2026-2027 Ticket Holder Terms

PLEASE READ CAREFULLY. THESE TERMS CONTAIN ARBITRATION AND CLASS ACTION WAIVER PROVISIONS THAT IMPACT YOUR LEGAL RIGHTS.

Tickets to (i) Buffalo Bills games and events (including, without limitation, draft parties and watch parties) at Highmark Stadium (the "**Stadium**") or Kaleida Health Performance Center (the "**Training Facility**"), and (ii) concerts, shows or events at the Stadium, the Training Facility or the designated venue as identified in the corresponding ticket are revocable licenses that only grant a one-time entry into the Stadium and a seat, or if specified on the ticket, a standing location, for the specified game or event (the "**Event**") with no right of re-entry. The purchaser and/or bearer of tickets to the Event, and any individual seeking entry to the Event through the use of a ticket, including minors and all other attendees accompanying any ticket bearer (on whose behalf the purchaser and/or bearer represents they are authorized to act for purposes of agreeing to these terms) (each of the foregoing hereinafter a "**Holder**"), agrees that: (i) such license is subject to the full terms and conditions found at www.buffalobills.com/ticketback (the "Terms") and (ii) by purchase, acceptance, and/or use of such license, each Holder is deemed to have read and understood the Terms and has agreed to be bound by them. Failure to comply with the Terms shall result in forfeiture of the license and all rights arising under it without refund and entitle the Buffalo Bills, LLC (the "**Bills**") and/or Bills Stadium and Events Company, LLC ("**StadCo**") (individually or collectively, "**Management**") to pursue all legal remedies available. Admission may be refused or revoked and Holder may be ejected in Management's sole discretion.

ALL TICKET SALES ARE FINAL. NO REFUNDS OR EXCHANGES EXCEPT AS PROVIDED HEREIN. THE SOLE AND EXCLUSIVE REMEDY if admission is refused or revoked, Stadium capacity limitations result in ticket cancellation, or the Event is canceled and not rescheduled for any reason, or for any breach of the Terms, is a refund of up to the ticket price set by Management ("Face Value"). IN NO EVENT SHALL HOLDER BE ENTITLED TO ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR EXEMPLARY DAMAGES OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY AMOUNT PAID IN EXCESS OF FACE VALUE FOR THE TICKET.

ANY DISPUTE, CLAIM, OR CAUSE OF ACTION IN ANY WAY RELATED TO THE TICKET OR THE EVENT SHALL BE RESOLVED BY MANDATORY, CONFIDENTIAL, FINAL, AND BINDING ARBITRATION IN BUFFALO, NY, REGARDLESS OF WHERE HOLDER RESIDES OR FROM WHERE THE TICKET WITH WHICH HOLDER SEEKS ADMISSION WAS PURCHASED. HOLDER AND MANAGEMENT AGREE THAT ALL DISPUTES SHALL BE ARBITRATED ON AN INDIVIDUAL BASIS. HOLDER UNDERSTANDS, ACKNOWLEDGES AND AGREES THAT THEY ARE WAIVING THEIR RIGHT TO A COURT OR JURY TRIAL AND ANY RIGHT TO LITIGATE OR ARBITRATE ANY CLAIM AS A CLASS ACTION, REPRESENTATIVE ACTION, OR CLASS ARBITRATION. IF HOLDER DOES NOT CONSENT TO THIS CLAUSE, HOLDER MUST IMMEDIATELY LEAVE AND/OR NOT ENTER THE STADIUM. THIS CLAUSE IS GOVERNED BY THE FEDERAL ARBITRATION ACT.

The Event date and time (and gate opening) are subject to change at Management's sole discretion, and no such change shall entitle Holder to a refund or other remedy at law or in equity if Holder cannot attend or for any other reason. **Please also be aware that there are certain games scheduled during the NFL's flexible scheduling window for which the date and time of the games may be changed from what is originally reflected on the schedule and what may appear on the ticket**. For more information about NFL flexible scheduling procedures for the 2026 NFL Season, please visit **https://www.nfl.com/schedules/flexible-scheduling-procedures.** Holder may also be relocated in Management's sole discretion, and no such relocation shall entitle Holder to a refund or other remedy if Holder is relocated to a seat of comparable Face Value. **Tickets for accessible seats are intended for fans with disabilities and their companions. Management reserves the right to relocate and/or assign to a**

non-accessible seating location ticket holders who do not require accessible seating without refund or other remedy.

Holder must comply with all Event policies including without limitation policies addressing security and fan conduct, health and safety, and bags. Holder and Holder's belongings may be searched or assessed. **Prohibited items may be confiscated and Holder's admission may be denied or revoked at Management's sole discretion.** Holder consents to such searches and assessments and waives all related claims. If Holder does not consent, Holder acknowledges Management has the right to deny or revoke Holder's admission without refund. **Management and the NFL each reserve the right to deny or revoke the admission of, and to ban from future concerts, shows, events, and NFL games and events, any person who it determines, in its sole discretion, poses a risk to the health, safety, or enjoyment of other attendees or whose conduct violates these Terms, any Event policies, or is otherwise disorderly (or complicit therein) without refund.**

Unauthorized entry into the field of play or other restricted areas, interfering with the progress of any game or event, attempting any physical contact with an event participant, and/or any other disorderly conduct deemed dangerous, inappropriate, or in violation of the Stadium code of conduct or any other relevant security policies is strictly prohibited. Violators will be removed from the Stadium and subject to arrest and prosecution, forfeiture of ticket privileges, and other penalties including up to a lifetime ban. Violators may also be subject to civil penalties and/or fines, as well as financial liability for any damages, costs or injuries incurred as a result of such unauthorized entry or interference. Such conduct constitutes a serious breach of Buffalo Bills, LLC's safety and security protocols, and violators assume any and all risks associated therewith, including the risk of personal injury (including death), and the risk of loss or damage to personal property.

Holder agrees not to create, transmit, display, distribute, exploit, misappropriate or sell (or aid in such activity) (1) in any form, any description or account (whether text, data or visual, and including, without limitation, play-by-play data) of the Event or related events (collectively, "**Descriptive Data**") for any commercial or non-personal, purpose; (2) any images, videos, audio or other form of display or public performance or reproduction of any portion of the Event or related events ("**Works**") for any commercial or non-personal purpose; or (3) livestreams of any portion of the Event or related events ("**Livestreams**"). Notwithstanding the foregoing, Holder agrees that by causing their ticket to be scanned upon entry to the Event, Holder shall be deemed to have signed the ticket and granted the NFL an exclusive worldwide, irrevocable, perpetual, sub-licensable, royalty-free license to all rights associated with any Works, Livestreams, and Descriptive Data. Holder grants irrevocable permission to NFL, the Buffalo Bills, LLC and their respective sponsors, licensees, advertisers, broadcasters, designees, partners and agents to use, publish, distribute and/or modify Holder's image, likeness, voice, actions and statements in any medium including, without limitation, audio, video, or images of the Event for any purpose without further authorization or compensation, and waives all claims and potential claims relating to such use unless prohibited by law.

Any collection, use, and/or disclosure of Holder data in connection with Holder's use of the ticket license, attendance at the Event, or use of the websites, mobile applications, and other online or offline services of the NFL, the Bills or StadCo including without limitation use of the Stadium Wi-Fi network, (the "**Services**"), are subject to (i) the Bills' Privacy Policy located at https://www.buffalobills.com/about-us/privacy-policy; or (ii) StadCo's Privacy Policy located at https://static.clubs.nfl.com/image/upload/bills/hk40mg7awrz62ezyin6d, each of which provides greater detail on how Holder's personal information may be used and how to exercise any rights Holder might have under applicable law. By using the Services, Holder acknowledges that they have read and understood the terms of the applicable Buffalo Bills Privacy Policy or StadCo Privacy Policy.

HOLDER KNOWINGLY AND VOLUNTARILY ASSUMES ALL RISKS, HAZARDS AND DANGERS incident to the Event and related events, including the risk of personal injury (including death),

exposure to communicable diseases, viruses, bacteria or illnesses (including, e.g., COVID-19), or the causes thereof, or lost, stolen or damaged property, whether occurring before, during, or after the Event, however caused, and hereby waives all claims and potential claims relating to such risks, hazards and dangers.

RELEASE, WAIVER & COVENANT NOT TO SUE. On behalf of Holder and Holder's Related Persons, Holder knowingly and voluntarily releases and covenants not to sue each of the Released Parties with respect to any and all claims that Holder or any of Holder's Related Persons may now have or that hereafter accrue, whether known or unknown, against any of the Released Parties that relate to any of the risks, hazards and dangers described above or resulting from anything which has happened up to now, including without limitation any and all claims that arise out of or relate in any way to Holder's or any of Holder's Related Persons' entry into, or presence within or around, the Event (including without limitation in parking areas or entry gates, or associated with locations near the field of play), in each case whether caused by any action, inaction or negligence of any Released Party or otherwise. **HOLDER UNDERSTANDS THAT THEY ARE RELEASING AND WAIVING CERTAIN POTENTIAL RIGHTS HELD BY HOLDER AND HOLDER'S RELATED PERSONS. TO THE EXTENT APPLICABLE, HOLDER EXPRESSLY, KNOWINGLY AND VOLUNTARILY WAIVES THE PROVISIONS OF SECTION 1542 OF THE CALIFORNIA CIVIL CODE AS AGAINST EACH RELEASED PARTY WITH REGARD TO CLAIMS RELEASED HEREBY AND ACKNOWLEDGES AND AGREES THAT THIS WAIVER IS AN ESSENTIAL AND MATERIAL PART OF THESE TERMS. HOLDER FURTHER ACKNOWLEDGES THE SIGNIFICANCE AND CONSEQUENCE OF THE RELEASE AND THE SPECIFIC WAIVER OF SECTION 1542 OF THE CALIFORNIA CIVIL CODE.**

As used herein:

- "Related Persons" means Holder's heirs, assigns, executors, administrators, next of kin, anyone attending the Event with Holder (which persons Holder represents have authorized Holder to act on their behalf for purposes of agreeing to the Terms, including the release herein), and other persons acting or purporting to act on Holder's or their behalf.
- "Released Parties" means: (i) Buffalo Bills, LLC, Bills Stadium and Events Company, LLC, County of Erie, NY, Erie County Stadium Corporation, NFL Ventures, Inc., NFL Ventures, L.P., NFL and its member clubs, and each of their respective direct and indirect parent companies, affiliates, subsidiaries, administrators, designees, licensees, agents, owners, officers, directors, employees, contractors (and their employees) and other personnel; (ii) the direct and indirect owners, lessees and sublessees of Highmark Stadium and related stadium grounds (including, without limitation, parking areas and entry gates) ("**Stadium Complex**"); (iii) all third parties performing services at the Stadium Complex; and (iv) any parents, subsidiaries, affiliated and related companies and officers, directors, owners, members, managers, partners, employers, employees, agents, contractors, subcontractors, insurers, representatives, successors and/or assigns of each of the foregoing entities and persons, whether past, present or future and whether in their institutional or personal capacities.

Management is not responsible for lost, stolen, destroyed, duplicated or counterfeit tickets and may refuse to honor them. Tickets may not be used for, or in connection with, any form of commercial purposes including, without limitation, advertising, promotions, contests, sweepstakes, giveaways, gambling or gaming, without the express written consent of the (i) Bills, (ii) StadCo and/or (iii) NFL, as applicable. This ticket may not be resold within 1,500 feet of the Stadium or the associated ticket office, or any other venue where the Event is being held under penalty of law. Use of tickets in violation of these terms or the law is strictly prohibited and will

result in seizure, revocation and/or forfeiture of the license and all rights of Holder arising under it without refund.

Governing Law

This Agreement shall be construed and enforced in accordance with the laws of New York, without regard to conflict of law principles.

Severability Clause

If any provision of this revocable license is determined to be invalid, illegal, or unenforceable, it shall be deemed severed and not affect the enforceability of any other provisions, which shall be enforced as if the revocable license did not contain the invalid, illegal, or unenforceable
provision.