



### Step 1:

At your assigned date and time, click the relocation link your email (**[www.dolphins.com/am](http://www.dolphins.com/am)**) and log in using your email address and password. If you have forgotten your password, click forgot password and you will receive a new password to your email.

The screenshot shows the 'My Hard Rock Stadium Account' login interface. At the top, there is a dark teal header with the Miami Dolphins logo, 'Contact Us', 'Secure Ticketing Tutorial', 'Sign In', and a shopping cart icon. The main background is a blurred image of stadium seating. A white login modal is centered, titled 'My Hard Rock Stadium Account' with a close button (X). It contains a 'Log In' section with fields for 'Email Address \*' and 'Password \*'. Below the password field are checkboxes for 'Remember Me' and a link for 'Forgot Password?'. A light blue 'LOG IN' button is at the bottom of the modal, with a link 'Don't have an Account? Click Here' underneath. On the left side of the background, there is a 'Join our Family!' button and text about '2020 FOOTBALL SEASON'.

### Step 2:

Upon log in, click "select new seats" to relocate for the 2020 season.

The screenshot shows a welcome message on a grey background: 'Welcome, . You have the opportunity to select new seats in the 2020 Reduced Capacity Stadium!'. Below the message is a large digital timer showing '53:14:37:07' with labels 'DAYS', 'HOURS', 'MINS', and 'SECS' underneath. At the bottom left, there is a teal button labeled 'Select New Seats', which is circled with a blue oval.




### Step 3:

By selecting "select seats now," you will see your old seat location. Select all seat locations you will need to relocate and click "next" in the top right corner. You will need to relocate all your seats, as there is no option to remain in your original seats for this season. If you do not select new seats, all current account credit will be moved to the 2021 season and you will be opted out for the 2020 season.

separate seating locations, select and relocate one seat block at a time. Once you select the seat block(s), click Next.  
Note: This process does not effect your 2021 seating location

Next >

2020 Dolphins Membership

Section 114, Row 33 , Seat 3-4  
New Membership


\$1,080.00 x 2 Seats

\$2,160.00

Select Seats

Upgrade until Fri • Oct 23, 2020 • 11:59 PM

2020 Dolphins Membership

Section 322, Row 10 , Seat 1-4  
Renewal

\$570.00 x 4 Seats

\$2,280.00

Select Seats

Upgrade until Fri • Oct 23, 2020 • 11:59 PM

### Step 4:

You will now be taken to the virtual venue. A pop-up window will appear with updates regarding our socially distanced seating changes. Please note that all seats are in blocks. You must select the entire block of seats (i.e., if a location has four seats available, you must select all four seats).

## Buying Experience Update COVID-19

In order to provide a safe experience for fans, we've implemented social distancing seating in our venue. This helps make sure fans can safely attend our events while adhering to the social distancing guidelines.

### Seat Rules

Select your seat quantity to see seat blocks matching your requirements. You'll need to buy the entire block, but you can buy multiple blocks per transaction.



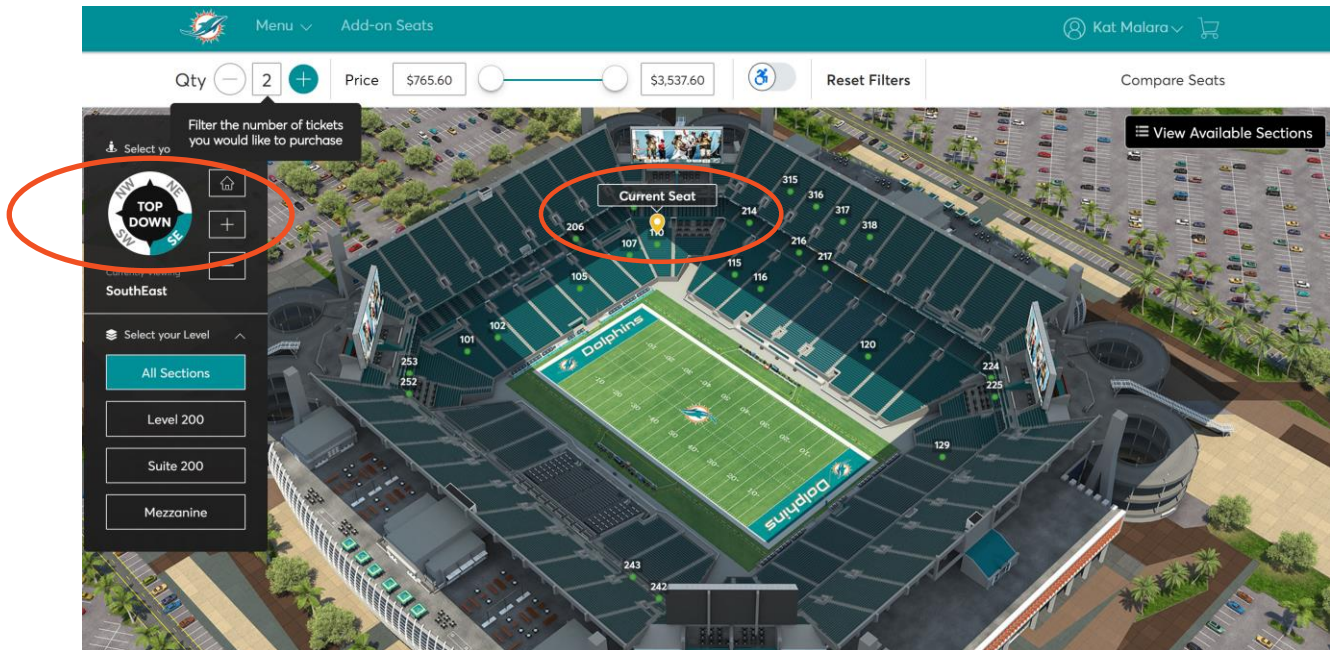
### Introducing Social Distancing Seats

Several of our seats have been marked with the color ■ and labeled as "social distancing seats" to indicate that they're unavailable. We've updated our seat map to help you shop confidently.



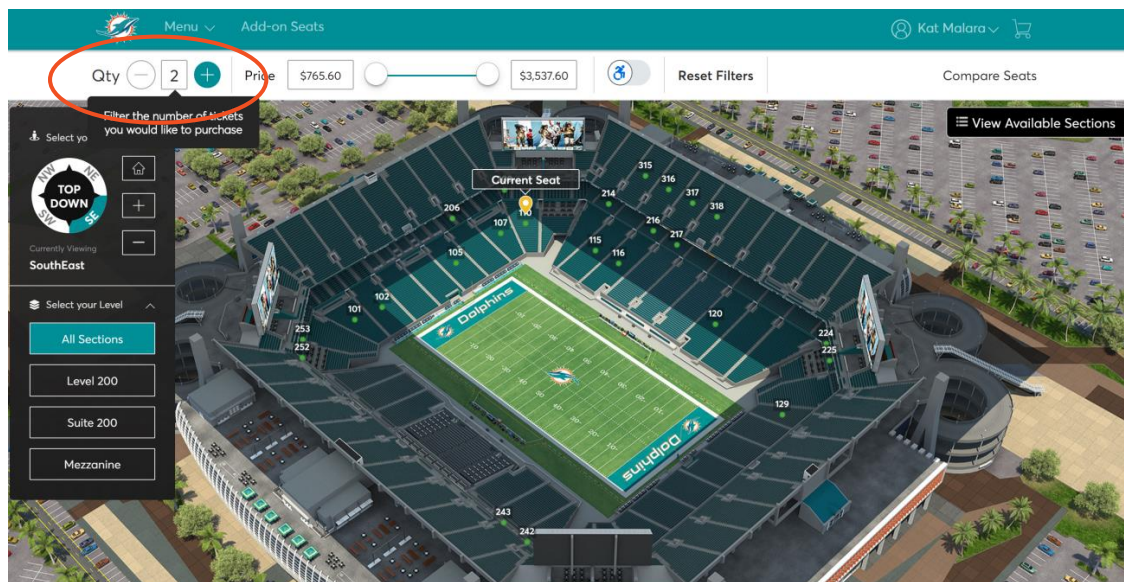
### Step 5:

In the virtual venue you can use the navigator tab on the left of your screen to navigate different aerial views of the stadium. Seating sections with availability will have a green dot. Select one of these sections to see available rows and seats in green.



### Step 6:

You will not be able to drop any seats (i.e., if you currently have four seats, you will not be able to only select three seats), but you will be able to add on one seat to select a whole block (i.e., if you have three seats but found a block of four, you will be able to add on the additional seat to select that block).







### Step 7:

Select the seats in green you would like to add on, click add to cart. Seats will now be moved to your cart located in the checkout tab at the top right. **You will have 5 minutes on each screen, please be aware seats are not secure in your account until you select checkout.**

The screenshot shows the Miami Dolphins website interface. At the top, there's a teal header with the Dolphins logo, a 'Menu' dropdown, and 'Add-on Seats'. Below the header, a navigation bar includes 'Qty' (2), 'Price' (\$765.60), a price slider, a total price of \$3,537.60, a 'Reset Filters' button, and a 'Compare Seats' link. The main content area features a 360-degree view of the stadium. A 'Selected Seats' overlay is visible on the right, showing a table of selected seats and a total price.

Section	Row	Seat	2020 Season Tickets
107	19	1	\$765.60
107	19	2	\$765.60

Total Price: \$1,531.20

Buttons: Compare Seat, Add to Cart

### Step 8:

To proceed to checkout, please view your cart and click continue.

The screenshot shows the same website interface as Step 7, but with the 'Cart' overlay visible. The 'Cart' overlay shows the '2020 Dolphins Membership' with a renewal of 2, a total amount of \$1,531.20, and a 'Continue' button. The 'Selected Seats' overlay is also visible, showing the same table of selected seats and total price.

Section	Row	Seat	2020 Season Tickets
107	19	1	\$765.60
107	19	2	\$765.60

Total Price: \$1,531.20

Buttons: Compare Seat, Remove From Cart



### Step 9:

In the cart, review the new seat information pertaining to your seat selection including section, row, seat, price and the total for your location. After review select checkout, once you select checkout you will not be able to go back to the virtual venue.


Menu ▾ Add-on Seats Kat Malara ▾

## Shopping Cart


Review the items added in your shopping cart below and proceed to checkout in order to confirm them.

**Important:** New Seats are not secure in your cart until you select checkout.

**New Seats (1)** [Edit](#)

	2020 Dolphins Membership Thu, Dec 31, 2020 @ 01:00 pm Section 107, Row 19, Seat 1-2	\$765.60 x 2 Seats	\$1,531.20
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**Current Seats (1)** [Edit](#)

	2020 Dolphins Membership Thu, Dec 31, 2020 @ 01:00 pm Section 110, Row 19, Seat 20-21	\$765.60 x 2 Seats	\$1,531.20
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**Summary**

Cost Difference	\$0.00 ▾
Cost of Seats	\$1,531.20
<b>Total Amount Due</b>	<b>\$1,531.20</b>

Note: This total does not include service fees if any. Any applicable fees will be added in the next step at checkout.

**Checkout**

### Step 10:

Please select delivery method of mobile entry and click continue. To complete the relocation process select the payment option. You can either pay in full or the monthly dues payment plan.

Menu ▾ Add-on Seats Kat Malara ▾

## Complete the checkout steps and submit your payment

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. Once you complete each step, click "Submit".

By selecting the 7 month payment you will be processing your April monthly payment and your next monthly payment will be on 5/17.

**1 Delivery & Shipping**

Select Delivery Method

Select Delivery Method

Mobile Entry (Free)


**2 Payments**

**Continue**

**09m 47s**  
To Complete Purchase

We will release the reserved items if not purchased within this time.

**Cart items (1)**


2020 Dolphins Membership Section 107, Row 19, Seat 1-2 \$1,531.20	
<b>Total Value</b>	<b>\$1,531.20</b>

**Order Summary**

Ticket Subtotal	\$1,431.02
Taxes ⓘ	\$100.18
<b>Total Amount Due:</b>	<b>\$1,531.20</b>



Enter your credit card information, check the box to accept the terms and conditions. Submit order for your September payment and you are done.

Menu ▾Add-on SeatsKat Malara ▾

## Complete the checkout steps and submit your payment

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. Once you complete each step, click "Submit".

By selecting the 7 month payment you will be processing your April monthly payment and your next monthly payment will be on 5/17.

✓ Delivery & Shipping ▾

2 Payments

Payment Option

Select Payment Option

Select Payment Option

Pay In Full

2020 7 Month Payment Plan

Submit Order

09m 22s  
To Complete Purchase

We will release the reserved items if not purchased within this time.

### Cart items (1)

2020 Dolphins Membership  
Section 107, Row 19, Seat 1-2  
\$1,531.20

Total Value \$1,531.20

### Order Summary

Ticket Subtotal	\$1,431.02
Delivery	\$0.00
Taxes ⓘ	\$100.18
<b>Total Amount Due:</b>	<b>\$1,531.20</b>
<b>Payment Due Today</b>	<b>\$1,531.20</b>