

## **Additional Membership Information**

### **ADMITTANCE**

The Cleveland Browns welcome all guests, however, to ensure fans' comfort and accordance with local fire safety laws, only fans with a ticket will be allowed inside the Stadium, except for fans under two years of age. Any child under 24 months must sit on the lap of an accompanying adult.

### **SEAT RELOCATION REQUEST**

Season Ticket Members have the benefit of participating in our Seat Relocation process every year that occurs after the conclusion of our offseason renewal period. For more information regarding this process, please contact your Membership Services Representative.

### **PSL/SEASON TICKET OWNERSHIP AND CONDITIONS OF PURCHASE**

The Cleveland Browns recognize the PSL/Season Ticket Member of record as the name or company that appears on the PSL License Agreement or the first line of the account identification address.

EXAMPLE:

XYZ Company  
Attn: John Smith  
123 Touchdown Blvd.  
Cleveland, OH 44111

Any transactions made concerning a season ticket account will be made only with the account holder of record. All transactions must be documented in writing, signed by the season ticket member of record and may require a stamp from a notary. These transactions include but are not limited to: change of address, seat additions and deletions, seat location changes and all transactions involving the collection and refunding of money.

### **TRANSFER OF SEATS**

Upon submittal of proper documentation and a transfer fee of \$50.00 per PSL payable to the Cleveland Browns, the transfer request will be reviewed. Incomplete forms or forms that do not have the correct information will not be processed. [Click here to view PSL Transfer Forms.](#)

Forms must be received by April 1 to be processed for that season. PSL Transfer Forms received between April 1 and December 31 will be processed in time for the next season's invoice. To ensure a timely processing of the transfer, it is recommended tickets be paid in full.

Transfers to direct family members\* will allow the account to keep its seniority status. In order to transfer tenure, proof of the relationship must be submitted such as a birth certificate or marriage license/certificate. If an account is divided among more than one family member, only one account will retain the seniority status. All other accounts will begin with the seniority status of the year the transfer is completed.

\*direct family member means a parent; sibling; child by blood, adoption, or marriage; spouse; grandparent or grandchild

Note: Dawg Pound and Non-PSL seats are NOT transferable!

You can print the Transfer Form and mail it to:

Cleveland Browns Ticket Office 76 Lou Groza Blvd. Berea, OH 44017

### **SEASON TICKET PAYMENT**

Annual season ticket renewal invoices are emailed to accounts at the conclusion of the previous season. It is important to meet the payment deadline noted on your invoice. The Cleveland Browns Ticket Office is not responsible for delays or payments lost by the postal service. It is recommended that each

account holder login to their Account Manager and submit payment securely. Prompt response to the invoice by the Season Ticket Member will reduce the risk of possible PSL/season ticket forfeiture. Payment must be made by the deadline stated on the invoice. Any delinquent payment will be considered a default on the PSL, and cancellation of your season tickets will ensue. A default of a PSL will forfeit the PSL to the Cleveland Browns, in accordance with terms stated in the PSL contract. Once a PSL is forfeited and season tickets are canceled, it is not possible to retrieve them. Payment deadlines are strictly enforced. The ticket office uses first class mail to correspond with account holders. Unless returned to us by the Postal Service, it will be assumed that you have received all invoices and mailings.

#### **CHANGE OF ADDRESS**

Address changes must be submitted in writing to either [tickets@clevelandbrowns.com](mailto:tickets@clevelandbrowns.com) from your email address of record or mailed to:

Cleveland Browns  
Attn: Ticket Office  
76 Lou Groza Blvd.  
Berea, OH 44017

Please be sure to include your account number and a daytime phone number where you can be reached.

#### **NFL TICKET EXCHANGE**

The NFL offers another way for you to obtain or sell your tickets with other fans verified by Ticketmaster on the Cleveland Browns Official Ticket Exchange of the NFL. [Click here for more information.](#)

#### **TICKETS FOR KIDS**

The Cleveland Browns Foundation offers their annual Tickets for Kids Program. Season Ticket Members who are unable to use their Browns tickets can provide an opportunity for a deserving child, from a Northeast Ohio education or youth development charitable organization, to attend a game by donating the tickets to the Tickets for Kids program. [Click here to learn more.](#)

#### **HOW TO ACCESS/MANAGE YOUR TICKETS**

Tickets are accessible via your online Account Manager or the Cleveland Browns Mobile App. [Click here for more detailed information.](#)

#### **CHARGE YOUR PHONE**

FirstEnergy Charging Stations for your mobile device are located throughout FirstEnergy Stadium. Please check with Guest Services if you need assistance on game day.

#### **WI-FI**

Fans can stay connected all game at FirstEnergy Stadium by joining the "Stadium WiFi" network – \_no password required.