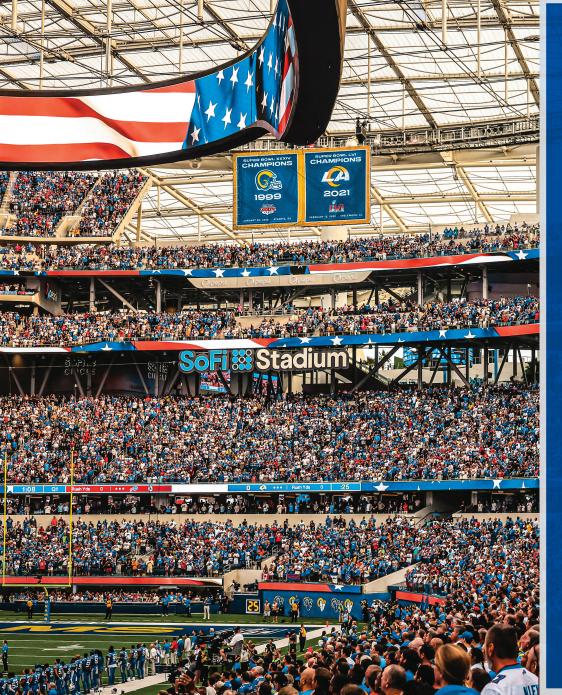




"The support of our Season Ticket Members and their unwavering passion for our team are truly the lifeblood of our organization. They are with us every step of the way, celebrating our victories, coping with the tough losses, showing optimism for the new chapters, and building off the traditions of our history. Their value to our organization cannot be understated and our goal every year is to be a team that they are proud of on and off the field."

- COO Kevin Demoff

Game times are subject to change. Visit therams.com/flexscheduling for more details



### **Season Ticket Member Guide**

In this guide, you will find everything you need to know about your Rams Season Ticket Membership including information regarding your Stadium Seat License (SSL), Season Tickets, Member benefits, mobile ticketing and more!

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\*Early Renewal Deadline - February 15 Must renew by this date to qualify for Early Renewal Incentives

### IN-SEASON

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### Welcome to Your Membership

Thank you for your unwavering support of the Los Angeles Rams. In this section, you will learn more about your Stadium Seat License (SSL), Season Tickets, exclusive Member benefits, and more!



### **Stadium Seat License**

### What is an SSL?

A Stadium Seat License (SSL) is required as part of your Rams Season Ticket Membership. The SSL provides Members with a level of ownership and additional benefits above and beyond a traditional season ticket purchase.

These benefits include:

- Exclusive rights to your seats for all Rams home games
- Priority access to presale opportunities for eligible concerts and events at SoFi Stadium. Add sslmemberinfo@email.hollywoodparkca.com to your safe sender list to ensure all communication is received.

### **Paying for Your SSL**

If you are on an installment plan for your SSL, your annual payments are charged automatically on March 1st each year. You can only pay your annual installment each year or pay your SSL balance in full (partial payments toward your SSL will not be accepted).

Manage your SSL at am.ticketmaster.com/lased

A detailed explanation of your SSL installment plan can be found in your Stadium Seat License contract.

### **Transfer or Resell Your SSL**

For Members looking to perform a private transfer, private sale or list their SSLs for sale, you can use STR Marketplace, which is the official SSL Marketplace of the Rams. The SSL resale marketplace is a safe and secure way to change legal ownership of seat licenses. There are fees associated with all sales and transfers which will be outlined during the process. An account should already exist under your email address on file and you can learn more about how to transfer or resell by visiting the STR website at rams.strmarketplace.com



### **Renewing Your Season Tickets**

As part of your Stadium Seat License (SSL) agreement, you are required to purchase your Rams Season Tickets each year. Please note that during the current season, we will begin the renewal process for next year's season tickets. You will receive your invoice no later than November 15 with additional details on how to renew. There will be multiple payment options to provide flexibility.

Monthly Payment Plan (up to 10 interest-free monthly payments)

- Payments begin once selection is complete
- Your balance is divided equally over monthly payments through August 15
- Includes automatic renewal each season starting November 15

### Pay in Full

- A one-time payment to cover the entire season ticket balance
- · Payment is processed once selection is complete
- Does not feature automatic renewal each season

### **Deferred Pay in Full Later**

- A one-time payment to cover the entire season ticket balance
- Payment will process on the Early Renewal Deadline of February 15
- Does not feature automatic renewal each season

Please note, if you participated in a Monthly Payment Plan for your 2023 Season Tickets, your account is scheduled for auto-renewal for your 2024 Season Tickets with the first payment occurring on November 15, 2023.

### **Early Renewal Incentives**

Members who pay in full or sign-up for a monthly payment plan by the Early Renewal Deadline of February 15 will be eligible for special Early Renewal Incentives including:



\*In addition to renewing by the Early Renewal Deadline, you must personally attend at least 3 games during the season with one of your season tickets to qualify for the Seat Relocation Program and on-site parking priority.

### **Postseason Ticket Information**

As a benefit of being a Season Ticket Member, you have the option to purchase your same seats for all home playoff games at the special Season Ticket Member price. Playoff games are not included as part of your season ticket invoice and you will be notified once you are able to choose a payment option for your playoff tickets.

You can either pay in full for all potential home playoff games or opt-in to the "Pay As We Play" program. The "Pay As We Play" option allows you to secure your season seats by simply putting down a credit card that will only be charged if the Rams host a home playoff game.

**Exclusive Events and Experiences** 

Between taking a photo on the field with friends and family after the game, attending the NFL Draft, or serving on the Rams House Fan Council, you'll enjoy exclusive events, unique opportunities, and unforgettable experiences as part of the team.



### **Game Attendance Benefits**

In an effort to reward fan loyalty and game attendance, a number of Member benefits will require that **you personally attend a specified number of games with your own ticket in order to qualify.** Throughout the season, additional attendance-based benefits may be added and will be communicated to you by email.



#### Annual Season Ticket Member Gift

Attend at least one (1) game during the current season to be eligible to receive the annual Season Ticket Member gift for the following season.



### Seat Relocation Program\*

Attend at least three (3) games during the current season to qualify to participate in the Season Relocation Program for the following season.



### **On-Site Parking Priority\***

Attend at least three (3) games during the current season to qualify for on-site parking priority for the following season. On-site parking will continue to be sold based on your Membership tier and qualifying for on-site parking priority does not guarantee that inventory will be available for Reserved Members.

\* Additional criteria will be required for the Seat Relocation Program and On-Site Parking Priority

### **Exclusive Benefits**

In addition to your tickets, your Membership comes with a wide range of benefits available to you both on gameday and throughout the year including discounts on merchandise, access to exclusive events, single game and playoff ticket priority, and more. Be sure to keep an eye on your Member Newsletter emails each month for more information, announcements, and opportunities throughout the year.

### Access

From guaranteeing your seats for Rams playoff games to scoring tickets to select events and concerts at SoFi Stadium, you'll have priority access for more than just the regular season as part of your Membership.

Single Game Ticket Priority
Playoff Ticket Priority
Presale opportunities to eligible events and concerts at SOFI Stadium

> Add sslmemberinfo@email.hollywoodparkca.com to your safe sender list to ensure all communication is received.



As a Rams Season Ticket Member, you have exclusive access to the NFL Membership Club where you can enjoy valuable benefits from the NFL and its partners. For additional information and other offers, visit **nfl.com/themembershipclub**. These benefits will change each year, so be sure to check the website closer to the start of the season.

### **Discount on NFL+ Premium**

Season Ticket Members in the U.S. will receive a discount on NFL+ Premium. A unique code will be sent to Members prior to the regular season.

#### NFL+ Premium gives you access to:

- · Watch live out-of-market preseason games
- Watch live local regular season and postseason games on your phone or tablet
- Listen to live game audio for every game
- Watch full and condensed game replays

### 30% off at NFLShop.com

At select times during the season, Season Ticket Members will receive a special discount off their entire order at **nflshop.com**, the Official Online Store of the NFL. Discount codes will be emailed by the Rams when available.

### Savings



#### 15% Off Online Purchases at RamsFanShop.com All Year Long

Each season you will be assigned a unique discount code to use all year. For the 2023 season, your discount code was created using your Rams Account ID and emailed to you in the Spring. Your code will be LAR23 + Rams Account ID.



### 15% Off at The Equipment Room at SoFi Stadium

When shopping at The Equipment Room at SoFi Stadium, present your Rams Membership ID card located in your online Rams Account Manager to redeem your discount.



#### **Discounts on SoFi Stadium Tours**

Season Ticket Members receive a discount on the standard tour ticket. Login to your SoFi Stadium Account Manager to book your tickets and the discount will be automatically applied.

### Resources

There are numerous resources available to you, including a team of dedicated service representatives and monthly Member Newsletters to ensure you receive the information you need to help make the most of your Membership.



#### **Dedicated Member Services Representative**

You have a year-round representative to contact with any questions or feedback. Additionally, you can contact any member of our team at 818-338-0011 or info@rams.nfl.com.



#### Season Ticket Member Newsletter

The monthly newsletter contains information on upcoming Member events, discounts and more. Add rams@nflrams.org to your safe sender list to ensure all communication is received.



### Season Ticket Member Facebook Group

Connect and build relationships with fellow Season Ticket Members. To join, visit facebook.com/groups/RamsSTM and request to join using your Account ID.



### Online Season Ticket Member Zone

Stay up to date on the latest Season Ticket Member information, pertinent topics, benefits and more by visiting **therams.com/stmzone**.



### **Membership Card**

Each season, a mobile "Membership Card" will be added to your online Rams Account Manager. For certain events, experiences or savings, you may be required to show your card as proof of Membership. The mobile Membership card will remain in your account for the full year.

### Welcome to Gameday

In this section, you will learn more about gamedays at SoFi Stadium. For the most up-to-date gameday information, visit therams.com/gameday

### **Gameday Timeline**

The gameday timeline is approximate and will be based on the kickoff time of each Rams home game. Gameday timeline as well as kickoff times are subject to change.

4 Hours Prior to Kickoff	<ul> <li>Parking Zones Open (Pink Zone 5 hours)</li> <li>Box Offices Open</li> </ul>
2 Hours Prior to Kickoff	<ul><li>Stadium Entries Open</li><li>Club and Suite Access Opens</li></ul>
Kickoff	Rams Football
Halftime	Box Offices Close
End of the 3rd Quarter	<ul> <li>General Concession Alcohol Sales Cease</li> <li>Alcohol Sales in Clubs and Suites Continues Until 1 Hour Postgame</li> <li>Food Service in All Areas Begins to Close</li> </ul>
1 Hour Postgame	<ul><li>Clubs and Suites Close</li><li>Guest Experience Centers Close</li><li>Parking Zones Close</li></ul>

### **Pregame Activites**

Looking for a pregame destination? With options inside and outside the stadium, you can make an even more memorable gameday experience.

#### Rams Pregame in American Airlines Plaza

Located on the South side of the stadium on Levels 5 & 6. Enjoy free activities for the entire family including sponsor activations, custom button bar, kid-friendly play areas as well as drink specials. For additional details, visit **therams.com/entertainment** 

#### Official Rams VIP Tailgate presented by Albertsons

Located OUTSIDE SoFi Stadium in the Hollywood Park Casino parking lot, this pregame tailgate experience features music, live NFL games on TV and all-inclusive food and beverage. Visit therams.com/VIPtailgate for more information and pricing.

### **Pregame Communication**

The week leading up to a home game, you will receive email communication with important gameday details. Should you transfer your tickets to someone, they will receive the communication. To ensure you are receiving gameday emails, please add **rams@nflrams.org** to your safe sender email list.

### Parking & Transportation

Find the most up-to-date transportation information at therams.com/parking

RAMS

### **On-Site Parking Information**

Season parking is available for purchase based on Membership level. Club and Premier Members have the right to purchase season parking each year per their SSL contract, while Reserved Members may have the chance to purchase any remaining parking.

Parking on-sale will begin in the summer each year and will occur in phases based on Membership level. Further information will be communicated closer to the start of the on-sale.

Due to ongoing construction around SoFi Stadium, parking availability will change every year. Members are not guaranteed the opportunity to purchase in the same parking zone every year.

Check back on therams.com/gameday for information on when parking zones open.

### Tailgating

Tailgating is only permitted in the Pink Zone. Passes for the Pink Zone will be sold through the same process as all other on-site parking zones.

### **Off-Site Parking Information**

Off-site parking and shuttle information is available through the City of Inglewood's IPark & Go program. More information can be found at **iparkandgo.com**. Shuttle and parking tickets are purchased separately.

### Rideshare

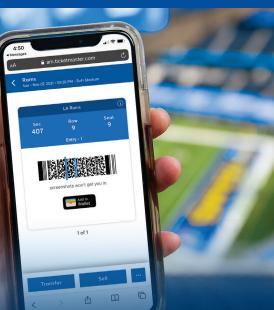
Dedicated rideshare locations are available north of SoFi Stadium on Kareem Court via Pincay Drive. Taxi Service is also available through the Yellow Cab mobile app. *Rideshare locations subject to change.* 

### **Alternative Transportation**

Luxury bus shuttles from locations throughout Greater LA. Visit https://rally.co/rams Use code FANBUS to save \$5.

Members interested in using the Metro or GTrans to travel to the game are encouraged to check their preferred method of public transportation's website for trip planners and more information.

Metro: metro.net/riding/gameday GTrans: gtrans-staging.redmon.com/line/7x (only be available for Sunday games)



### **Mobile Ticketing**

### All tickets and parking passes for Los Angeles Rams games at SoFi Stadium will be mobile only.

Your Rams Account Manager is your personal dashboard to manage your tickets. To access your personal account, visit **therams.com/am** or tap the ticket icon in the Rams App.

Next, click 'Sign In' at the top right corner and log into your Rams Account Manager to access your tickets, parking passes, and more.

• If this is your first-time logging in, click "Forgot Password" and enter the email address associated with your Rams Season Tickets. Proceed to create a new password for your account, then login.

Be sure to download your tickets in advance of gameday for easiest entry into SoFi Stadium.

### Transferring, Reselling, and Donating Tickets

If you are unable to attend a game, there are a few options for what you can do with your tickets:

- 1. **Transfer Your Tickets** if you have friends or family going with you to the game, or you cannot make the game and want to give your tickets to others, be sure to transfer your tickets to them.
- 2. Resell Your Tickets if you cannot make the game and want to sell your ticket, you can do so through the NFL Ticket Exchange.
- **3.** Donate Your Tickets if you cannot make it to the game, choose from a selection of Rams community partners to donate your tickets to and give someone the gift of gameday. Donations are tax deductible.

To transfer, resell, or donate your tickets, please visit therams.com/am.

### **Mobile Ticketing Tips & Tricks**

- Screenshots and printouts of mobile tickets are <u>not allowed</u> and will not be permitted as entry into the stadium, club spaces or suites
- Be sure to download your tickets in advance of gameday by adding tickets to your mobile wallet
  - Please note that when tickets are added to your mobile wallet, there will be
     no barcode available
- Review the recommended entry on your mobile ticket for the easiest access to your seats
- Turn the brightness on your phone all the way up for maximum efficiency at entries
- Download the latest version of the app for easiest access to your tickets.

### **Mobile Ticketing Guides**



For more information on managing your tickets and to view step-by-step guides, visit therams.com/mobile

### Entering the Stadium

Last season, SoFi Stadium added new ticket scanners and security screening devices to allow for a more efficient entry process. The new ticket scanners allow you to scan your own ticket upon entry. The new Evolv security screeners allow you to walk through security without removing items from your pockets.

For the quickest and easiest navigation to your seats after entering the stadium, we highly encourage you to enter the stadium using the recommended entry listed on your ticket.

### **Ticket Scanning and Security Screening Process**

STEP 1

When you arrive at your recommended Stadium Entry, open your mobile ticket. Depending on how you downloaded your mobile ticket will determine if you tap or scan your mobile device at the ticket scanner.





If the ticket is in your mobile wallet, tap the back of your phone on the pedestal. If the ticket is downloaded on the app or mobile web, you will scan the barcode.





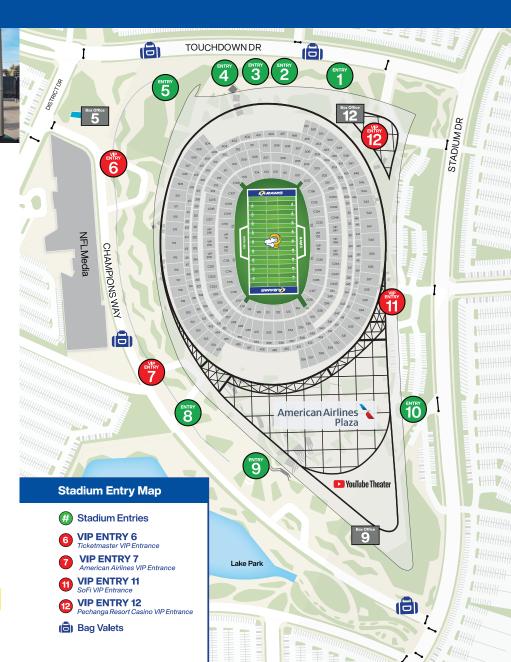


**SCAN** Ticket in Mobile Web or App With Barcode

STEP 3

Once your tickets have scanned and the pedestal light turns green, walk through the Evolv security screening without removing items from your pockets. Stadium staff may request additional screening if any prohibited items are detected.

There are no in-and-out privileges at SoFi Stadium. Once you exit, no re-entry will be allowed.





### Accessibility

The Rams and SoFi Stadium are dedicated to providing the highest quality of accessible and inclusive services for all Guests. We welcome every Guest of all abilities to utilize our services. For more information regarding accessibility at SoFi Stadium and available resources, please visit therams.com/accessibility.

### **ADA Ticket Exchange**

Season Ticket Members needing to exchange tickets for accessible seating can do so on or before gameday. To exchange your tickets prior to gameday, please contact your Rams Service Representative. On gameday, use your existing ticket to enter the stadium and visit the nearest Guest Service Center for assistance. Please note, ADA ticket exchanges are extremely limited and will be fulfilled based on availability.

### **Bag Policy**

To provide a safer environment, the NFL has implemented a league-wide bag policy that limits the size and type of bags allowed on gamedays. Guests are strongly encouraged not to bring any type of bag or containers to the stadium, but if necessary, only the following sizes and types of bags are permitted:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon clear plastic freezer bag (Ziploc bag or similar)
- Small clutch bags no larger than 6" x 4"

For additional details on the NFL Bag Policy, visit NFL.com/allclear

### **Bag Valets**

All bags that exceed the stadium's bag policy must be either taken back to your vehicle, disposed of, or can be checked in at bag valet for a nominal fee. Bag valets are located near the North and South Entries and open four (4) hours prior to kickoff and close one (1) hour postgame.

### **Box Offices**

Box Offices are located near Entries 5, 9 and 12 and open four (4) hours prior to kickoff to assist with ticketing related issues. Box Offices close at halftime.

### Cashless

SoFi Stadium is a cashless facility. Reverse ATMs are located inside the stadium.

### A-Z Guide

Find the complete A-Z Guide at therams.com/A-Z

### **Child Ticket Policy**

All guests three (3) years of age and older must have a valid ticket for entry.

### **Charging Stations**

Charging stations for your mobile device are located throughout the stadium. For more information and locations please visit the nearest Guest Services Center.

### **Fan Assistance Line**

If you see something, say something! To report an issue, incident or suspicious activity, see the nearest Guest Experience Representative, Security Member, or text a brief description with the location or seat number to **424-541-9222**. Guests can also text this number for questions or accessibility requests.

### **Flex Scheduling**

Flexible scheduling allows the NFL to move select games to different times or dates throughout the season to ensure quality matchups in primetime. There are new flex scheduling polices in effect for the 2023 season. Visit **therams.com/flexscheduling** for more details.

If a Rams game is flexed, Season Ticket Members will be notified of any changes via email. Schedule changes will also be communicated via therams.com, print, radio, television and social media.

### **Guest Code of Conduct**

We are dedicated to providing a safe, comfortable, and enjoyable entertainment experience for all guests. The Guest Code of Conduct is designed to ensure all guests at SoFi Stadium can enjoy themselves in a responsible manner. All guests are strongly encouraged to respect others and practice proper courtesy and etiquette. **To review the Guest Code of Conduct, visit therams.com/codeofconduct.** 

Event patrons are responsible for their conduct, the conduct of their guests and any persons using their tickets. Failure to adhere to the Guest Code of Conduct guidelines could result in denial of entry and/or ejection without refund, loss of ticket privileges for future games/events, and/or possible arrest and prosecution. Guests found to be in violation may also be required to attend a four-hour online conduct course and pay a fine in order to re-enter the stadium for future events.

### **Guest Services**

Guest Services Centers are located throughout the stadium. These Centers are available to assist with wayfinding, renting assistive devices, and any other guest services needed at the stadium.

### Lost and Found

On gamedays, guests can visit any Guest Services Center to report a lost or found item. On non-event days, guests can fill out the online form at **therams.com/lostandfound**. Please note you will only receive a response if your item is found.

### **On-Site Courtesy Shuttles**

Courtesy Shuttles are available in certain parking lots at SoFi Stadium. Please visit the Rams Gameday website for more information.

### **Prohibited Items**

The following items are prohibited in SoFi Stadium. For a full list of prohibited items, please visit therams.com/A-Z.

- · Alcoholic beverages, drugs (including marijuana) and illegal substances
- Artificial noisemakers
- Animals or pets (not including service animals)
- Bags that do not comply with the Bag Policy
- Banners or signs larger than 3 feet x 5 feet (additional restrictions apply)
- Weapons of any type including firearms, knives and mace
- Seat cushions with pockets, metal, and other hard materials
- Strollers or carseats
- Any item perceived to be a projectile or considered dangerous, unsafe or offensive

### Smoking

SoFi Stadium and Hollywood Park is a smoke-free campus. Smoking (including electronic cigarettes, vaporizers or similar products) inside and outside of the stadium is prohibited. Guests in violation of the smoking policy may be subject to immediate ejection without warning.

### WiFi

Complimentary Wi-Fi is available throughout SoFi Stadium. To join, select **#sofistadium** or **#hollywoodpark** from a WiFi-enabled device.

### **Important Contact Information**



### **Contact Us**

### **Rams Ticket Office**

818-338-0011 Info@Rams.NFL.com therams.com/tickets

Weekday Hours: Monday - Friday, 9 a.m. - 5 p.m. Gameday Hours: 5 hours prior to kickoff – end of the 2nd quarter

Mailing Address 29899 Agoura Rd, STE 210 Agoura Hills, CA 91301

### SoFi Stadium

### therams.com/stadium

Gameday Fan Assistance Line: (424)-541-9222

#### If you see something, say something!

To report any suspicious activity, see the nearest Guest Experience Representative, Security Member, or text a brief description of the incident to **424-541-9222**. Guests can also utilize this number for questions or accessibility requests.

Stadium Address

1001 S. Stadium Dr. Inglewood, CA 90301

### **Rams Virtual Assistant**

The Rams Virtual Assistant is available 24/7 to assist with questions. Visit **therams.com/virtualassistant** to begin chatting.

Tip: The Virtual Assistant is not a live monitored resource and works best with short keywords or phrases!

### CHEER YOUR WAY TO FREE CRUISES & MORE THIS SEASON!

Help our team feel the love by packing SoFi Stadium each week, and you'll be eligible to win free cruises, onboard spending money and other prizes. All you have to do is show up. Stay tuned for more info on how you can win rewards all season long.







YOUR HOMETOWN CRUISE LINE IS HAPPY TO GIVE YOU A

### ONE-TIME SPECIAL OFFER

### FOR RAMS SEASON TICKET MEMBERS

Book now and you'll not only get up to \$1,200 to spend on board. You can also bring a **3rd and 4th guest along for free** and even receive hotel credit for select cruises.

### BOOK TODAY! PRINCESS.COM/RAMSSTM OFFER ENDS SEPTEMBER 30, 2023

Terms and conditions: Offer is available from Tuesday August 1, 2023 (12:00 am PST) to Saturday September 30, 2023 (11:59 pm PST) \*Only available for new bookings, on select cruises, on a limited availability. To redeem, visit Princess.com/RamsSTM or call (888) 819-0634

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PROUD PARTNER OF THE LOS ANGELES RAMS

### START YOUR COLLECTION TODAY!



### **REGISTER TO BID**



- Step 1. Visit Goldin.co
- Step 2. Click "Create Account" in the top right corner.
- **Step 3.** Fill out registration form.
- **Step 4.** Register an active credit card to start bidding.



### THIS IS YOUR PASS TO SCORE THE GOOD STUFF DROP IN ON 50+ DESTINATIONS WORLDWIDE, INCLUDING CALIFORNIA'S BEST.

23/24 ON SALE NOW



## Home team news, analysis and more.

# EXCLUSIVE OFFER: \$52/year

Follow your favorite team all season long with up-to-the-minute game coverage, post-game commentary and player updates straight from SoFi Stadium. Rams Season Ticket Members get an exclusive offer: Unlimited digital access to the L.A. Times for just \$52/year.

Visit latimes.com/stmrams or scan the QR code to subscribe. Offer valid for new L.A. Times subscribers only.





Join our Xperience Rewards program and be entered for a chance to

### WIN AN AUTOGRAPHED JIM EVERETT FOOTBALL & <sup>\$</sup>200 EL TORITO GIFT CARD.

Winner of autographed football and El Torito gift card will be contacted by 10/2/23.



be enrolled in El Torito's loyalty program where you will be able to earn points when dining at any El Torito, receive a free entrée on your birthday and much more!



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SCAN HERE TO JOIN!



PRINT PRINTERS & COPIERS SI

WE HAVE YOUR OFFICE GAME PLAN



We offer comprehensive business solutions for offices of any size. From an ongoing help desk and onsite support to cloud-based disaster backup, to servicing IT Hardware, Pacific Office Automation is your one-stop shop for all your technology needs.

Go to **pacificoffice.com** for more info



Rams PICK'EM Exclusive Offer 15% Off Hotel Reservations\* \*20 EasyPlay®

Book your stay by visiting Pechanga.com **OFFER CODE: RAMFAN** 





FACILITIES

MANAGEMENT

Proud Business Solutions Provider of the Los Angeles Rams

PECHANGA RESORT CASINO

VALID MONDAY - THURSDAY THROUGH 2/29/24, \*OFFER BASED ON AVAILABILITY. SOME RESTRICTIONS MAY APPLY.

