

SEASON TICKET MEMBER AGREEMENT

Updated February 16, 2026

THIS AGREEMENT CONTAINS AN AUTOMATIC RENEWAL CLAUSE AND AN AUTHORIZATION TO CHARGE YOUR CREDIT CARD ON FILE. YOUR SEASON TICKET PACKAGE WILL AUTOMATICALLY RENEW ON MARCH 15 IN ADVANCE OF THE SEASON FOR WHICH THE RENEWAL WOULD APPLY. BY PURCHASING SEASON TICKETS, YOU AGREE TO RESOLVE DISPUTES THROUGH BINDING INDIVIDUAL ARBITRATION, AND YOU WAIVE RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN ANY CLASS OR REPRESENTATIVE ACTION. SEE SECTION 5 FOR COMPLETE TERMS, INCLUDING RULES, FORUM, AND FEES.

This Season Ticket Member Agreement (this "Agreement") is agreed to between (a) the person or entity identified as the Season Ticket Member ("STM") purchasing the season tickets described in this Agreement (the "Season Tickets") and (b) Buffalo Bills, LLC (the "Bills"). STM's use of the Season Tickets in the football stadium owned by Erie County and leased to the Bills, located at One Bills Drive, Orchard Park, New York (the "Stadium") is subject to STM's compliance with the following terms. STM is bound by and will observe this Agreement through which the Season Tickets are issued, and assumes full responsibility for ensuring compliance with this Agreement by, and will be fully liable for, any individual using the Season Tickets (such individual(s) and/or the STM, as the case may be, the "Attendees").

1. POSSESSION AND USE. STM is entitled to use the Season Tickets for each pre-season and regular season football game played in the Stadium by the Bills during the NFL season(s) identified when purchasing your Season Tickets, and any renewals of this Agreement (the "Term"). Each NFL football season in which the Bills is a franchise playing football constitutes a "Season". Access to the Season Ticket seats and applicable seating area is controlled by the Bills and requires the presentation by each person using the ticket(s) for admission thereto. In addition to this Agreement, Attendees are bound by and will observe all applicable policies of the Bills such as the Fan Code of Conduct found at <https://www.buffalobills.com/stadium/fan-code-of-conduct> and the Bills' policy on the cancellation or postponement of a game. Attendees will maintain proper decorum and comply with all laws, rules, and regulations of all governmental authorities and the Bills. STM is strictly liable for any use of the Season Tickets in violation of this Agreement or any of the policies, rules or regulations referenced in this Agreement. For violation of this Agreement or any applicable law, rule, or regulation of the Bills or any entity with authority, the Bills may exclude any person from the Stadium or from use of the Season Tickets, or immediately terminate the right of any person to obtain access to the Season Tickets, or remain within the Stadium, and remove or cause such person(s) to be removed. This Agreement does not entitle STM to any future or renewal rights.

2. OBLIGATION TO PAY. Except as otherwise set forth herein, STM will pay all designated fees (ticket fees, license fees, delivery fees, as applicable) and all sales, privilege, rental, use, property, or other governmental taxes for the right and privilege to use the Season Tickets (the "Fee") promptly when such payments are due without any deductions, set offs, or counterclaims. The Bills reserves the right to charge a reasonable shipping and handling fee for the delivery of non-electronic tickets if requested. The Bills is not liable for any act or omission of, or any breach or default by, any concessionaire or other vendor in or about the Stadium. Except as otherwise set forth in this Agreement, the Bills has no liability to STM on account of any cancellation or postponement or other failure or deficiency in the conduct of a game. If the Bills discontinues playing professional football games at the Stadium and another member of the National Football League does not play in its stead, then this Agreement will be deemed cancelled and STM's sole and exclusive remedy upon such cancellation will be that STM is

relieved of responsibility for any future payments as outlined above and will be refunded any advance Fees paid for games not played. **ALL SALES ARE FINAL. ALL FUNDS MUST BE IN U.S. DOLLARS. A \$25.00 FEE WILL BE CHARGED FOR ALL RETURNED CHECKS. ACCEPTED FORMS OF PAYMENT:** Personal or Certified Check, Money Order, Credit Card (Visa, MasterCard, American Express, and Discover). **TICKET FEES OVER \$20,000 MUST BE PAID BY CASH OR CHECK, NO CREDIT CARDS AND NO INSTALLMENT PLANS.**

- **Remit Online:** via Account Manager at buffalobills.com. Visit buffalobills.com, select Account Manager from the menu bar to start managing your account online. Log in with your e-mail address and password. Follow the instructions to make your credit card payment.

- **Remit by Mail:** Buffalo Bills Ticket Office, One Bills Drive, Orchard Park, NY 14127. Allow sufficient time for your payment to arrive by the payment due date.

- **By phone:** 1-877-BB-TICKS (1-877-228-4257)

Credit Cards Only. The Bills only accepts credit cards for pre-authorized installment payments. A credit card charges the purchase against a line of credit extended to the card holder by a financial institution. The Bills accepts all major credit cards (Visa, MasterCard, Discover, and American Express) for pre-authorized installment payments. The Bills does **not accept debit cards** as a payment method for pre-authorized installment payments. If STM enrolls in a pre-authorized installment payment plan, STM may be asked to confirm that STM is using a credit card for payment. If STM chooses to enroll in a pre-authorized installment payment plan, STM will be charged the first installment on or about the date of enrollment.

Pay As We Play: If STM enrolls in a pre-authorized installment plan (where pre-authorized installment plans are available with payment by credit card), STM consents to enroll in the Bills' Pay As We Play program. Pay As We Play means that if the Bills receives the opportunity to play in a home playoff game in post-season play of a Season for which STM purchased Season Tickets through a pre-authorized installment plan, then STM pre-authorizes their purchase of tickets (in the same location and number as STM's Season Tickets) to the home playoff game, unless STM provides a timely notice of their desire to opt out. STM's home playoff ticket purchase is hereby pre-authorized by STM on the credit card used for the installment plan for the Season, unless STM timely opts out. STM will be provided advance notice of the cost of the home playoff tickets as soon as reasonably practicable in advance of the charge being made on STM's credit card; STM may opt out of Pay As We Play within five (5) calendar days after receiving such notice from the Bills.

Easy Renew:

If STM chooses to pay in pre-authorized installments (where pre-authorized installment plans are available with payment by credit card), STM is also consenting to enroll in the Bills' Easy Renew program ("Easy Renew"). Easy Renew annually renews this Agreement at its expiration, and renews STM's pre-authorization for the selected installment plan for the Season Tickets, every March for the following Season unless either STM or the Bills opts out by the deadline (March 15). By participating in Easy Renew, you authorize us to charge your credit card on file for your Season Ticket renewal. STM or the Bills must provide written notice

to the other of their intent to opt out of Easy Renew, in either party's discretion, before March 15th in advance of the Season for which the renewal would apply ("Opt Out Notice"). Notice by STM to the Bills expressly stating STM's desire to opt out must be made by (1) STM contacting STM's Account Services Representative or (2) sending an email to tickets@bills.nfl.net with the STM's opt out request. Notice by either party must be made in writing (U.S. mail or electronic mail is sufficient). If neither party provides an Opt Out Notice to the other by March 15th in advance of the Season for which the renewal will apply, then this Agreement, as the same may be modified by the Bills in accordance with its terms will renew for the next Season. Any material changes to this Agreement in renewal, including but not limited to Fees, will be provided by the Bills to STM in writing in advance of March 15th each year. Those changes will become effective as of March 16th unless the Bills or STM have provided an Opt Out Notice to the other prior to that date. If the Bills or STM provide a timely Opt Out Notice, then this Agreement will expire as of the date of the Opt Out Notice, all rights and privileges STM may have had in the Season Tickets will terminate, and the Season Tickets will be made available in the ticket pool pursuant to the Bills' ticketing policies.

3. LATE FEE; CANCELLATION. Any Fees or other monetary obligation under this Agreement not paid to the Bills in accordance with the available payment schedule selected by the STM, if applicable, will bear interest accruing from the due date at the rate of fifteen percent (15%) per annum or the highest rate permitted by law, whichever is less ("Late Fee"). Failure to make the first payment by the due date on the applicable invoice disqualifies the account from all offers falling under that deadline, including but not limited to the Seat Location. The Bills reserves the right to terminate any account not in good standing within the payment schedule. The Bills reserves the right to charge a \$100.00 per seat cancellation fee for regular seats and a \$500.00 per seat cancellation for club seats ("Cancellation Fee") in the event of a cancellation approved by the Bills, in its sole discretion; STM is not entitled to any cancellation rights.

4. DEFAULT. If STM fails to pay when due any amounts to be paid by STM pursuant to this Agreement or otherwise defaults in the performance or observation of its duties and obligations under this Agreement or other policies, rules or regulations as may be established by the Bills from time to time, the Bills may, at its option: (a) withhold distribution of tickets to STM for games and events played in or held at the Stadium until the time as such default is cured in full; or (b) terminate the rights of STM under this Agreement and declare the entire unpaid balance of the Fee (which for purposes of this Agreement includes the total aggregate unpaid balance of the Fees and Late Fees/Cancellation Fees, if applicable, for the remainder of the Season) immediately due and payable and the Bills will have no further obligation of any kind to STM. The foregoing remedies of the Bills are not to be the exclusion of any other right or remedy set forth in this Agreement or otherwise available to the Bills in law or equity. STM will be responsible for all reasonable attorneys' fees and other costs incurred by the Bills in

enforcing this Agreement, whether or not litigation is commenced, including any appellate proceedings.

5. WAIVER; STM WAIVER OF TRIAL BY JURY. No waiver by the Bills of any default or breach by STM of its obligations under this Agreement will be construed to be a waiver or release of any other subsequent default or breach by STM under this Agreement, and no failure or delay by the Bills in the exercise of any remedy provided for in this Agreement will be construed a forfeiture or waiver of any right or remedy available to the Bills. **YOUR ACCEPTANCE OF THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS, CLASS ACTIONS OR CLASS ARBITRATIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE TO THE EXTENT PERMITTED BY APPLICABLE LAW. NOTWITHSTANDING THE FOREGOING, STM AGREES THAT THE BILLS MAY, IN ITS SOLE DISCRETION, ELECT TO COMMENCE AN ACTION IN A COURT OF COMPETENT JURISDICTION LOCATED IN BUFFALO, NEW YORK (WITHOUT RESORTING TO ARBITRATION) TO (i) ENFORCE THIS AGREEMENT OR (ii) ARISING FROM STM'S FAILURE TO TIMELY PAY THE TICKET FEE OR OTHER AMOUNT DUE IN ACCORDANCE WITH THIS AGREEMENT AND THIS AGREEMENT (collectively, an "STM Default"). Specifically, to the extent permitted by applicable law, you agree that, except with respect to an STM Default, any dispute must be resolved exclusively by arbitration, will take place on an individual basis; class arbitrations and class actions are not permitted. Such arbitration will be conducted by arbitrators selected as provided in this Agreement and will be conducted in Buffalo, New York in accordance with the Rules of the American Arbitration Association. The dispute will be submitted to three (3) arbitrators, one arbitrator being selected by the Bills, and one selected by STM. Those arbitrators will then select the third (3rd) arbitrator, or, if the selected arbitrators cannot agree, by the American Arbitration Association. The meetings of arbitrators will be held at such place or places in Buffalo, New York as may be agreed upon by the arbitrators. Any award made by a majority of the arbitrators will be final, binding, and conclusive on the parties for all purposes. Any fees or charges of the arbitration and any cost of arbitration, including the cost of personal attorneys of each participant, will be the sole responsibility of each party to the arbitration.**

6. STRIKES, DAMAGES, DESTRUCTION, RELOCATION OF GAMES, ETC. In the event of (a) any strike, lockout, or other work stoppage involving NFL players which results in the cancellation (but not the suspension, rescheduling, or postponement to another time or date) of any the Bills games for which the Season Tickets apply, or (b) any damage to, destruction of, or loss of use of the seats for which the Season Tickets apply or the Stadium (but not if caused by the fault or neglect of the STM) which renders the Stadium unusable for any of the Bills games for which the Season Tickets apply, then the Fees will be reduced pro rata for such game or games in the Season for which the Stadium is unusable for the reasons stated. If, in the event of any damage to, destruction of, or loss of use of the Season Tickets or the Stadium, the Bills elects not to repair or restore the same, this Agreement will terminate as of the date of

such damage, destruction, or loss, and the entire amount of the reduction promptly will be reflected in the amount due from or to STM. If an entire Season within the Term is cancelled as a result of a strike, lockout or other work stoppage involving NFL players, then the Bills may elect to apply the Fees to the next succeeding Season for season tickets in the same location for pre-season and regular season games. If, for a Bills home preseason or regular season game or games for which the Season Tickets apply, the Bills is unable to host attendees, or are unable to host attendees at full capacity, the Bills reserves the option to hold STM's payments for such game or game for which STM's Season Tickets are unable to be used due to the attendance restrictions as a credit on the STM's account that may be applied for applicable post-season home games or the following Season's Season Tickets.

7. INDEMNIFICATION; DISCLAIMER OF LIABILITY. STM, for themselves and the other Attendees, and their heirs, executors, administrators, successors and assigns, hereby releases, waives, relinquishes, discharges, and agrees to indemnify, defend, and hold the Bills, its successors, assigns, agents, officers, and employees, harmless from and against any and all claims, demand, liabilities, suits, actions, costs or expenses (including all reasonable expenses and attorney's fees incurred by or imposed on the Bills in connection therewith) arising out of any personal injury, or property damage occurring in or upon the Stadium in connection with Attendees' use or occupancy of the Season Tickets or due to any contravention of the provisions of this Agreement or of any applicable laws, rules, regulations or order of any governmental agency having appropriate jurisdiction over any actions or negligence of STM. Neither the Bills nor any of its affiliates, directors, officers, employees, or agents will be liable or responsible for any loss, damage, or injury to any person or to any property of STM or STM's guests in or upon the Stadium resulting from any cause whatsoever, including but not limited to theft and vandalism, unless due to the gross negligence or the willful misconduct of the Bills or its officers, employees or agents, respectively. **IN NO EVENT WILL THE BILLS' TOTAL LIABILITY TO STM FOR ALL DAMAGES, LOSSES, OR CAUSES OF ACTION ARISING WITH RESPECT TO USE OF THE SEASON TICKETS EXCEED THE AMOUNT OF THE TICKET FEE PAID BY THE STM FOR THE SEASON.**

8. TERMINATION OF LEASE. The parties acknowledge that the rights conveyed by the Bills to STM under this Agreement are subject to and derivative of the rights granted to the Bills by the County of Erie and the Erie County Stadium Corporation under a lease agreement dated March 29, 2023 (the "Lease"). Accordingly, if the Lease is terminated prior to the expiration of the Term of this Agreement, or if the Lease expires and the Bills' rights at the Stadium are not extended at the expiration under terms permitting the Bills to grant the rights set forth in this Agreement, then this Agreement will terminate upon the termination or expiration of the Lease. In such event, STM's sole remedy against the Bills is to receive a refund of any pre-paid Fees attributable to the remaining portion of the Term after the date of termination or expiration. If the Lease expires prior to the end of the Term, but the Bills' rights at the Stadium are extended under terms permitting the Bills to grant

the rights set forth under this Agreement, then the Term of this Agreement will continue uninterrupted.

9. MISCELLANEOUS. (a) STM will not sell, assign, sublease, pledge, or otherwise transfer or encumber this Agreement or any of the STM's rights and obligations under this Agreement, without the prior written consent of the Bills. Any attempted sale, assignment, sublease, pledge, transfer or encumbrance in contravention of this Agreement will be null and void and of no effect. This will not be construed to restrain STM's ability to resell individual tickets consistent with applicable law. (b) All notices, demands, and other communications between the parties required or appropriate hereunder will be in writing and deemed given if sent via electronic mail to an appropriate email address or by US Mail, postage prepaid, to the respective addresses set forth in this Agreement, or to such address as may be designated by either party; from time to time, in writing. For purposes of this Agreement, the Bills' address is One Bills Drive, Orchard Park, New York 14127; the STM's address provided when purchasing the Season Tickets. (c) THIS AGREEMENT WILL BE CONSTRUED AND ENFORCED IN ACCORDANCE WITH THE LAWS OF THE STATE OF NEW YORK, WITHOUT REGARD TO ANY OTHERWISE APPLICABLE PRINCIPLES OF CONFLICT OF LAWS. (d) This Agreement, together with any, Club Seat Agreement, Additional Seating Agreement or Relocation Agreement executed by STM and the Bills constitutes the entire agreement of the parties with respect to the matters provided for in this Agreement or such other agreements, and supersedes any written instrument or oral agreement previously made or entered into by the parties. (e) This Agreement will inure to the benefit of and be binding upon the parties, and their respective heirs, executors, administrators, personal representatives, successors, and permitted assigns. Except as otherwise provided in this Agreement, nNo amendment or modification to this Agreement will be effective unless it is in writing and signed by the Bills and STM. (f) The Bills reserves the right to terminate this Agreement for any reason or for no reason in its sole discretion, and to refund to STM any prepaid Ticket fees for any unplayed games at the time of such termination.

10. TRANSFER REQUESTS. A "Transfer" is defined as change of ownership on an account when the name of the official season ticket member of record is changing from one name to another. Terms pertaining to STM's ability to Transfer their Season Tickets are addressed in the STM's Personal Seat License Agreement.

11. UPDATED CONTACT INFORMATION. It is the responsibility of the STM to notify the Buffalo Bills Ticket Office when you have a change in your contact information. It is important that you keep your email and address current to ensure prompt delivery of invoices, tickets, and other dated ticket information. In the event you are changing your name to your married name, please submit a copy of your marriage certificate and your driver's license. For any other name change, please see "Transfer Requests".

PLEASE PRINT OR SAVE TO RETAIN THIS AGREEMENT FOR YOUR RECORDS.