

## GENERAL RENEWAL QUESTIONS

### How do I renew?

To renew your season ticket membership, visit <https://am.ticketmaster.com/browns/> and sign into account manager using your email address and password to access your account. Select your preferred payment method and click “renew now.” For questions, please call the Membership Services Team at 440-891-5050 or email Membership Services at [tickets@clevelandbrowns.com](mailto:tickets@clevelandbrowns.com).

### When can I renew?

Offseason Renewals officially start on Monday, February 28, 2022, but Season Ticket Members have the ability to renew as early as Wednesday, February 23, 2022. The deadline to renew is Friday, March 25, 2022.

### How much will season tickets be next year?

Pricing for the 2022 season can be viewed on your [Account Manager](#).

### What are the 2022 offseason payment plan options?

Season Ticket Members can select from the following payment options

- Pay-in-full at the time of renewal
- 2-Pay: 50% upon renewal plus the remaining balance on May 1, 2022
- 4-Pay with autorenewal: 25% upon renewal followed by three (3) payments on May 1, June 1, and July 1, 2022, for your 2022 Season Tickets. For future NFL Seasons, your credit card will be automatically charged each month beginning on Feb. 1 and ending on May 1 prior to the NFL Season.

### What is autorenewal?

Autorenewal refers to the payment plan through which your season ticket membership is conveniently renewed each year with payments automatically deducted from your payment card on file according to the plan you selected. With autorenewal, you will never have to worry about forgetting to renew and you'll still get all the extra perks like the in-season renewal ticket member gift.

### How do I cancel autorenewal?

If you do not want your membership to automatically renew for the upcoming season, you can cancel enrollment in autorenewal before your first payment of the season is due or, if pricing increases, within thirty (30) days after pricing is announced. Cancelling enrollment in an autorenewal payment plan will prevent your account from automatically renewing for future NFL seasons, but you will have the option to manually renew your account or re-join autorenewal next year to maintain your season ticket membership. Individuals who cancel enrollment in autorenewal twice may be ineligible to sign-up for a payment plan with autorenewal in the future. Cancelling autorenewal enrollment does not generate a refund, please contact the Membership Services Team at 440-891-5050 or email Membership Services at [tickets@clevelandbrowns.com](mailto:tickets@clevelandbrowns.com) if you have any questions. Please also review the [Ticketing Terms and Conditions](#) for more details.

## SEAT RELOCATION

### **How do I change my seat?**

Season Ticket Members will be asked about their interest in relocating their seats for the 2022 season upon renewal in account manager. Relocation details will be sent out after the seat renewal period and all relocation details will be sent through a link directly to your e-mail.

### **How do I change my seat if I'm on an auto-renewal payment plan?**

Season Ticket Members enrolled in auto-renewal can visit <https://am.ticketmaster.com/browns/> and sign into Account Manager using their email address and password to access your account. From there, members can opt-in for this year's relocation process.

## GIFTS AND SWEEPSTAKES

### **I joined auto-renewal during in-season renewals, am I still eligible to receive the license plate and other gifts?**

Yes! In addition to access to the most flexible payment plans, the Season Ticket Member Browns Painter's hat, and entry to sweepstakes, all members who enrolled in auto-renewal during the 2022 in-season renewals or prior, and remain on the program, will receive the Season Ticket Member license plate gift and entry into all offseason renewal sweepstakes.

### **What is the 2022 season ticket member gift?**

This year's Season Ticket Member gift is a Cleveland Browns license plate frame. One frame will be provided to each renewed account. Those who enrolled in auto-renewal during in-season renewals or prior, and maintained their status, will also receive the Cleveland Browns Painter's Hat.

### **When will I get the 2022 season ticket member gift?**

The Cleveland Brown license plate frame will be delivered during or around the 2022 preseason.

### **How do I win the offseason renewals sweepstakes?**

All renewed Season Ticket Members, including those on auto-renewal, automatically will be entered into any applicable sweepstakes. Sweepstakes may have their own renewal deadlines for participation eligibility. See the [official rules](#) for more details.

### **If I join autorenewal now, during offseason renewals, can I still receive the Browns Painter's Hat?**

The Browns Painter's Hat is only available to Season Ticket Members who enrolled in auto-renewal during in-season renewals or prior, and who maintain current on their auto-renewal plan.

## OTHER

### **How do playoff tickets work? Are playoff tickets part of my membership?**

All renewed Season Ticket Members will automatically be opted-in to the pay-as-we-play program for Playoffs. A Season Ticket Member's card will only be charged once the Browns have secured a home playoff game. The card would be charged a second time should the Browns host another playoff game, i.e., the AFC Championship. If you do not have a payment card on file, you will be contacted by the Browns Membership Service Team during the season.