



## **GOLDEN STATE SPORTS ACADEMY TICKET CREDIT TICKET CREDIT REDEMPTION FAQ 2025**

### **1. Where do I input my code in order to redeem my \$30 ticket credit?**

- **IMPORTANT** – Start by selecting your game of choice and then you will select your ticket location. After this, you will be on the main ticket redemption page where you will **enter your code(s) and click “Validate” to unlock the “Camp Ticket(s)” dropdown. Each code is good for two (2) \$15 tickets to select Valkyries home games.** From here, select your desired number of seats and final seating location (locations will auto populate based on availability). **Do not forget to enter your code prior to proceeding to checkout.**

### **2. What does my code cover?**

- Each unique code is worth a \$30 ticket credit which will secure you two (2) \$15 upper level tickets to the applicable Valkyries game plus taxes and fees.

### **3. Do I need a code to secure tickets and where do I find my code?**

- Yes – You will need to use the unique code to access the camp ticket redemption page. This code was sent to the email address used to register your child(ren) for camp and was sent by Golden State Sports Academy.

### **4. Does my code expire?**

- **Yes. All code(s) expire at 11:59 P.M. PT on Friday, August 15, 2025.**

5. **Will I be able to redeem 2 complimentary tickets in FULL with my code?**

- Yes – There are select game options where you can redeem your \$30 ticket credit for 2 upper-level tickets (valued at \$15 each) with no additional cost. Upon selecting your game day, these ticket locations will be noted as, “Complimentary” if inventory is available. *Note – inventory for these games are limited and available while supplies last.*

6. **Will I be able to select an “Upgraded Game” and still apply my code?**

- Your code is good for a \$30 ticket value. We will indicate which Games require more than the \$15 ticket value with the additional upgrade amount. *(Example, “Additional ‘\$25’ per ticket with code” = a \$40 ticket value.)* After inputting your code prior to reaching the payment page, you will see your remaining balance at the bottom of the page when checking out.

7. **If I have multiple ticket redemption codes, can I use them in one transaction?**

- Yes – You will just enter each code one at a time and select ‘Validate.’ **If you do not enter your code(s), the “Camp Ticket(s)” dropdown will not activate and therefor will display “0 tickets”.** You must enter a code to activate the “Camp Ticket(s)” dropdown. We encourage you to utilize all codes in one transaction.

8. **Do I need to register with Spinzo again if I redeemed tickets in connection with camp last year?**

- If you have redeemed tickets through a camp offer within the past 2 years, you can login in using your existing email address and password. *Note – If there is already an account with your existing email address, you will be redirected to log in with that email.*

9. **I have a Spinzo account with another email address. Can I use the credit for that account instead?**

- Your ticket credit is associated with the email address used to register the child. That email address must be used to utilize the credit during the checkout process.

10. **Why does it show “0 Tickets” Quantity for either Camper Tickets and/or Additional Tickets?**

- If you are seeing a “0 Quantity” for “Camp Ticket(s)”, it is because you have not entered and validated your code. (Must enter code prior to activate this ticket dropdown).

- If you are seeing a “0 Quantity” for “Additional Tickets”, it is because there is not inventory for the selected number of seats. (I.e. If you selected 6 “Additional Tickets,” there is no longer an available set of 6 total seats together).

**11. How do I know if a game is “Complimentary” VS. “Upgrade Option - Available for an Additional Cost (with value)”?**

- On the main page, each game will state either, “Valkyries vs. Opponent” OR “Additional ‘\$X per ticket with code” (I.e. Additional \$25 per ticket with code) in the text following the opponent. *Note - This can be found below on the bottom of the blue square indicating the day of game with the match-up graphic.*

**12. When/how can I access my tickets?**

- Your mobile tickets are expected to be available on your My Valkyries Account approximately 24 hours after you complete your purchase. Step-by-step instructions on how to redeem your tickets can be found [HERE](#).

**13. Where will my seats be located?**

- All tickets are located in the Upper Level at Chase Center. Tickets are available on a first come, first served basis.