoices

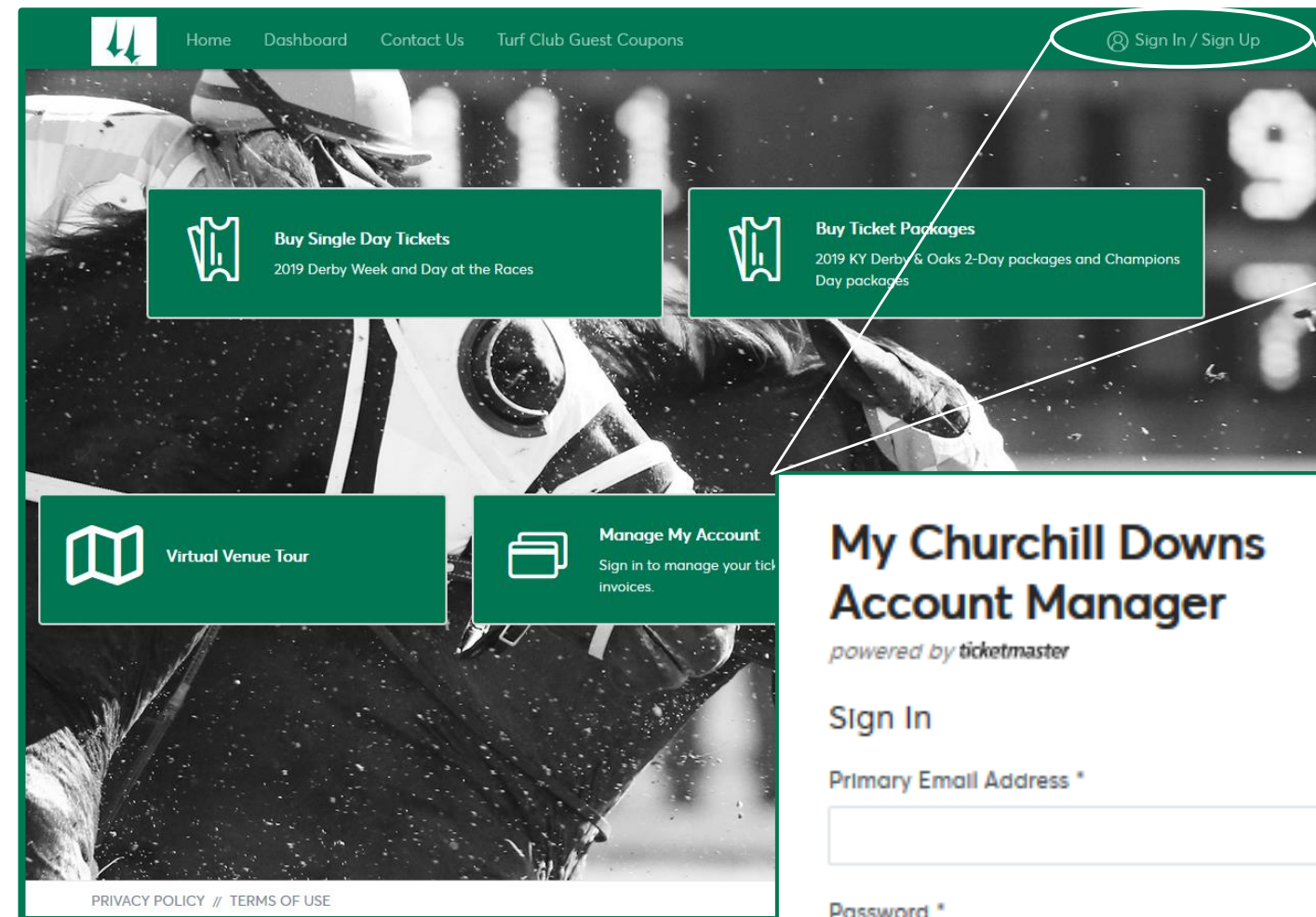
To sign in to your My Churchill Downs Account via mobile or desktop internet browser, visit <https://am.ticketmaster.com/churchill>. Click on the  **Sign In / Sign Up** link in the top right corner of your screen. Enter the primary email address on your account for your username and the password associated with your account.

If you do not know or remember your password, tap or click **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or associated with a different email address.

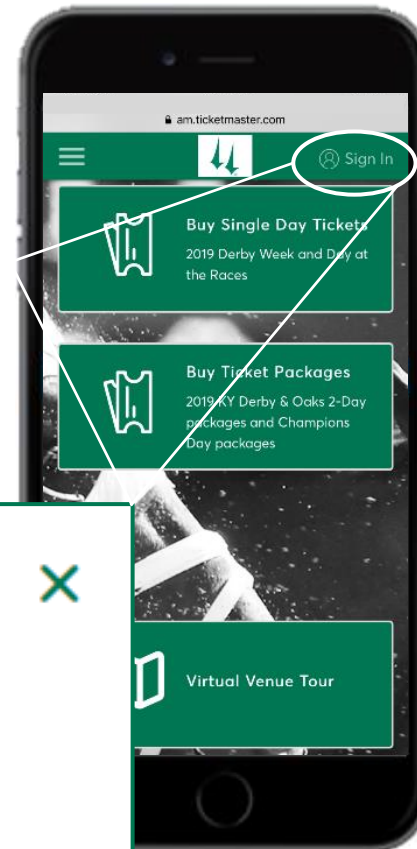
Once signed in, you may change your password by tapping or clicking on the dropdown menu in the top right-hand corner where your profile name is displayed. Select **Change Password** to change your sign in password.

If you have any questions or difficulties, please contact your account representative, email onlinetickets@kyderby.com, or call 502-636-4400 for customer service.

DESKTOP



MOBILE



My Churchill Downs Account Manager
powered by ticketmaster

Sign In

Primary Email Address *

Password *

Remember Me [Forgot your password?](#)

SIGN IN

[Don't have an account yet? Click Here](#)



MY CHURCHILL DOWNS ACCOUNT

My Churchill Downs Account Manager has a new look!

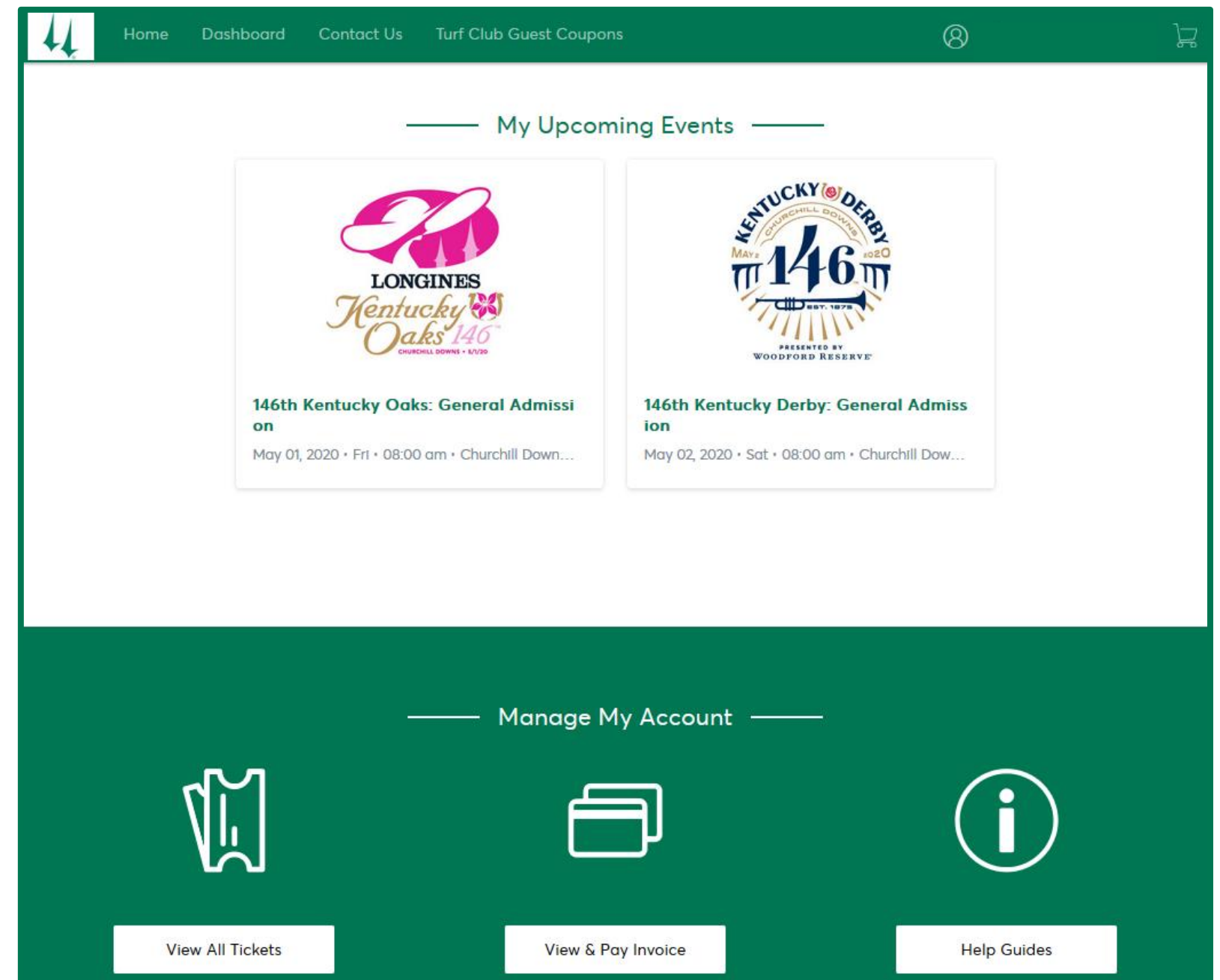
Manage your tickets and invoices easily from your dashboard.

At the top of your screen, find helpful links to pages with contact information and Turf Club Guest Coupons.

At the bottom of your screen, find external links to purchase ticket packages, view or pay invoices, and explore help guides.

Manage your account information at the top right of your screen where you see your profile name displayed.

Get lost? You can always return to the main home screen by clicking **Home**, or back to your dashboard for ticket and invoice management by clicking **My Dashboard** at the top of your screen.





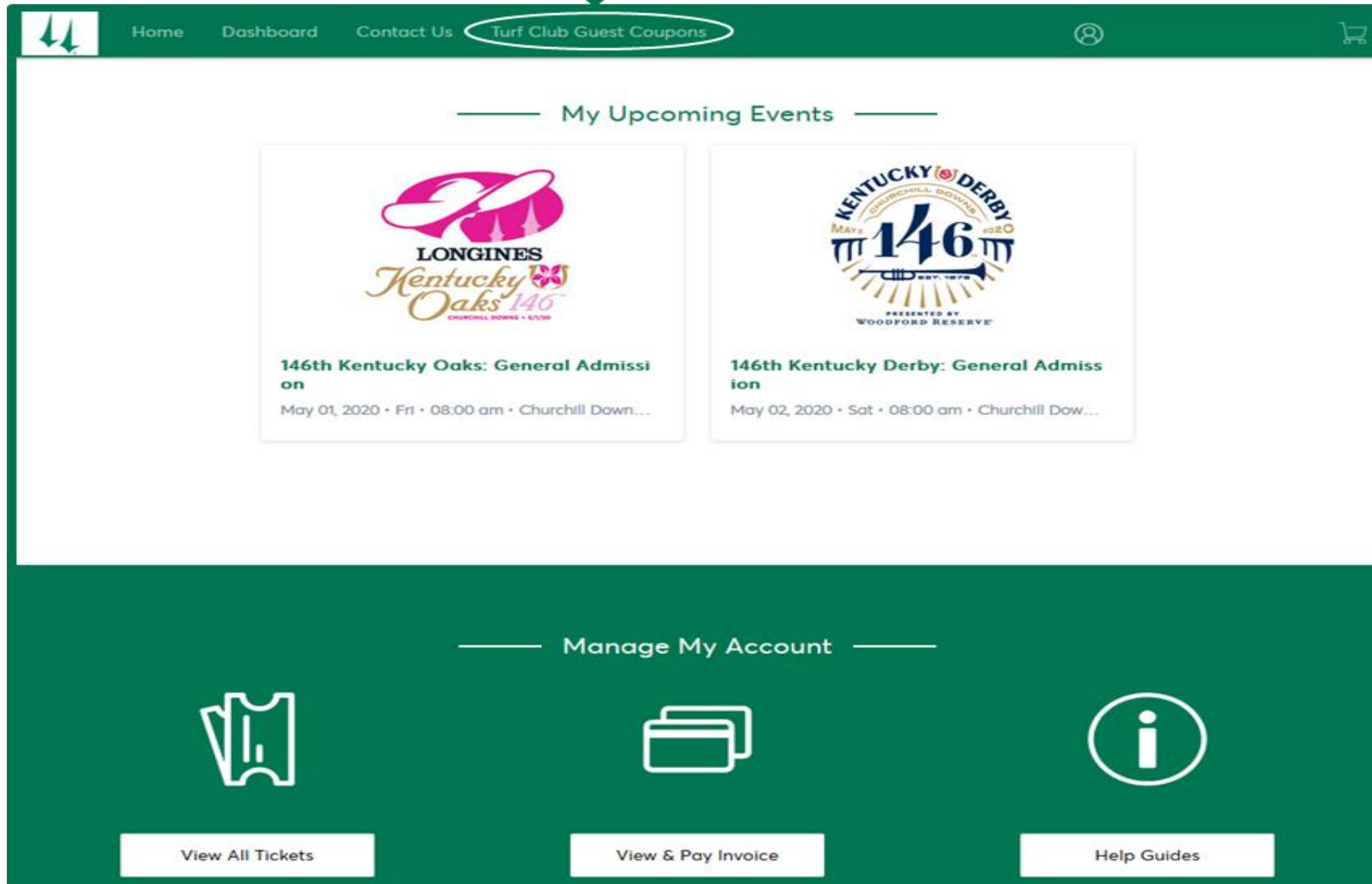
CHURCHILL DOWNS

HOW TO PRINT MY TURF CLUB GUEST COUPONS VIA INTERNET BROWSER

Please note that by printing your coupons, your previously printed or issued coupons will no longer be valid.



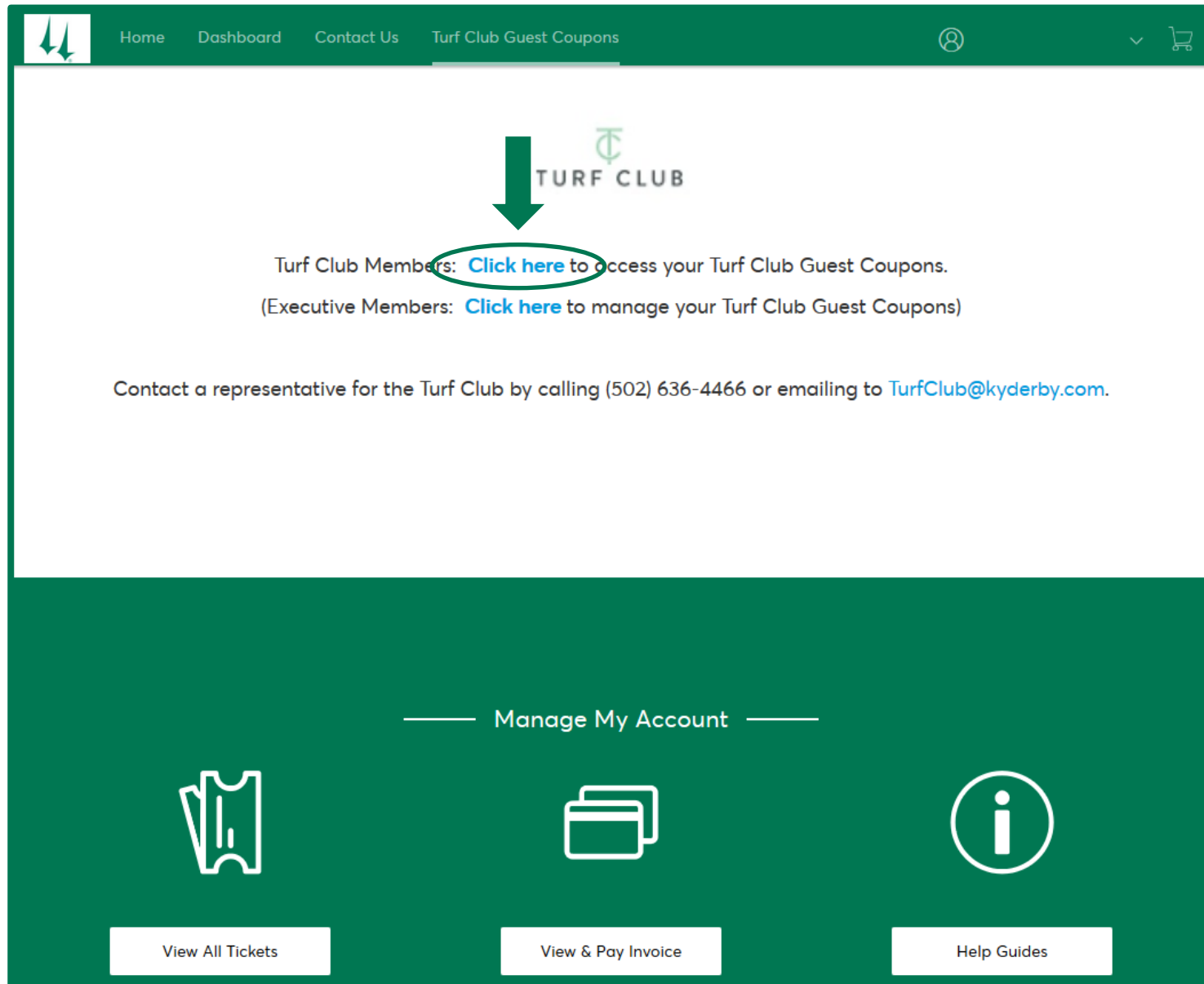
PRINT TURF CLUB GUEST COUPONS



STEP 1: On your desktop web browser, visit <https://am.ticketmaster.com/churchill> and sign in to your account with the associated email address and password.

STEP 2: Click on the Turf Club Guest Coupons link at the top of your screen.

PRINT TURF CLUB GUEST COUPONS



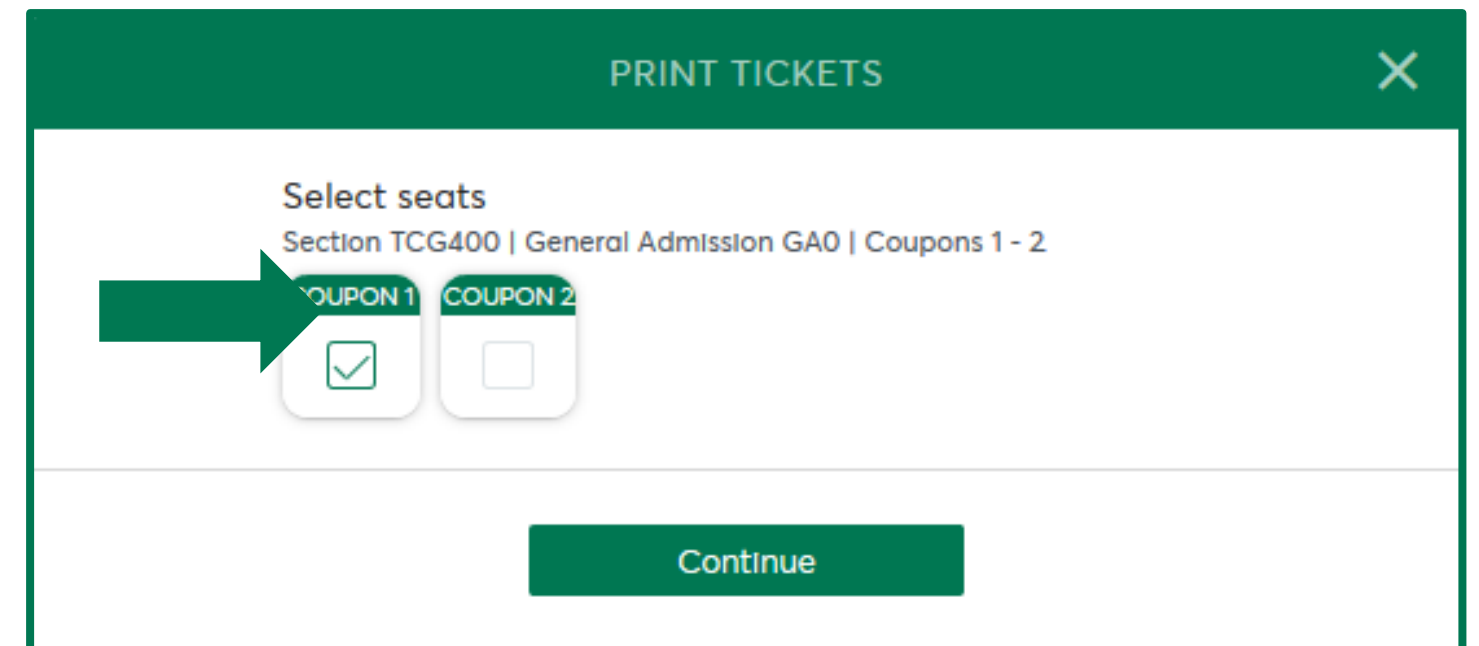
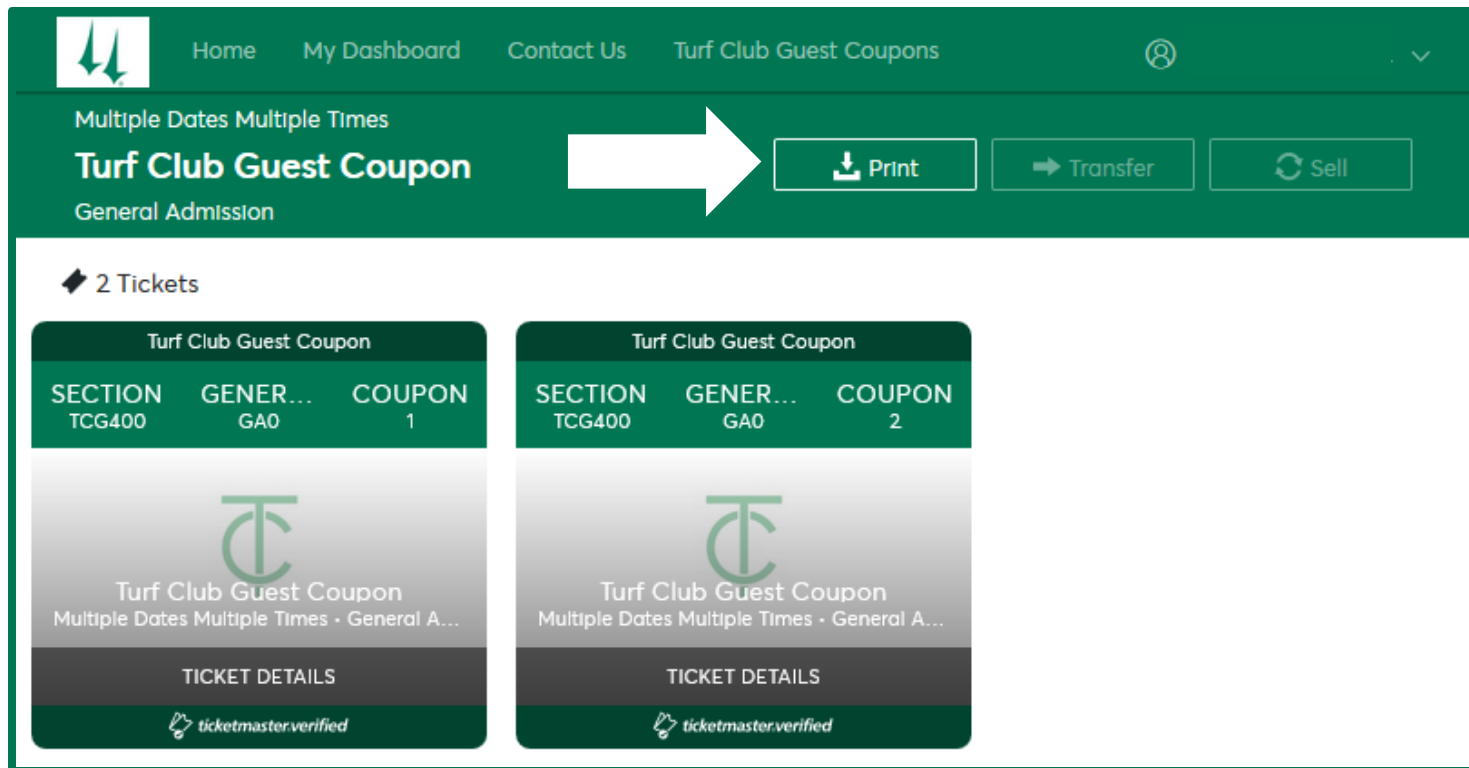
This page has links to manage your electronic Turf Club Guest Coupons as well as contact information for the Turf Club staff.

STEP 3: Click on the first **Click Here** link to manage your Turf Club Guest Coupons.

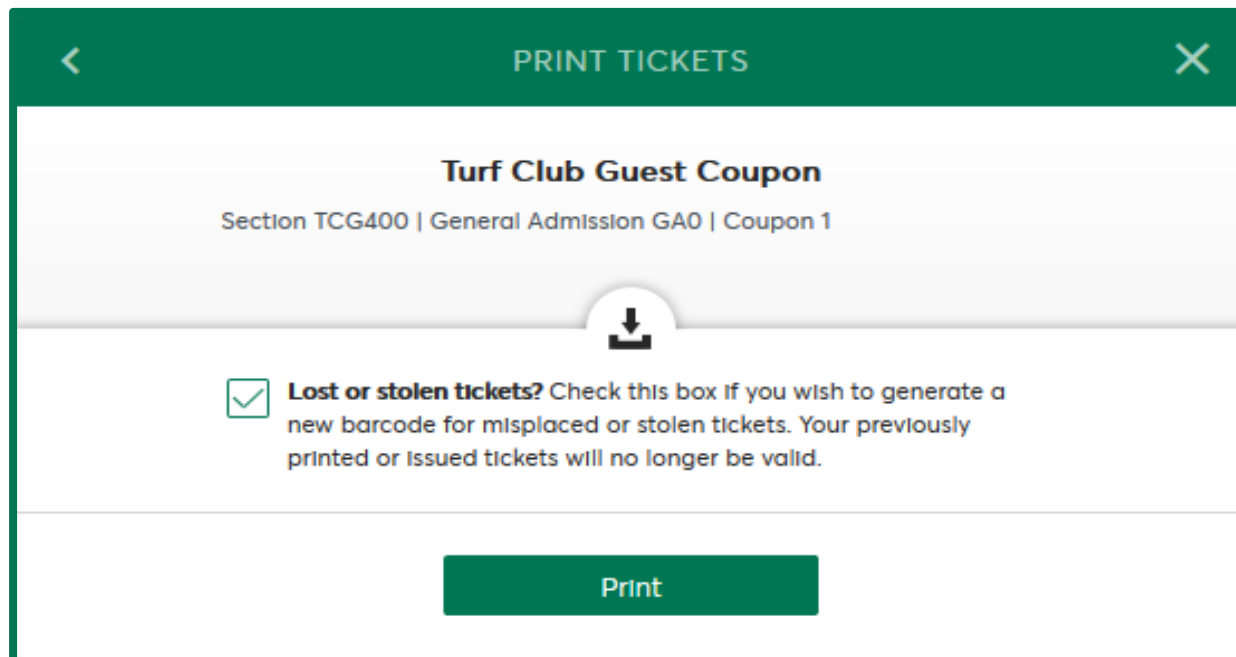
PRINT TURF CLUB GUEST COUPONS

STEP 4: Click the  **Print** action button at the top of your screen.

STEP 5: In the next pop-up window, check the box beneath each guest coupon you wish to print. Once guest coupons have been selected, the Continue button will populate and allow you to continue.



PRINT TURF CLUB GUEST COUPONS



The screenshot shows a mobile application interface for printing tickets. At the top, there is a green header with a back arrow on the left, the text "PRINT TICKETS" in the center, and a close "X" button on the right. Below the header, the main content area has a white background. It starts with the title "Turf Club Guest Coupon" in bold, followed by the text "Section TCG400 | General Admission GA0 | Coupon 1". A download icon (a downward arrow inside a circle) is centered below this text. Underneath the icon is a checkbox that is checked, followed by the text: "Lost or stolen tickets? Check this box if you wish to generate a new barcode for misplaced or stolen tickets. Your previously printed or issued tickets will no longer be valid." At the bottom of the form is a green button with the text "Print".

STEP 6:

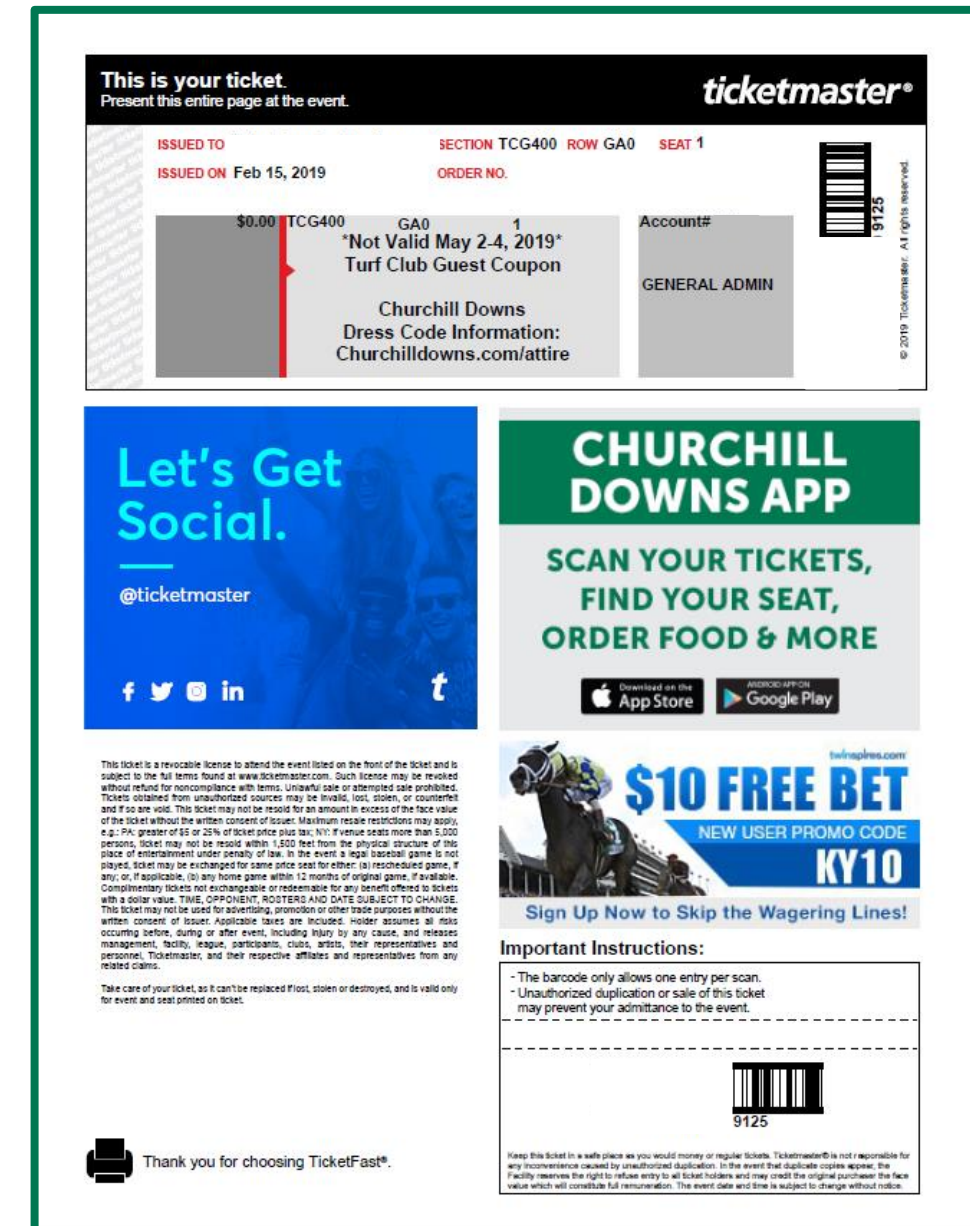
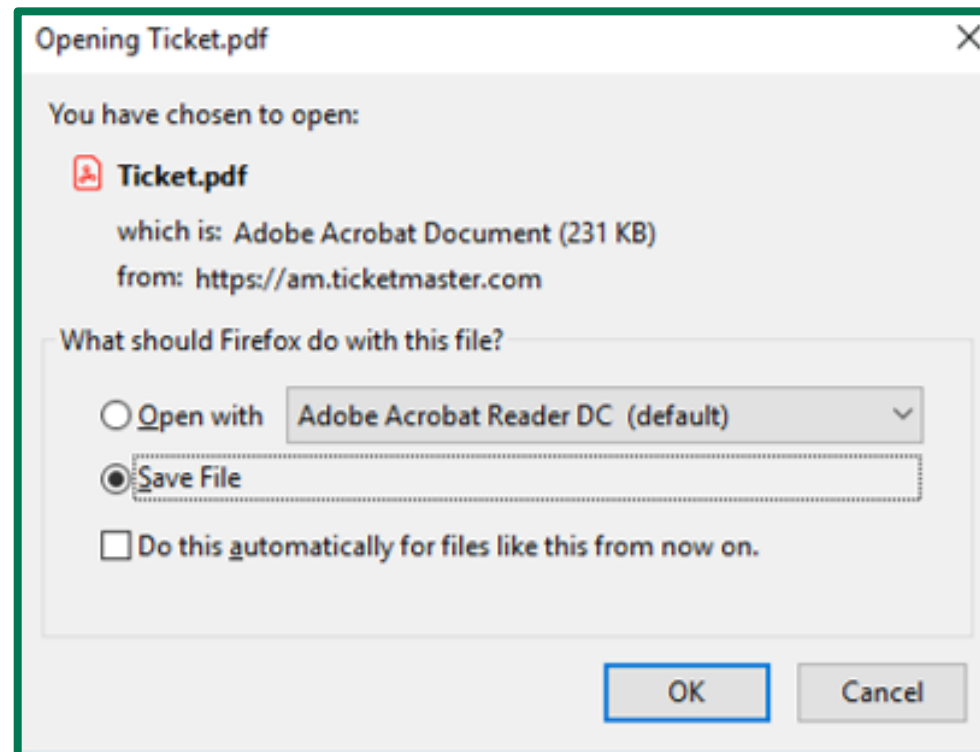
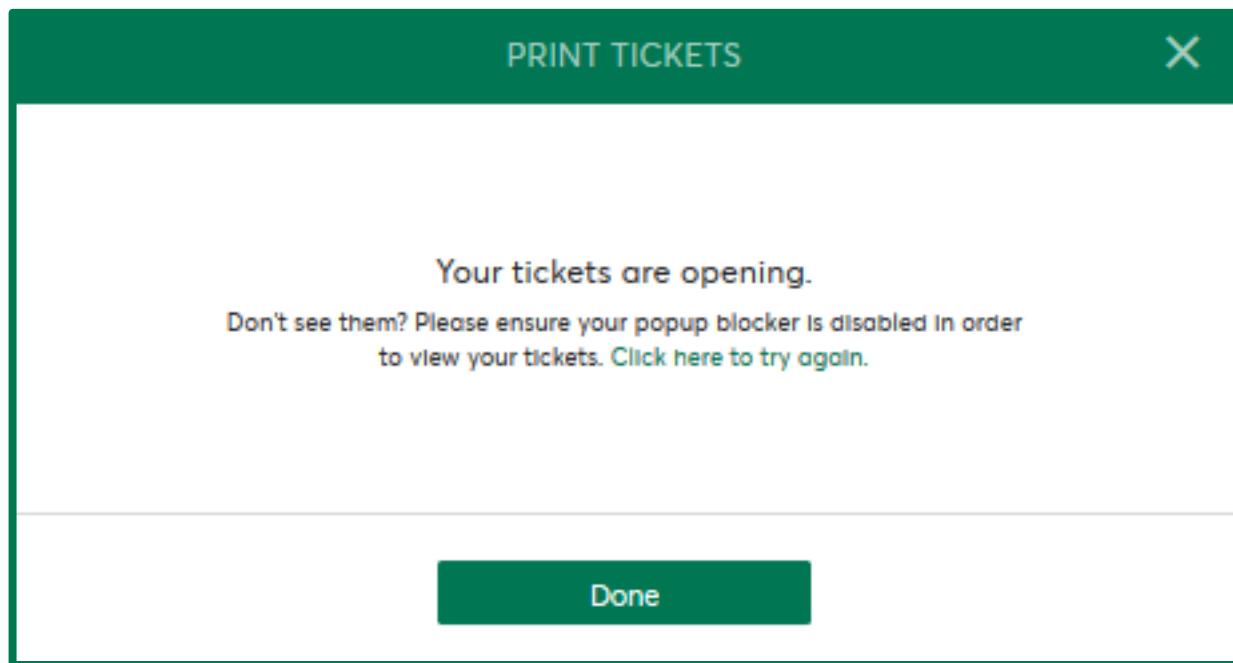
Next, this pop-up box will appear. If you need to cancel the original barcodes and issue new barcodes, check the box next to **Lost or stolen tickets?** and click **Print**.

The Churchill Downs Racetrack staff recommend checking this box to issue new barcodes if your tickets have been lost or stolen.

PRINT TURF CLUB GUEST COUPONS

STEP 7: Your guest coupon(s) will automatically download as a PDF. You may choose to print immediately or you may save it to your computer and print later.

Please note that not all events are eligible to download and print at home.





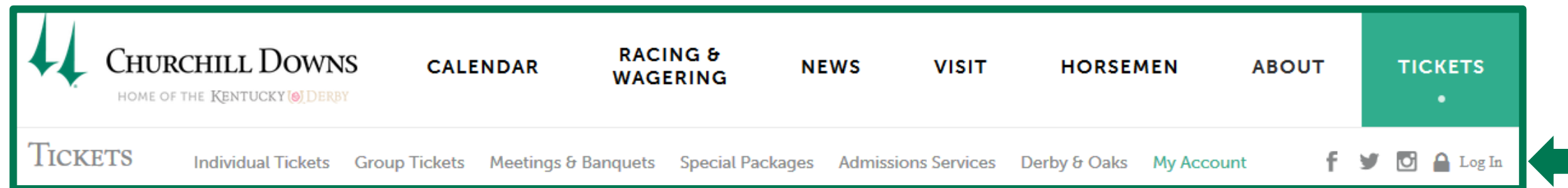
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FREQUENTLY ASKED QUESTIONS & CONTACT INFORMATION

FREQUENTLY ASKED QUESTIONS

Where do I find the log in link to My Churchill Downs Account on the churchilldowns.com website?

- Visit <https://churchilldowns.com/tickets> and click on the Log In link directly below the Tickets button.



I'm having difficulty signing in to the My Churchill Downs desktop/mobile website or the Churchill Downs Racetrack App to manage my tickets.

- You must use the primary email address on your account as your username (not your account number or secondary email address on file).
- If you do not know your password, click on **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or too many invalid password attempts.
- Your password could be expired or account locked.
- If you are attempting to sign in with a Ticketmaster.com email address, select the **Forgot your password?** option and enter your Ticketmaster.com email address. If the email address is unrecognized, email onlinetickets@kyderby.com to retrieve your primary account email address.
- If you have any questions or difficulties, please contact your account representative, call 502-636-4400 for customer service, or email onlinetickets@kyderby.com.
- Make sure you have updated your app to the most recent version.
- The mobile app is compatible with:
 - Android version 5.0 and up.
 - iOS 11.0 or later on iPhones, iPads, and iPod touches.
- If you have difficulties signing into the app, sometimes deleting it and re-downloading assures that you have the most up-to-date version.



FREQUENTLY ASKED QUESTIONS

Why are Turf Club guest coupons not available for online forwarding?

To ensure accurate tracking and billing of a member's redeemed coupons, online coupons are not available for forwarding. The member should download the coupon as a print-at-home pdf ticket, and then email the pdf to a friend for venue and Turf Club entry. The member may also hand deliver the pdf ticket or a coupon from the pre-printed coupon book.

Why are certain Turf Club guest coupons not available for printing?

Possible reasons include:

- The tickets or the season ticket package has not yet been paid in full.
- The event or type of coupon is not eligible for print-at-home.
- The barcodes for the event have not yet been established by the box office.
- There may be a print delay on the event. If so, the event will have a print ready date.
- The coupon has already been redeemed for venue and/or Turf Club entry.

I cannot view Turf Club guest coupon barcodes or QR codes on the Churchill Downs Racetrack app.

- All coupon printing must be managed through a desktop internet browser in order to print-at-home the pdf ticket for guest entry.

FREQUENTLY ASKED QUESTIONS

Why will my print-at-home Turf Club guest coupons not open on the computer after download?

Possible reasons include:

- Your computer must have Adobe Acrobat Reader 4.0 or higher or another PDF reader application to view the guest coupons.
- Your PDF reader is out of date and must be updated (visit Adobe's website for a PDF reader free download).
- Your computer may not have enough memory.
- Your computer software may be out of date to support Adobe or other PDF reader applications.
- Ensure your printer also has enough memory and is up to date on software patches to be able to print the PDF.

Why don't I see my print-at-home Turf Club guest coupons after I click the "print" button on my desktop computer?

Possible reasons include:

- Navigate to your computer's download folder to find the pdf file of the guest coupons.
- Your internet browser could have pop-up window blocks turned on or the security level is too high.

I printed a Turf Club guest coupon more than once. Each coupon has the same barcode. Will all coupons be allowed into the venue?

- If all guest coupons have the same barcode and seat location, the first ticket scanned with that barcode will be the only coupon allowed into the venue.
- If you lose a guest coupon, it is recommended that you reprint that guest coupon and check the box to generate a new barcode.
- You can change your barcode up to 5 times.



CONTACT INFO

You can find additional customer service links and contact info listed below.
Copy and paste the web links into your browser for access.

TICKETMASTER CUSTOMER SERVICE

- Phone number: 800-653-8000

TICKET EXCHANGE

- Email support: tmresalesupport@ticketmaster.com
- FAQ site: ticketsnow.com/ResaleOrder/legal/legal?content=seller-reference-guide
- Phone number: 800-842-7112

TICKETMASTER TM PLUS

- Resale help site: help.ticketmaster.com/ticketmaster-resale
- TM Plus FAQ site: ticketmaster.com/verified?tm_link=tm_homeA_header_verified

CHURCHILL DOWNS LINKS

- My Churchill Downs account manager: am.ticketmaster.com/churchill
- Additional help guides: churchilldowns.com/howtoguide
- KY Derby resale information: kentuckyderby.com/resale
- Ticket exchange marketplace: ticketsnow.com/churchill-downs
- Online ticket customer service email: onlinetickets@kyderby.com