

2025 INDIANAPOLIS COLTS RELOCATION PROCESS

INSTRUCTION MANUAL AND FAQs



COLTS FANS,

We are pleased to utilize our 3D Virtual Venue for our relocation process again this year. This interactive tool will allow you to view and select the best available seats according to your individual preference directly from your computer, tablet, or mobile device, all based on your seniority. Access to the online relocation tool is available via My Colts Online Account Manager. We encourage you to take a few moments to read through this instruction manual so you can familiarize yourself with the process. If you have any questions, please contact the Colts at 317-297-7000.

Let's get started!

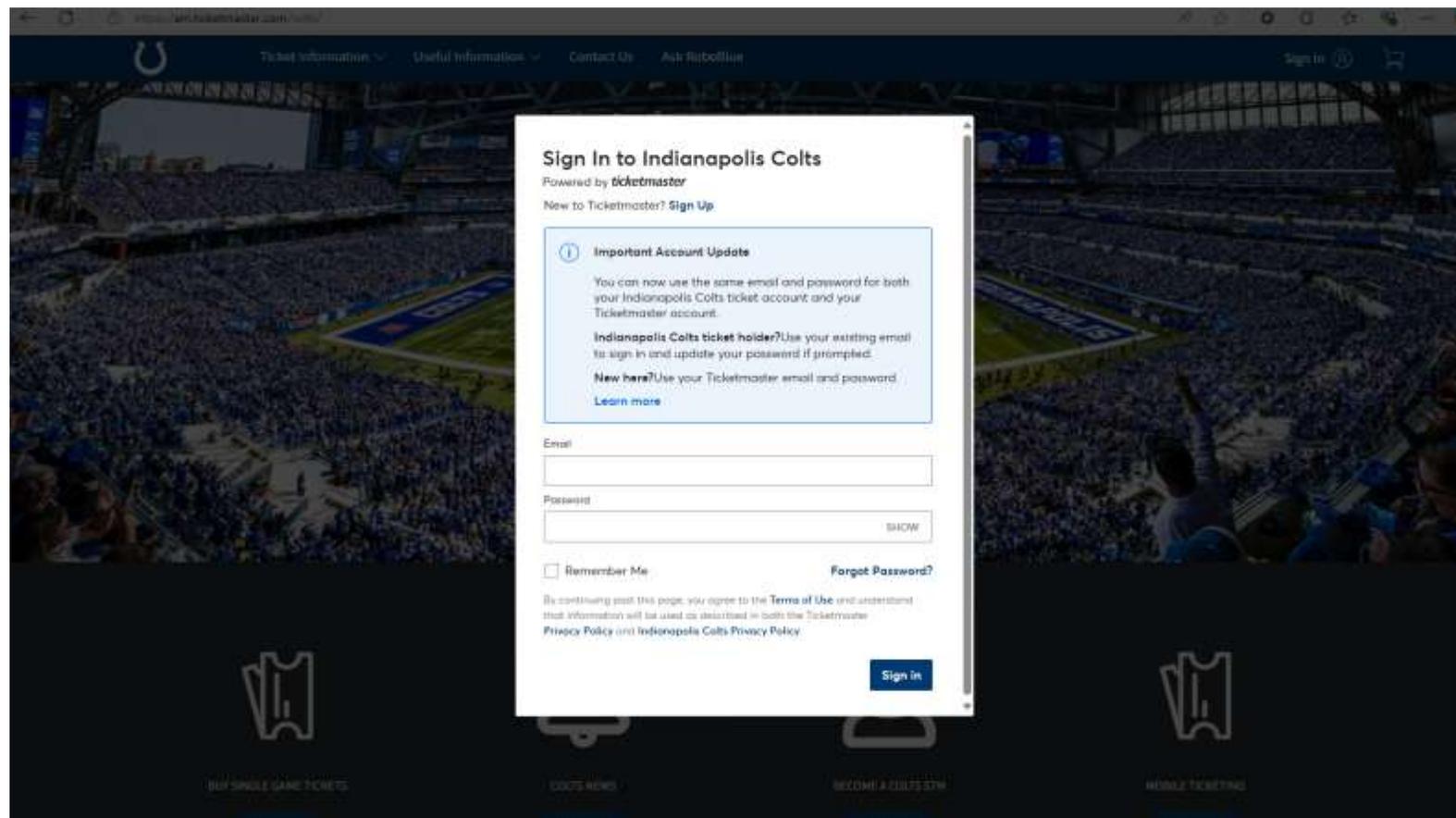


STEP ONE

MY COLTS ACCOUNT LOGIN

First, login to your Colts account manager with the email associated with your season tickets.

The Colts mobile App will not work for our relocation process, you will need to use a desktop.

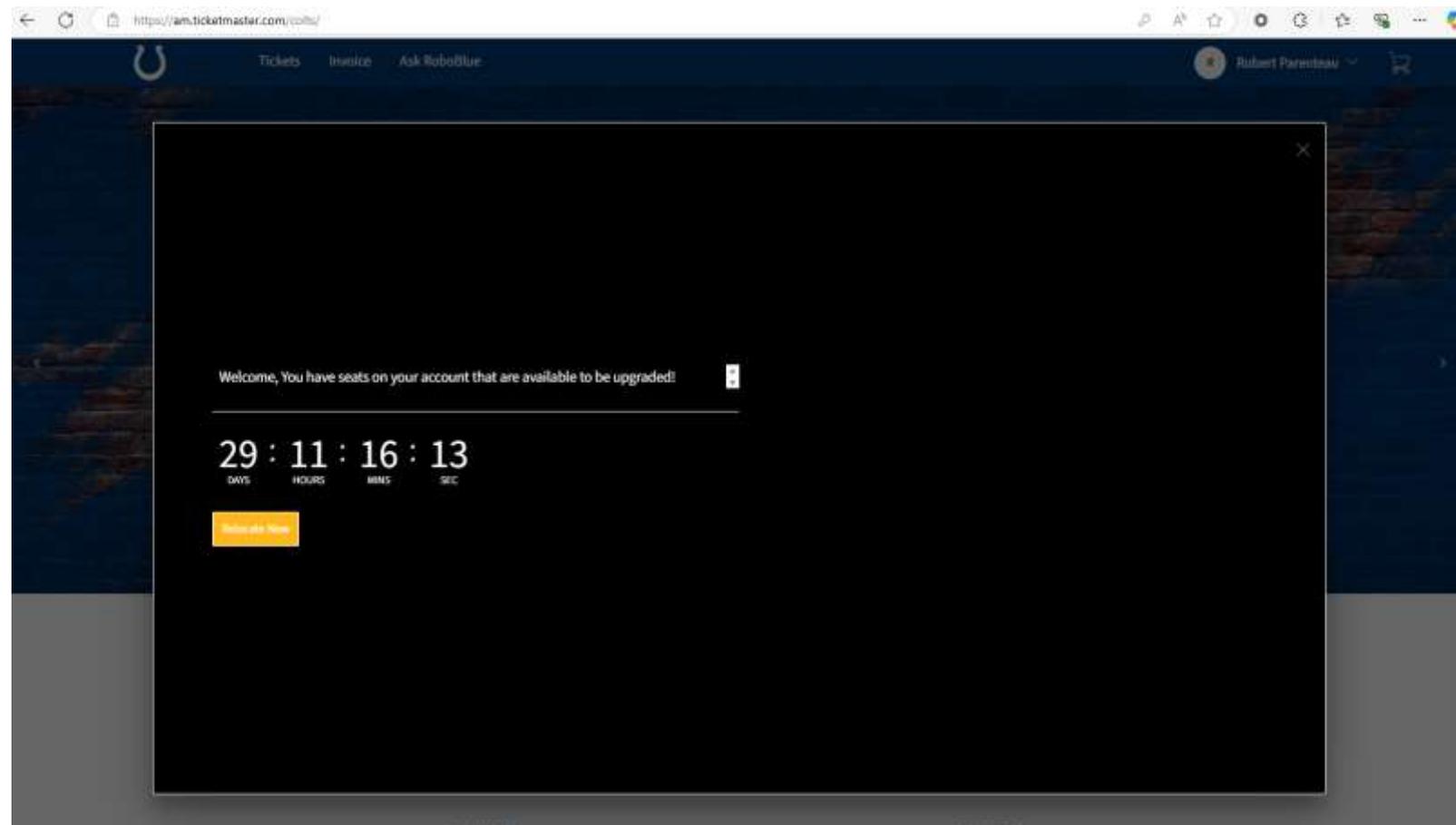


STEP TWO

ACCESS THE UPGRADE PROCESS

Once logged in, during your designated timeslot, the pop-up will appear to enter relocation.

Click the “Relocate Now” button to launch.



STEP THREE

SELECT SEATS TO UPGRADE

Please note, you may not leave a single seat.

You are able to select multiple seat blocks from a single plan to relocate at the same time.

Select the seats you would like to relocate or upgrade and click “Next”.

The screenshot shows a web browser window at the URL <https://am.ticketmaster.com/colts/upgrade>. The page title is "Select the current seat block(s) that you would like to relocate". Below the title, there is a brief instruction: "The seat blocks on your account that you are eligible to upgrade are listed below. You may be able to select multiple blocks based on the locations listed. When you select a seat block, if you have other available seat blocks to select, they will remain enabled. Any seat blocks you can't select, will be grayed out. Once you select the seat block(s), click Next."

The main content area displays three seat blocks for the Indianapolis Colts, each with a small stadium image, seat details, cost, and a "Next" or "Upgrade Seats" button. The first block is selected, indicated by a checkmark in its button.

Team	Section	Row	Seat(s)	Cost of Seats	Paid Amount	Action
Indianapolis Colts	Section 626	Row 18	Seat 9-10	\$675.00 X 2 Seat(s) = \$1,350.00	\$1,350.00	Next >
Indianapolis Colts	Section 626	Row 7	Seat 17-18	\$675.00 X 2 Seat(s) = \$1,350.00	\$1,350.00	Upgrade Seats
Indianapolis Colts	Section 629	Row 9	Seat 9-10	\$675.00 X 2 Seat(s) = \$1,350.00	\$1,350.00	Upgrade Seats

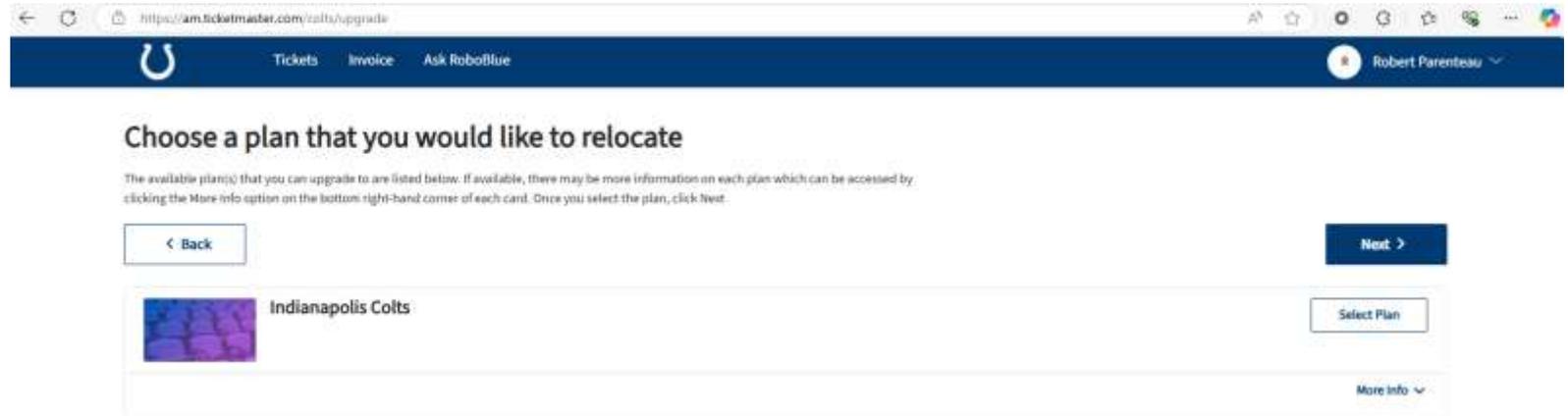
At the bottom of the page, there are links for "INDIANAPOLIS COLTS PRIVACY POLICY", "TICKETMASTER PRIVACY POLICY", "COOKIE PREFERENCES", "TERMS OF USE", and "COOKIE POLICY". The footer also includes the copyright notice "© 1999-2025 Ticketmaster. All rights reserved." and the Ticketmaster logo.



STEP FOUR

SELECT YOUR PLAN

Select the plan you would like to relocate and click “Next”.



The screenshot shows a web browser window with the URL <https://am.ticketmaster.com/colts/upgrade>. The page header includes the Ticketmaster logo, navigation links for 'Tickets', 'Invoice', and 'Ask RoboBlue', and a user profile for 'Robert Parenteau'. The main heading is 'Choose a plan that you would like to relocate'. Below this, a sub-heading reads: 'The available plan(s) that you can upgrade to are listed below. If available, there may be more information on each plan which can be accessed by clicking the More info option on the bottom right-hand corner of each card. Once you select the plan, click Next.' The page features a 'Back' button on the left and a 'Next >' button on the right. A single card is displayed for the 'Indianapolis Colts', which includes a small image of the team's field and a 'Select Plan' button. A 'More info' link with a dropdown arrow is located at the bottom right of the card.



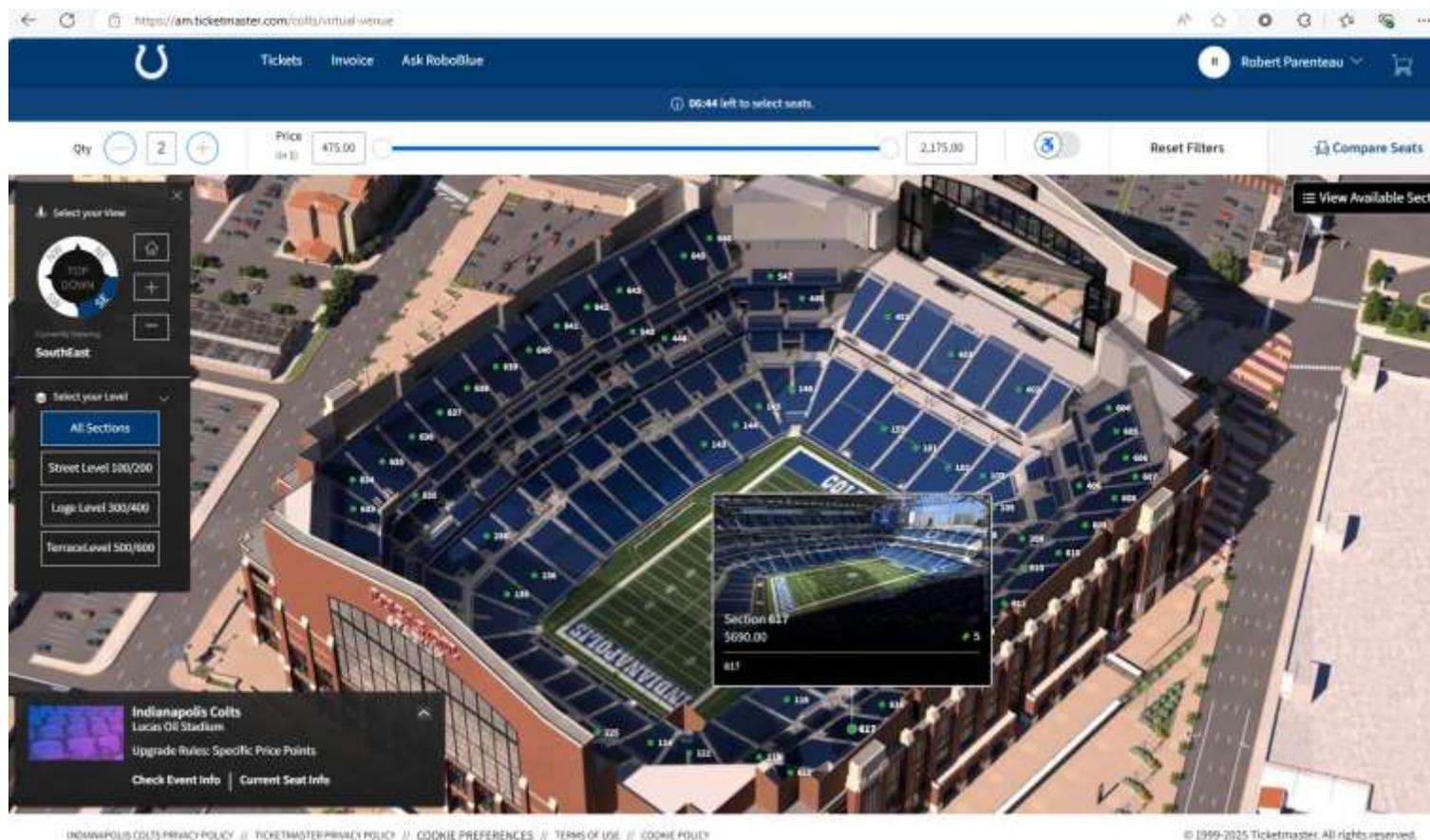
STEP FIVE

VIEW AVAILABLE INVENTORY

Once virtual venue will load, displaying available inventory for you to select.

Sections with availability will display the section number and have a **GREEN** dot on them.

Click your desired section to see available seats.



STEP SIX

SELECT YOUR NEW SEAT LOCATION

Seats highlighted GREEN are available for relocation or add-on.

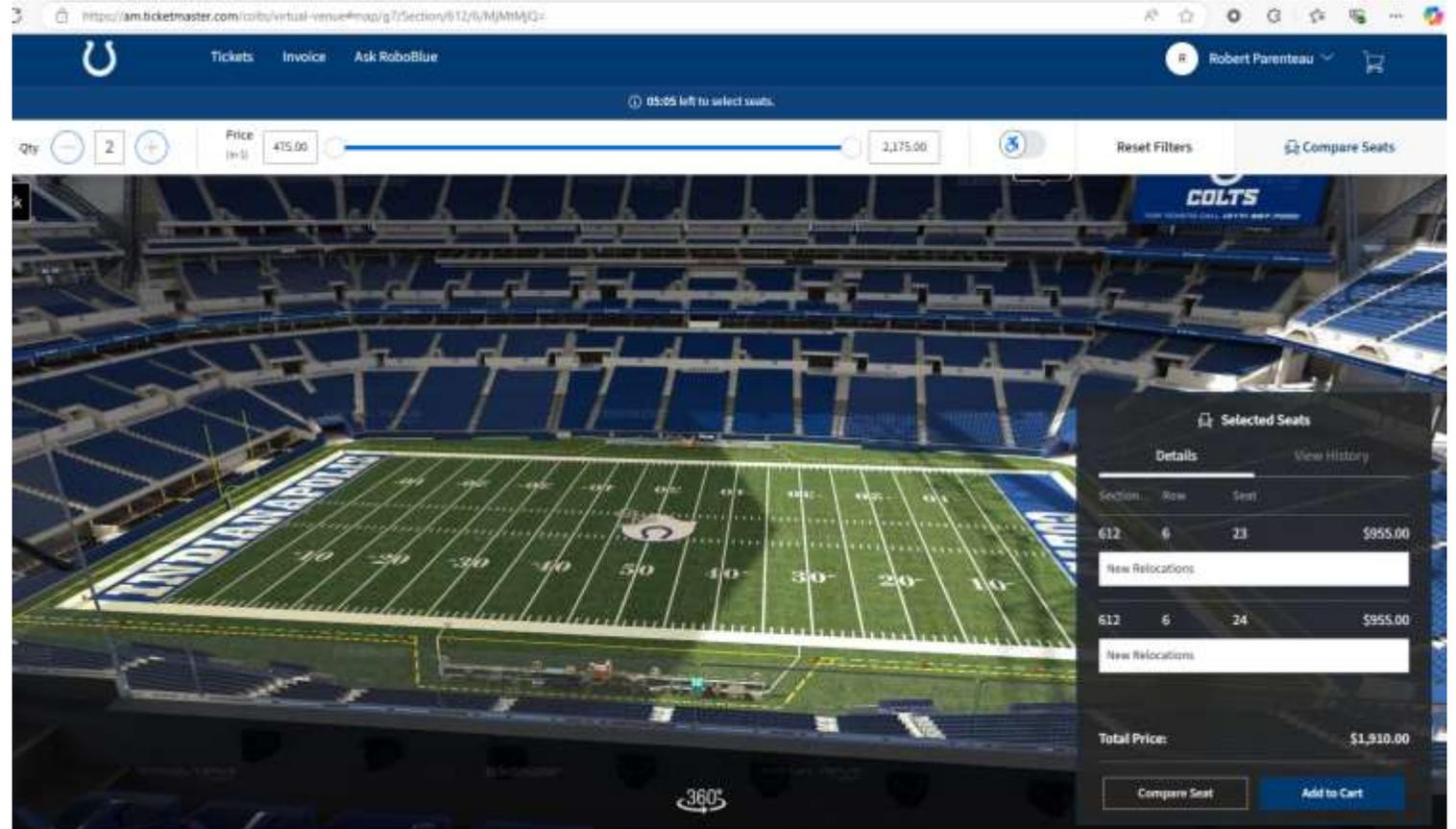
Click on the seats you would like. Remember, you cannot leave a single seat.

Verify the approximate view, selected seats, and click “Add to Cart”.

IMPORTANT: Before you can add the seats to your cart, you must select the ticket type, which will auto-populate with the correct option.

If you want to view other seats, click the back button. If you like the seat location, click “Add to Cart”.

At this time, you can also select up to four (4) additional seats if you are interested in adding to your account.



INDIANAPOLIS COLTS PRIVACY POLICY // TICKETMASTER PRIVACY POLICY // COOKIE PREFERENCES // TERMS OF USE // COOKIE POLICY

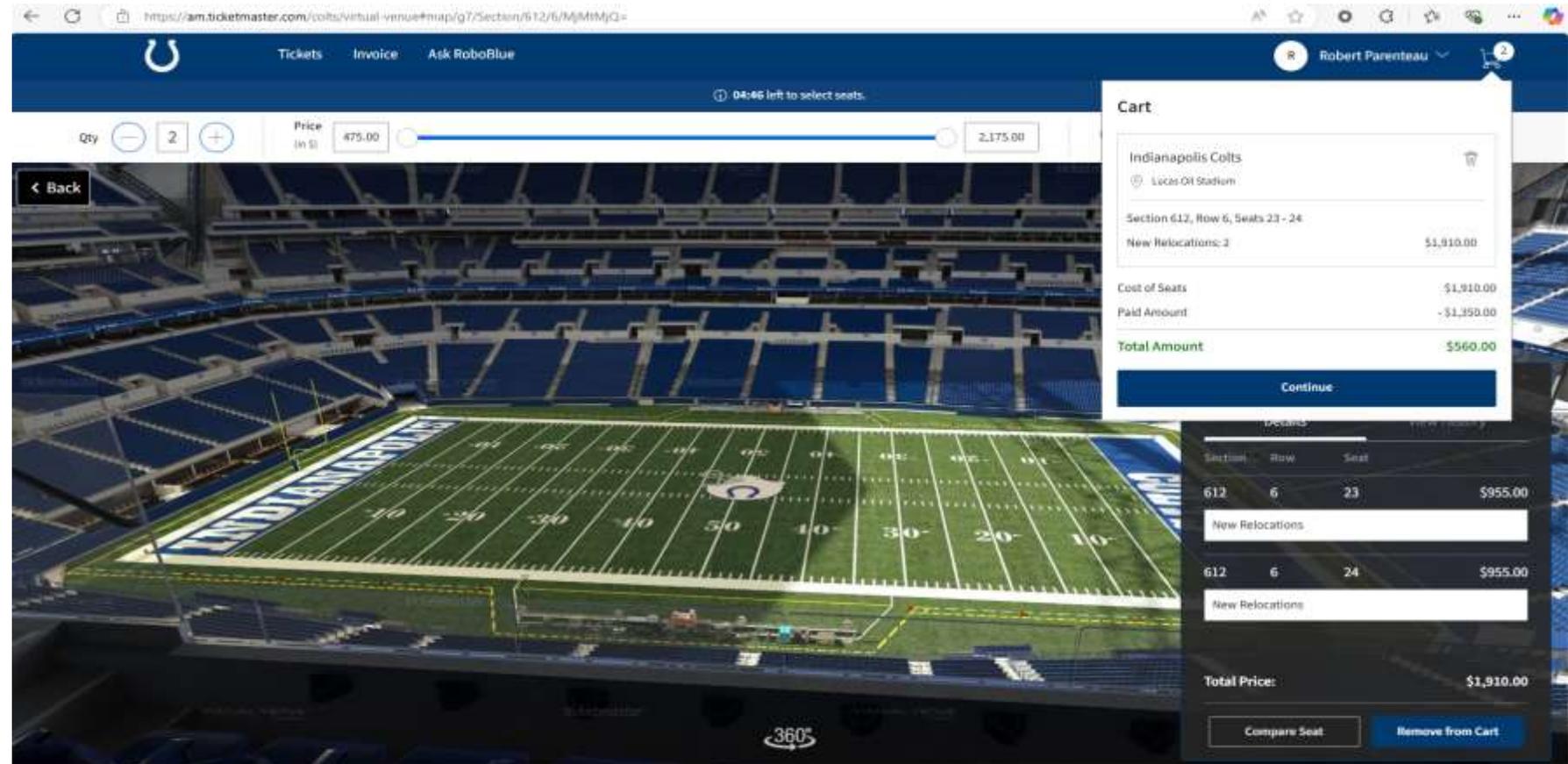
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STEP SIX

SELECT YOUR NEW SEAT LOCATION

Click the shopping cart icon on the top-right and select “Continue with Checkout” if you’re happy with the seat location.

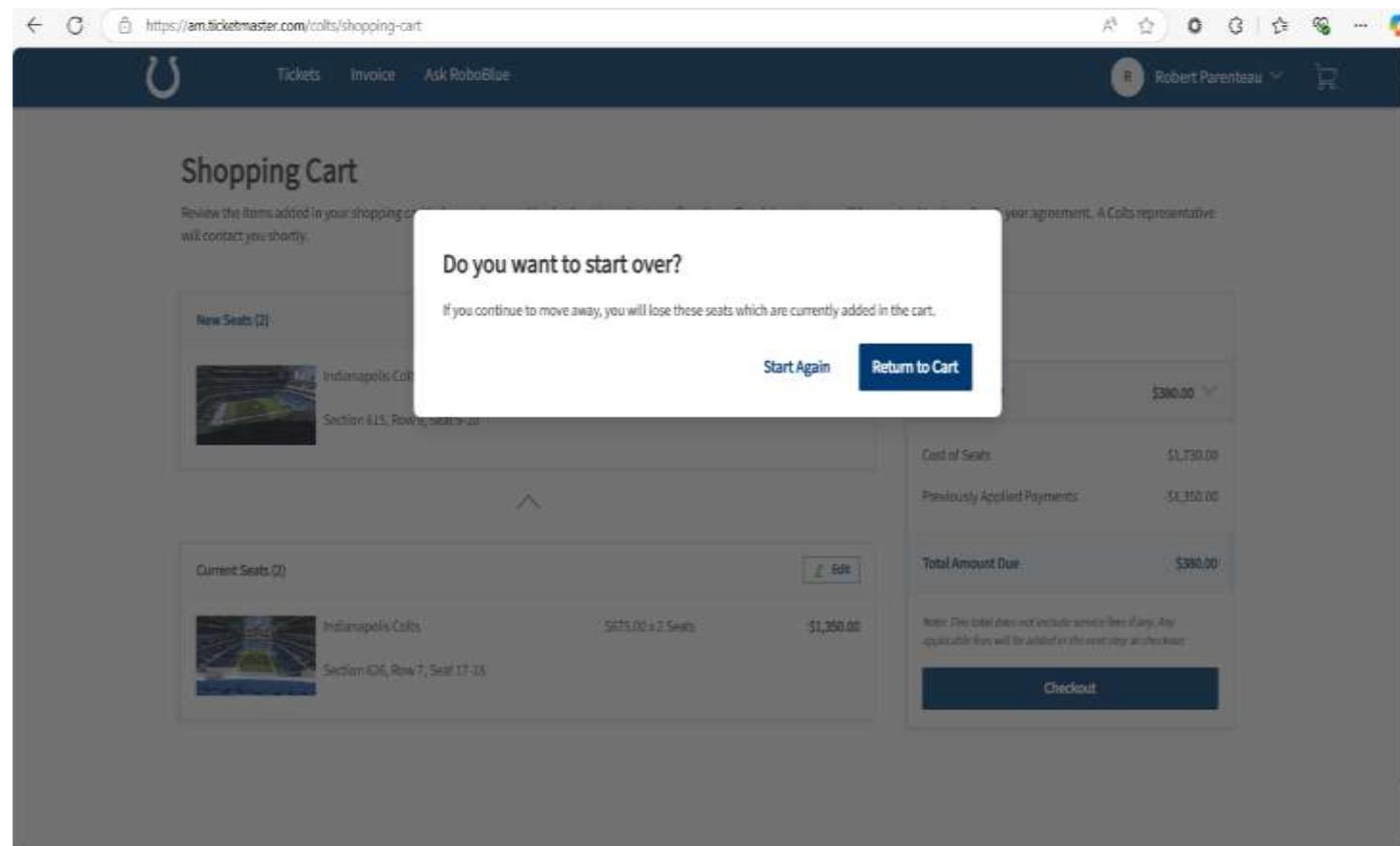


STEP SEVEN | REVIEW YOUR ORDER

If you wish to make a change, please click “Edit” next to your new seat location to return to the Virtual Venue.

If you wish to start the process over, please click “Edit” next to your current seats to return to the beginning.

When you are ready to continue, click “Checkout”.



STEP EIGHT | CHECKOUT PROCESS

A summary of your order is located on the right of the screen. If upgrading or adding seats, verify ticket price difference.

Please note, you have eight (8) minutes to complete this step before your new seat location is returned to available inventory.

To finalize your new seat location, please select your form of payment.

If you do not owe any additional money, payment is not required. If you owe money, you may choose to pay in full or opt into a payment plan.

Once complete, accept the Terms and Conditions and click “Place Order”. If successful, your current seats will be released and your new seats will be on your account.

The screenshot shows the checkout page for an Indianapolis Colts ticket. The page title is "Complete the checkout steps and submit your payment". Below the title, there is a note: "Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. You will be asked to submit a credit card to verify the transaction, no charge will be applied if your balance is zero. Once complete, click 'Submit'. Club seats require to sign a 3- or 5-year agreement." The page is divided into several sections: "Delivery & Shipping" (checked), "Payments" (with an option to apply \$560.00 in credits), "Payment Options" (with "Pay In Full" selected), and "Payment Method" (with "Card" selected). On the right side, there is an "Order Summary" showing a total of \$560.00, a checkbox for "I accept the Terms and Conditions", and a green "Pay Today - \$560.00" button. Below that is a "Cart items" section showing "1 Items Summary" for \$560.00, including "Indianapolis Colts" tickets for Section 611, Row 6, Seats 23-24 for \$560.00, and a "Total Value" of \$560.00. A "Time Remaining: 07:42" timer is visible in the top right corner.



STEP NINE

CONFIRMATION

Once completed, you will be sent to a confirmation screen and will receive a confirmation email from Ticketmaster with your updated seating and any necessary payment information for your records.

