

Community of Fans, presented by M&T Bank FAQs

What is available for the Salute to Service game?

Cutouts inspired by Salute to Service – to honor a loved one who is actively serving or has served are available for purchase for the November 22nd game vs. Tennessee Titans. All cutouts purchased between November 5th and the deadline of November 16th at 11:59pm will benefit Tragedy Assistance Program for Survivors (TAPS). These cutouts may be installed in the stands for the November 22nd game only.

Will I know where my cutout is placed?

We are currently not able to communicate the seating location of your cutout, as cutouts will be placed in order of cutout purchase throughout M&T Bank Stadium. Photos will be taken of each section and posted on our website for you to locate your cutout and download the photo.

How long will my cutout be in the stands for?

Cutouts will be in the stands at M&T Bank Stadium for all games played without fans during the 2020 season, as well as potentially also with a limited number of fans in the stadium this season.

Can I choose my seat?

No, cutout seat assignments are placed in order of cutout purchase.

Will my cutout stay in the same seat all season?

Yes, your cutout will be located in the same seat for all 2020 regular season games at M&T Bank Stadium played without fans in the stands. If fans are permitted in M&T Bank Stadium for gamedays later in the season, your cutout may be relocated in order to accommodate seating needs.

Can I keep my cutout after the season?

Currently, we will not be able to provide purchasers with their cutout following the 2020 season. If this changes, we will reach out to each purchaser via email with instructions.

How many cutouts can I purchase?

There is no limit to the number of cutouts you can purchase. However, you are unable to upload the same image more than one time.

How do I upload my photo?

You can upload your photo through the purchase form [here](#).

Are there any restrictions to the photo I upload?

Yes. Check out the guidelines in the photo submission document.

How will I know if the photo I upload is NOT accepted?

You will be contacted by FanCutouts if your photo does NOT meet submission guidelines. See our Photo Submission Guide for guidelines on acceptable photos.

I uploaded the wrong photo, can I upload a new one?

No, the first photo submitted is final. You will only be able to submit a new photo if your original photo does not meet submission guidelines.

Can two people be in one photo?

Only 1 adult person per photo. You may hold your child or pet in front of you as long as you fit within the submission guideline/frame.

How will I know if the photo I upload is accepted?

You will only receive communication from FanCutouts if your photo was not approved.

If I purchase more than one cutout, will they be placed next to each other?

While we can't guarantee exact locations, we will do our best to seat multiple submissions together.

I still have questions. Who should I contact?

Please email support@fancutouts.com

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**The Ravens reserve the right to move or remove cutouts at any point in time.*