

2026 INDIANAPOLIS COLTS RELOCATION PROCESS

INSTRUCTION MANUAL AND FAQs



FOREVER BLUE MEMBERS,

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 317-808-5383.

Let's get started!



IMPORTANT RELOCATION INFORMATION

KEY REMINDERS

- Each step of the online process is timed. If you have seats in your cart, they will be released if you do not finish each step within the amount of time you are given.
- You will not be able to leave a single seat available when relocating or adding on seats.
- If you wish to just add on seats, please contact your Account Manager directly at your designated date and time or call 317-808-5383.
- Access to available inventory will not be available until your designated date and time. Once you receive access, you will have the ability to relocate once daily until 11:59 PM on Sunday, March 8.



RELOCATION FAQs

How do I relocate my seats?

For step-by-step instructions, please reference the guide below.

The “Relocate/Add Seats” button does not work.

This button is not active until your designated date and time and then will remain active through the remainder of the relocation and additional seat process. Your date and time was sent to you via email and is based on your seniority. If you cannot locate your date and time, please contact your Account Manager or call 317-808-5383. There will be a countdown screen until you have access.

I’m not sure that I want to relocate; can I still view available inventory?

Yes, you can log in and view available inventory without affecting your current seat location. Your current seat location is only affected if you fully complete the relocation process.

I want to relocate, but there are not any available seats that I want.

Inventory is limited and if you do not find any seats that you wish to move to, you can log out or exit the Virtual Venue and you will remain in your current location. Please note, the inventory throughout this process is changing in real time as season ticket members relocate, so be sure to log back in and check availability throughout the process. You are able to relocate once per day through the end of the process.

My session was timed out and when I logged back in I couldn’t find the seats I originally selected.

Please contact your Account Manager or call 317-808-5383.

Can I relocate again if I have already gone through the relocation process?

Yes! You have the ability to relocate your seats once every 24 hours through the end of the process.



RELOCATION FAQs

The seats I wish to relocate to are more expensive than my current location.

At checkout, you will be asked to provide a credit card, ACH and/or account credit for payment of the difference between your current seats and the new seats you have selected. You will have the option to pay in full at the time of purchase or select the payment plan option.

The seats I wish to relocate to are less expensive than my current location.

If you choose to downgrade, the difference in credit will be applied to your Account Manager to be used for single game tickets, group tickets, or renewals for 2027.

The system won't allow me to relocate to seats I have found.

If you are not able to select seats for a relocation, be sure you aren't leaving a single seat, as the system won't allow this. If this is not the case and you are still having issues, please contact your Account Manager or call 317-808-5383.

I only want to relocate a portion of my seats.

Please contact your account manager for partial relocation options or call 317-808-5383.

My session was timed out and when I logged back in I couldn't find the seats I originally selected.

Please contact your Account Manager or call 317-808-5383.

I wish to relocate my seats and add additional seats.

If you are interested in relocating and purchasing additional seats, you can easily do so at the same time online. Please click on the seats you wish to relocate to in order to start the process and view available seats on our Virtual Venue. Please note, you can add up to four (4) additional seats while relocating your current seat location. If you do not find a location you wish to move to and still want to purchase seats, please exit out of the relocation process and contact your Account Manager directly to purchase.



RELOCATION FAQs

I don't want to relocate, but I want to check out available seats to add on to my account.

This process is not available online; however, at your designated date and time you can contact your Account Manager directly to discuss available inventory and purchase. Please note you can add up to four (4) additional seats.

I am in need of accessible seating.

Accessible seating is not available during the online relocation process. Please contact your Account Manager for available options or call **317-808-5383**.

I'm not available at my designated date and time; what are my options?

Even if you are unable to view inventory until your designated time, you are able to log on at any point after that through the end of the process.

I don't have access to a computer or the internet.

You can also access Account Manager to complete the relocation and additional seat process on your mobile device. If you do not have access via a computer, tablet or mobile device, please contact your account representative at your designated time for assistance.

I want to relocate to club seats.

If you are interested in club seats, please contact your Account Manager or call **317-808-5383**.

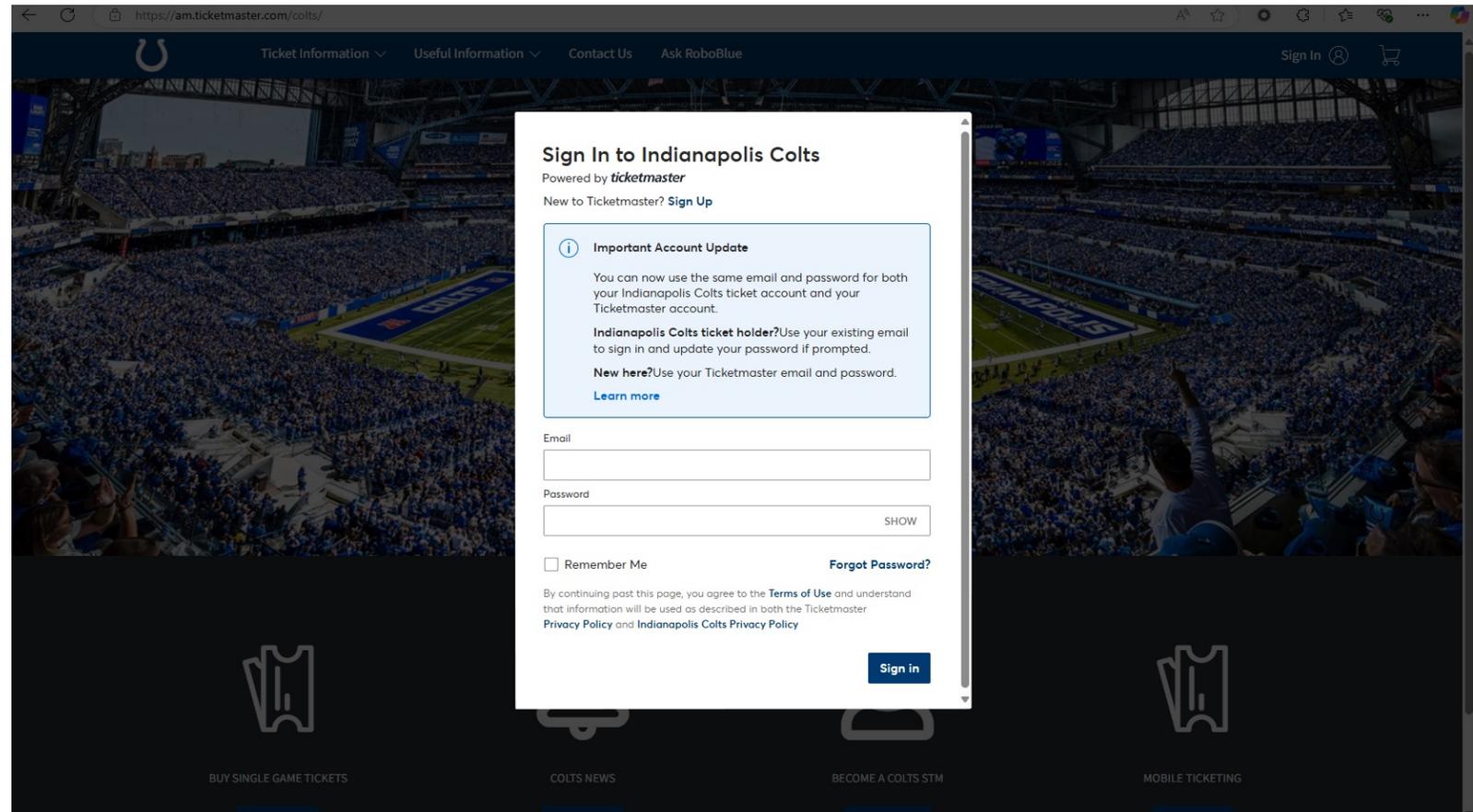


STEP ONE

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.

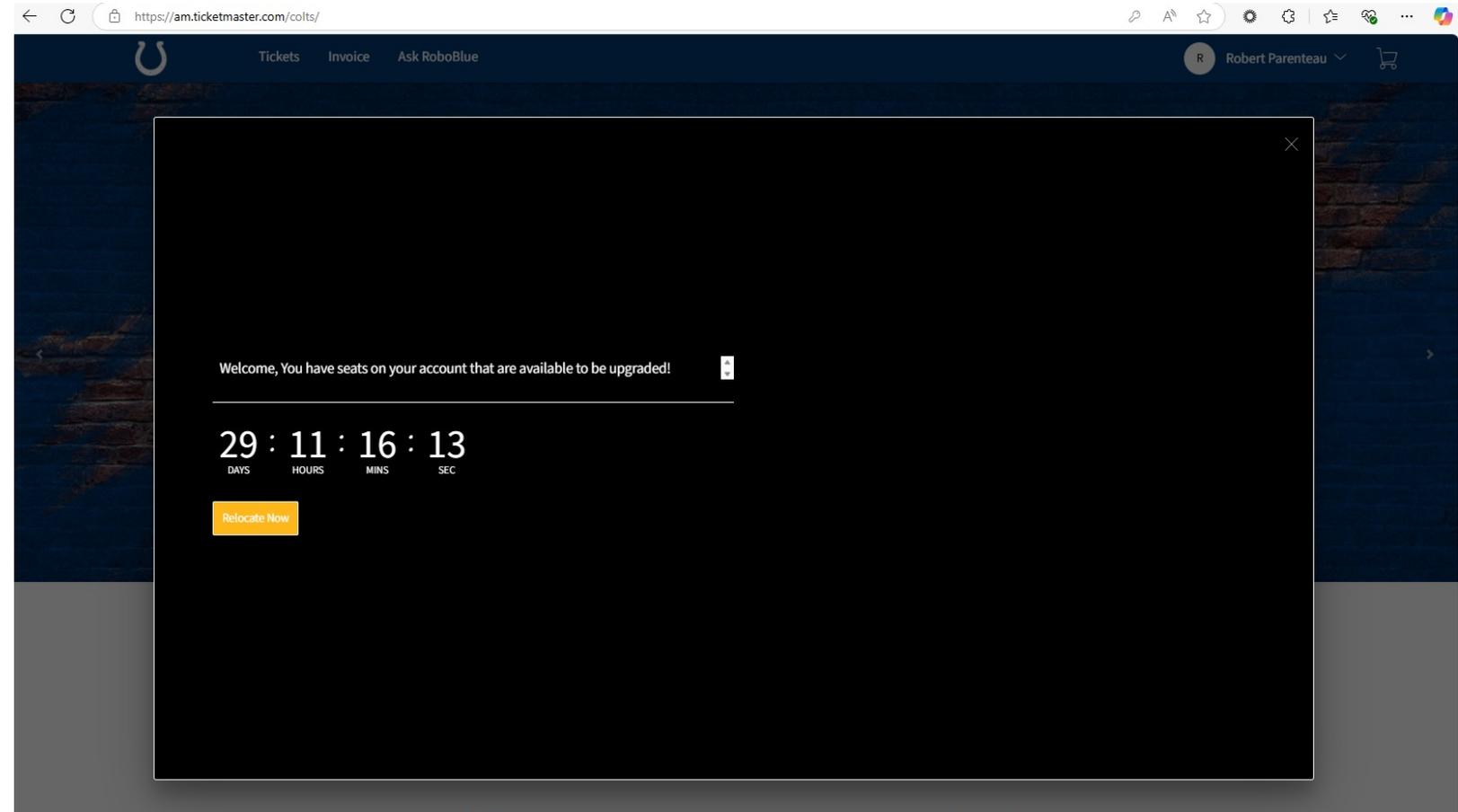


STEP TWO

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 with 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 paragraph of instructions: "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." A "Next >" button is located to the right of this text. Below the instructions, there are three card-like elements, each representing a seat block. Each card contains a small image of a stadium, the text "2026 Indianapolis Colts Season Tickets", the section and row information, the cost of seats, the paid amount, and an "Upgrade Seats" button. The cards are as follows:

Section	Row	Seat(s)	Cost of Seats	Paid Amount
Section 103	Row 8	Seat 10-11	\$1,620.00 X 2 Seat(s) = \$3,240.00	\$3,240.00
Section 136	Row 25	Seat 3-4	\$2,240.00 X 2 Seat(s) = \$4,480.00	\$4,480.00
Section 401	Row 8	Seat 3-4	\$1,175.00 X 2 Seat(s) = \$2,350.00	\$2,350.00

Each card also includes a "Next >" button and an "Upgrade Seats" button. The "Upgrade Seats" buttons are located to the right of the "Cost of Seats" and "Paid Amount" information. The "Next >" button is located to the right of the "Upgrade Seats" button. The text "Upgrade until Fri • Jan 30, 2026 • 11:59 PM" is located below the "Upgrade Seats" button.



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#map/g8/Section/116/2/MTYtMTU=>. 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 '2026 Indianapolis Colts Season Tickets', which includes a small image of stadium seats and a 'Select Plan' button. A 'More Info' link with a dropdown arrow is located at the bottom right of the card.



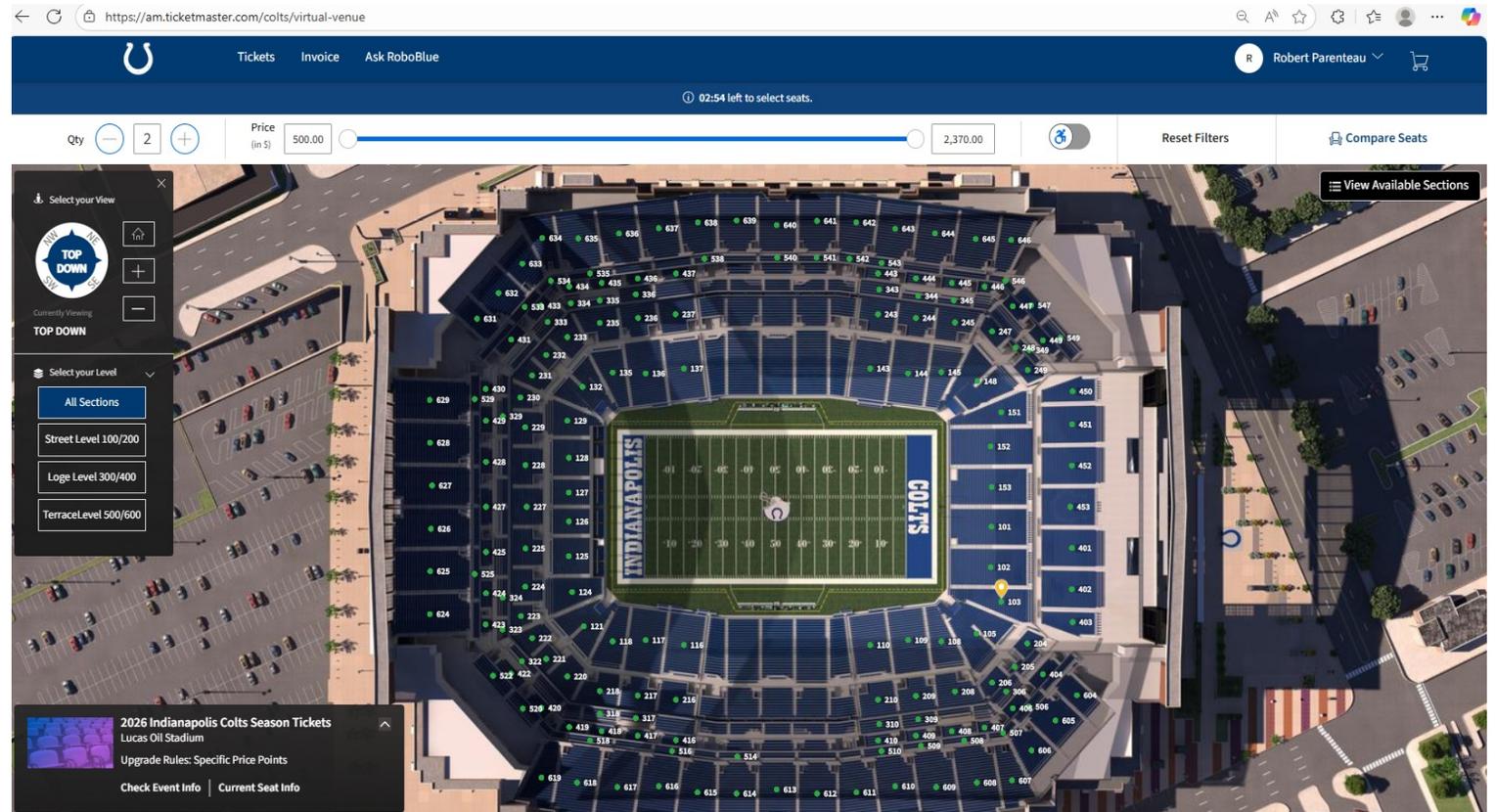
STEP FIVE

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.

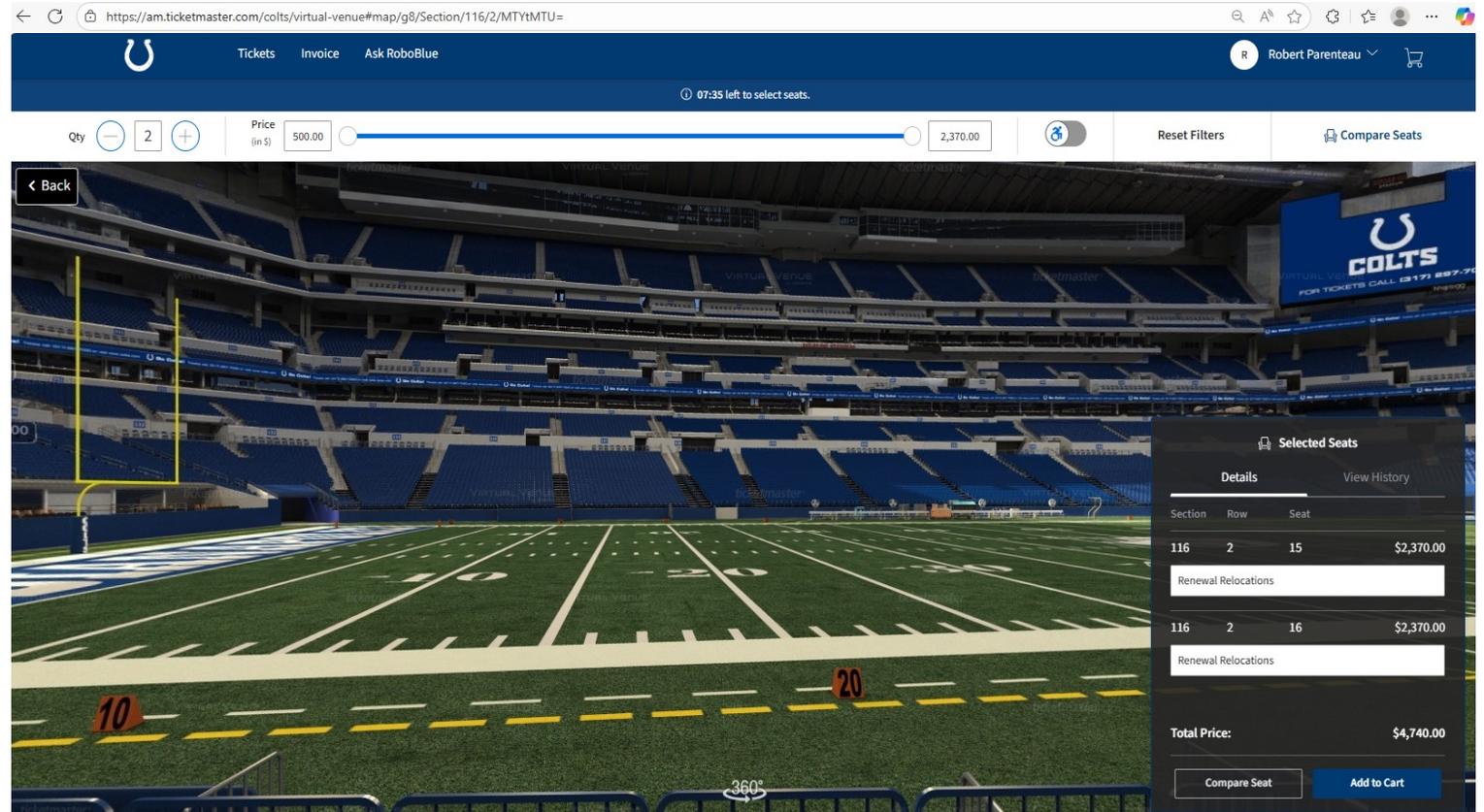
Click on the seats you would like. Remember, you cannot leave a single seat.

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.



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.

The screenshot shows the Ticketmaster website interface for selecting seats. The main view is a 360-degree virtual stadium tour of Lucas Oil Stadium. At the top, there's a navigation bar with 'Tickets', 'Invoice', and 'Ask RoboBlue'. A user profile for 'Robert Parenteau' is visible in the top right. A timer indicates '08:50 left to select seats'. Below the navigation, there are controls for quantity (set to 2) and price (set to \$500.00). A 'Back' button is in the top left of the stadium view. A shopping cart overlay is open on the right, showing '1 Event' and '2026 Indianapolis Colts Season Tickets' for 'Section 116, Row 2, Seats 15 - 16' at a cost of \$4,740.00. The cart also shows a 'Paid Amount' of -\$3,240.00 and a 'Total Amount' of \$1,500.00. A 'Continue' button is at the bottom of the cart. Below the cart, a 'Selected Seats' panel shows a table of the selected seats and their prices.

Section	Row	Seat	Price
116	2	15	\$2,370.00
Renewal Relocations			
116	2	16	\$2,370.00
Renewal Relocations			
Total Price:			\$4,740.00



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”.

The screenshot shows the Ticketmaster website's shopping cart for the 2026 Indianapolis Colts Season Tickets. A modal dialog box is centered on the screen, asking "Do you want to start over?" with the subtext "If you continue to return to the map, you will lose these seats which are currently added in the cart." The dialog has two buttons: "Return to Map" and "Return to Cart".

The background shows the shopping cart interface with the following items:

Category	Item	Price
New Seats (2)	2026 Indianapolis Colts Season Tickets Section 116, Row 2, Seat 15-16	\$1,500.00
Current Seats (2)	2026 Indianapolis Colts Season Tickets Section 103, Row 8, Seat 10-11	\$1,620.00 x 2 Seats = \$3,240.00
Cost of Current Seats (2)		\$3,240.00
Cost Difference		-\$1,740.00
Cost of Seats		\$1,500.00
Previously Applied Payments		-\$3,240.00
Total Amount Due		\$0.00

A "Checkout" button is visible at the bottom of the summary table. A note at the bottom of the summary table states: "Note: This total does not include service fees if any. Any applicable fees will be added in the next step at 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 a web browser window with the URL <https://am.ticketmaster.com/colts/checkout>. The page title is "Complete the checkout steps and submit your payment". Below the title, there is a paragraph of instructions: "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 main content area is divided into three sections:

- Delivery & Shipping** (checked): Shows "2026 Indianapolis Colts Season Tickets: MobileTicket" with a dropdown arrow.
- Payments**:
 - Payment Options**:
 - Pay In Full
 - 2026 10 Pay Plan
 - 2026 2 Pay Plan
 - 2026 Pay In Full Pay Plan
 - 2026 Premium 2
 - 2026 Premium Pay In Full Plan
 - Payment Method**:
 - Card

On the right side, there are two summary boxes:

- Order Summary**: Shows a total of \$1,500.00. Below it is a checkbox for "I accept the Terms and Conditions" and a green button labeled "Pay Today - \$1,500.00".
- Cart items**: Shows "1 Items Summary" for \$1,500.00. The item is "2026 Indianapolis Colts Season Tickets" (Section 116, Row 2, Seat 15-16) for \$1,500.00. The total value is also \$1,500.00.



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.

