

Seat Relocation Program

Information & Step-By-Step Guide



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QUALIFICATION & OPT-IN

Qualifying for the Seat Relocation Program:

- Personally attend at least 3 games during the 2024 Season with one or more of your Season Tickets
- Renew your 2025 Season Tickets by the Early Renewal Deadline of February 15, 2025
- Be paid in full or compliant on your annual SSL Installment as of March 1, 2025

Opt-In Period:

- Members who met the above requirements required to opt-in to participate
- The opt-in form was emailed on March 13, 2025 with the deadline to complete on March 27, 2025

The Rams reserve the right to review additional account details and activity to determine eligibility to participate in Member programs.

RELOCATION NOTIFICATION EMAILS

Seat Relocation Program Launch: Mid-April

- All Members who qualified and opted in to the Seat Relocation Program will receive an email regarding next steps in the program process in early April.
- Relocation opportunities will occur in “waves” in the following weeks, which will be a 24-hour window to review relocation options and select new seats.
- You will *not* receive your dedicated relocation window during this time and will receive a separate email a few days prior to your window opening.

Relocation Waves: Mid-Late April

- A few days prior to your window opening, you will receive an email informing you of when your relocation opportunity will open
- You will also receive an email the day of your relocation window as a reminder that your opportunity is beginning.

REVIEWING RELOCATION OPTIONS

Once Your Window Begins:

- Log in to your Rams Account Manager at www.therams.com/AM using the email address associated with your Season Tickets.
 - We advise you to log in on a desktop computer for the best experience, or your mobile browser. You **cannot** access the program through the Rams App.
- Utilize the virtual seating map to review available options.

Relocating Your Seats:

- If you find seats you would like to relocate into, select the seats and add them to your cart.
- Once you are satisfied with your seat selection, proceed through the check out process.
- Note that new seat locations placed in your cart are still available for other Members to select. Seats are secured for you to confirm your relocation for a very limited time once you have reached the final checkout page.

Keeping Your Existing Seats:

- If you do not want to relocate after reviewing available options, no further action is necessary.

COMPLETING YOUR RELOCATION

Signature Required For Your New or Updated SSL Agreement

- If relocating within your current price point, you will be emailed a new or updated SSL Agreement from DocuSign with the subject “DocuSign eSignature: Please eSign the LA Rams Agreement”
 - The “from” email address is dse_na3@docusign.net
 - Please check your spam or junk folder if you do not receive your email.
- You will have 24 hours to sign your agreement. If it is not signed, your seats will revert back to their previous location(s).

Selecting & Completing Payment Terms *(only if upgrading or adding seats):*

- You will receive a call from a representative to discuss your preferred SSL payment terms
- Once payment terms are confirmed, you will be emailed a new SSL Agreement from DocuSign with the subject “DocuSign eSignature: Please eSign the LA Rams Agreement”
 - The “from” email address is dse_na3@docusign.net
 - Please check your spam or junk folder if you do not receive your email.
- You will have 24 hours to sign your agreement. If it is not signed, your seats will revert back to their previous location(s).

IMPORTANT REMINDERS

Review our Season Ticket & SSL Price Map by clicking [HERE](#). You will be required to pay the difference if upgrading to a more expensive location.

Relocation is only accessible by desktop or mobile browser on www.therams.com/am.

Your window is open for a limited time and for one opportunity

- Your relocation window will remain open for 24 hours or until a relocation is made, whichever comes first.
- You may relocate your seats once during your window and for the entirety of the 2025 Seat Relocation Program. This location will be permanent, or until you relocate in a future program.
- If you do not relocate during your window or complete the necessary paperwork to complete your relocation, your seats will remain in their existing location(s).

When moving to a new seat location, you will not be able to leave one individual seat by itself either in your old location or new location.

New seat locations are not secured while in your cart

- While seats are in your cart, they are still available to other Members relocating.
- Seats are secured for you to confirm your relocation for a very limited time once you have reached the final checkout page.

FREQUENTLY ASKED QUESTIONS

Do I have to relocate? I'm not sure if I want to change my seats.

- No, you do not have to relocate but can still view available options to see if there are any seats that may be of interest. If you wish to stay in your same seats after reviewing options, no further action is required.

Can I relocate some of my seats and keep others in their current location?

- Yes, you can relocate a portion of your seats but must “check out” with the same number of seats that you started with, or more if you are purchasing additional seats.

Can I place a hold on a seat location while I decide where I want to relocate?

- To ensure Season Ticket Members have fair access to options during relocation, holding seat locations will not be available.

I relocated my seats and now I am unsure that I want the seats I chose. Can I relocate a second time?

- All seat relocations are FINAL and will take effect immediately. Once your seats are relocated, you will not be able to move back to your previous location or relocate again this season. Please make sure you are comfortable with your new seat selection before finalizing.

FREQUENTLY ASKED QUESTIONS CONTINUED

Will my seats be relocated for the 2025 Season only, or does this relocation apply for all future seasons?

- All seat relocations are FINAL and will take effect immediately once your contract is signed and any incremental payments are made. Your new seat location will be for the upcoming 2025 Season and all future seasons. In future seasons we hope to continue to offer a Relocation Program, but there is no guarantee, and it will be based on available inventory. Please make sure you are comfortable with your selection before finalizing.

I do not have a reliable device to use for the relocation process. Can I complete the relocation process on the phone with my representative?

- The process is best completed on your own device so you can view inventory and locations. However, if you need additional assistance our team is available Monday-Friday from 9AM-5PM at 818-338-0011 or info@rams.nfl.com. Please note that we anticipate a high volume of calls and emails but will assist as soon as possible.

I missed my 24 hour-period to relocate my seats. Can I join another 24-hour relocation period?

- Unfortunately, no, if your window closes without action you will need to wait for Relocation Programs in future seasons. Please be vigilant with your emails to make sure your window is not missed.

FREQUENTLY ASKED QUESTIONS CONTINUED

Is there any cost to relocate my seats?

- If you are relocating to seats within the same price tier, there is no cost. If you are moving to a higher SSL price tier you must pay the difference to upgrade.

What happens when the seats I am relocating to are more expensive than the seats I currently have?

- If you are upgrading to a higher price tier, you must pay the difference to upgrade.

Can I relocate to a less expensive price tier or reduce the number of seats on my account?

- You will not be able to relocate to a less expensive location or reduce the number of seats on your account. You will need to check out with the same number of seats as you begin with.

Can I split payments between multiple credit cards when paying the difference in cost for my seat relocation?

- Yes, you will be able to split payment over multiple credit cards.

FREQUENTLY ASKED QUESTIONS CONTINUED

I need accessible seating and I am not able to find any options?

- If you are in need of accessible seating options please contact us at 818-338-0011 or info@rams.nfl.com. Our service team is available Monday-Friday from 9AM-5PM. Please note that we anticipate a high volume of calls, texts and emails and will assist as soon as possible.

Full program details can be found on www.therams.com/relocation.