

**SEASON TICKET MEMBER AGREEMENT  
TERMS AND CONDITIONS**

Updated February 1, 2024

This Season Ticket Member Agreement (this "Agreement") is agreed to by the person or entity identified as the Season Ticket Member ("STM") purchasing the season tickets described in this Agreement (the "Season Tickets") and Buffalo Bills, LLC (the "Bills"). STM's use of the Season Tickets in the football stadium owned by Erie County and leased to the Bills, located at One Bills Drive, Orchard Park, New York (the "Stadium") is subject to the following Terms and Conditions. STM shall be bound by and observe these terms and conditions upon which the Season Tickets are issued.

**1. POSSESSION AND USE.** STM shall be entitled to the use and possession of the Season Tickets for each pre-season and regular season football game played in the Stadium by the Bills during the NFL season(s) identified on the first page of this Agreement, and any renewals of this Agreement as described herein, (the "Term") subject to the provisions of this Agreement. Each NFL football season in which the Bills is a franchise playing football shall be a "Season". Access to the Season Ticket seats shall be controlled by the Bills and shall require the presentation by each person using such area of a ticket for admission thereto. This Agreement only provides STM with the right and privilege to possess and use the Season Tickets in the manner set forth in this Agreement. This Agreement does not confer upon STM and STM's guests any greater or lesser rights and privileges with respect to admission to the Stadium than afforded to other holders of tickets for admission thereto. STM and STM's guests, and anyone else using the Season Tickets, shall be bound by and shall observe the terms and conditions upon which admission to the Stadium is permitted, including without limitation, all applicable policies of the Bills such as the Buffalo Bills Fan Code of Conduct and the Bills' policy on the cancellation or postponement of a game. The Buffalo Bills Fan Code of Conduct can be found on the Bills' website [www.buffalobills.com](http://www.buffalobills.com). STM and all those using the Season Tickets shall maintain proper decorum and comply with all laws, rules, and regulations of all governmental authorities and the Bills. STM shall not suffer or permit the use of the Season Tickets in violation of this Agreement or any of the rules and regulations referenced herein. STM is strictly responsible for the compliance of all such rules by himself/herself/themselves and any person utilizing STM's Season Tickets. STM assumes full responsibility for the character, acts, and conduct of each person who gains admission to the Stadium by presentation of the Season Tickets. For purposes of STM's obligations hereunder, the act of any such person shall be deemed the act of the STM. STM, for him/herself/themselves, his/her/their heirs, executors, administrators, successors and assigns, hereby releases, waives, relinquishes, discharges, and agrees to indemnify, defend, and hold the Bills, its successors, assigns, agents, officers, and employees, harmless from and against any and all claims, demand, liabilities, suits or actions (including all reasonable expenses and attorney's fees incurred by or imposed on the Bills in connection therewith) for loss, injury, or other casualty arising from conduct referenced herein. For violation of this Agreement or any applicable law, rule, or regulation of the Bills or any entity with authority, the Bills may exclude any person from the Stadium or from use of the Season Tickets, or immediately terminate the right of any person to obtain access to the Season Tickets, or remain within the Stadium, and remove or cause such person(s) to be removed therefrom. This Agreement does not entitle STM to any future or renewal rights unless and only to the extent expressly stated herein.

**2. OBLIGATION TO PAY.** Except as otherwise set forth herein, STM is obligated to pay the designated fees (ticket fees, license fees, delivery fees, as applicable) for

the right and privilege to use the Season Tickets (the "Fee") promptly when such payments are due without any deductions, set offs, or counterclaims against such payments on account of any breach or default by or claims against the Bills or otherwise. The Bills reserve the right to charge a reasonable shipping and handling fee for the delivery of non-electronic tickets when non-electronic tickets are selected or requested. The Bills shall not be liable for and STM shall not assert any deduction, set off, or claim of any nature against the Bills for any act or omission of or any breach or default by any concessionaire or other vendor in or about the Stadium. Except as otherwise set forth in such terms and conditions, the Bills shall have no liability to STM on account of any such cancellation or postponement or other failure or deficiency in the conduct of such game. STM's rights under this Agreement, including the rights to have access to the Stadium and use the Season Tickets, are subject to the condition precedent of payment by STM to the Bills of all sums then due the Bills and upon STM's continued compliance with this Agreement. STM shall pay any sales, privilege, rental, use, property, or other governmental taxes due on or with respect to the Fees or on account of the use of the Season Tickets. In the event the Bills discontinue playing professional football games at the Stadium and another member of the National Football League does not play in its stead, then this Agreement shall be cancelled and STM's sole and exclusive remedy upon such cancellation shall be that STM is relieved of responsibility for any future payments as outlined above and shall be refunded any advance Fees paid for games not played. **ALL SALES FINAL. ALL FUNDS MUST BE IN U.S. DOLLARS. A \$25.00 FEE WILL BE CHARGED FOR ALL RETURNED CHECKS. ACCEPTED FORMS OF PAYMENT:** Personal or Certified Check, Money Order, Credit Card (Visa, MasterCard, American Express, and Discover). **TICKET FEES OVER \$20,000 MUST BE PAID BY CASH OR CHECK, NO CREDIT CARDS AND NO INSTALLMENT PLANS.**

• **Remit Online:** via Account Manager at [buffalobills.com](http://buffalobills.com). Visit [buffalobills.com](http://buffalobills.com), select Account Manager from the menu bar to start managing your account online. Log in with your e-mail address and password. Follow the instructions to make your credit card payment.

• **Remit by Mail:** Buffalo Bills Ticket Office, One Bills Drive, Orchard Park, NY 14127. Allow sufficient time for your payment to arrive by the payment due date.

• **By phone:** 1-877-BB-TICKETS (1-877-228-4257)

**Credit Cards Only.** The Bills only accepts credit cards for pre-authorized installment payments. A credit card charges the purchase against a line of credit extended to the card holder by a financial institution. The Bills accepts all major credit cards (Visa, MasterCard, Discover, and American Express) for pre-authorized installment payments. The Bills does **not accept debit cards** as a payment method for pre-authorized installment payments. A debit card (also known as a "Check Card" or "ATM Card") is linked to a checking, savings, or other account held in the name of the card holder in a financial institution from which funds are debited when a purchase is made using the debit card. If STM chooses to enroll in a pre-authorized installment payment plan, STM may be asked to confirm that STM is using a credit card for payment. If STM chooses to enroll in a pre-authorized installment payment plan, STM will be charged the first installment on or about the date of enrollment.

**Pay As We Play:** If STM chooses to enroll in a pre-authorized installment plan (where pre-authorized installment plans are available with payment by credit card), STM is consenting to enroll in the Bills' Pay As We Play program. Pay As We Play means that if the Bills receive the opportunity to play in a home playoff game in post-season play of a Season for which STM purchased the Season Tickets through a pre-authorized installment plan, then STM pre-authorizes his/her/their

purchase of tickets (in the same location and number as STM's Season Tickets) to the home playoff game, unless STM provides a timely notice of his/her/their desire to opt out. STM's home playoff ticket purchase is hereby pre-authorized by STM on the credit card used for the installment plan for the Season, unless STM timely opts out. STM will be provided advance notice of the cost of the home playoff tickets as soon as reasonably practicable in advance of the charge being made on STM's credit card; STM may opt out of Pay As We Play within five (5) calendar days after receiving such notice from the Bills.

**Easy Renew:**

If STM chooses to pay in pre-authorized installments (where pre-authorized installment plans are available with payment by credit card), STM is also consenting to enroll in the Bills' Easy Renew program. **Easy Renew annually renews this Agreement at its expiration, and renews STM's pre-authorization for the selected installment plan for the Season Tickets, every March for the following Season unless STM or the Bills opt out by the deadline (March 15).** STM or the Bills must provide written notice of their intent to opt out of Easy Renew, in either party's discretion, before March 15<sup>th</sup> in advance of the Season for which the renewal would apply ("Opt Out Notice"). **Notice by STM to the Bills expressly stating STM's desire to opt out must be made by (1) STM contacting STM's Account Services Representative or (2) sending an email to [tickets@bills.nfl.net](mailto:tickets@bills.nfl.net) with the STM's opt out request. Notice by either party must be made in writing (U.S. mail or electronic mail is sufficient).** If STM does not provide an Opt Out Notice to the Bills, and the Bills does not provide an Opt Out Notice to STM, by March 15<sup>th</sup> in advance of the Season for which the renewal will apply, then this Agreement, as the same may be modified year to year, will renew for the next Season. Any material changes to this Agreement in renewal, including but not limited to Fees, shall be provided by the Bills to STM in writing approximately thirty (30) days in advance of March 15<sup>th</sup> each year. Those changes shall become effective as of March 16<sup>th</sup> unless the Bills or STM have provided an Opt Out Notice to the other prior to that date. If the Bills or STM provide a timely Opt Out Notice, then this Agreement shall expire as of the date of the Opt Out Notice, all rights and privileges STM may have had in the Season Tickets shall terminate, and the Season Tickets shall be made available in the ticket pool pursuant to the Bills' ticketing policies.

**3. LATE FEE; CANCELLATION.** Any Fees or other monetary obligation under this Agreement not paid to the Bills in accordance with the available payment schedule selected by the STM, if applicable, shall bear interest accruing from such date at the rate of fifteen percent (15%) per annum or the highest rate permitted by law, whichever is less ("Late Fee"). Failure to render the first payment by the due date on the first invoice disqualifies the account from all offers falling under that deadline, including but not limited to, the Seat Location and Seat Relocation Process and the STM pre-sale of single game tickets. The Bills reserve the right to terminate any account not in good standing within the payment schedule. The Bills reserve the right to charge a \$100.00 per seat cancellation fee for regular seats and a \$500.00 per seat cancellation for club seats ("Cancellation Fee") in the event of a cancellation approved by the Bills, in its sole discretion; STM is not entitled to any cancellation rights.

**4. DEFAULT.** In the event STM fails to pay when due any amounts to be paid by STM pursuant to this Agreement or otherwise defaults in the performance or observation of its duties and obligations under this Agreement, the Terms and Conditions or such other policies, rules or regulations as may be established by the Bills from time to time, the Bills may, at its option: (a) withhold distribution of tickets to STM for games and events played in or held at the Stadium until such

time as such default is cured in full; and/or (b) terminate the rights of STM under this Agreement and declare the entire unpaid balance of the Fee (which for purposes hereof shall include the total aggregate unpaid balance of the Fees and Late Fees/Cancellation Fees, if applicable, for the remainder of the Season) immediately due and payable whereupon the Bills shall have no further obligation of any kind to STM. The Bills shall use reasonable efforts to resell the Season Tickets to another party; provided that, if there are any other Season Tickets in the Stadium available to be licensed and/or sold, the Bills may give priority to selling such other Season Tickets. STM shall remain obligated to make all payments due or becoming due under this Agreement, but if the Bills sells the Season Tickets to another party, then all amounts received from such other party, applicable to any remaining period of this Agreement shall be applied first to the expense of reselling and then to the reduction of any obligations of STM to the Bills under this Agreement. If the consideration collected by the Bills upon any such relicensing is not sufficient to pay the full amount of all such obligations of STM, STM shall pay such deficiency upon demand. The foregoing remedies of the Bills shall not be to the exclusion of any other right or remedy set forth in this Agreement or otherwise available to the Bills in law or equity. STM shall be responsible for all reasonable attorneys' fees and costs incurred by the Bills in the enforcement of this Agreement whether or not litigation is actually commenced and including any appellate proceedings.

**5. WAIVER; STM WAIVER OF TRIAL BY JURY.** No waiver by the Bills of any default or breach by STM of its obligations under this Agreement shall be construed to be a waiver or release of any other subsequent default or breach by STM under this Agreement, and no failure or delay by the Bills in the exercise of any remedy provided for in this Agreement shall be construed a forfeiture or waiver thereof or of any other right or remedy available to the Bills. **YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS, CLASS ACTIONS OR CLASS ARBITRATIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE TO THE EXTENT PERMITTED BY APPLICABLE LAW. NOTWITHSTANDING THE FOREGOING, STM ACKNOWLEDGES AND AGREES THAT THE BILLS MAY, IN ITS SOLE DISCRETION, ELECT TO COMMENCE AN ACTION IN A COURT OF COMPETENT JURISDICTION LOCATED IN BUFFALO, NEW YORK (WITHOUT RESORTING TO ARBITRATION IN ACCORDANCE WITH THESE TERMS) TO (i) ENFORCE THIS AGREEMENT AND THESE TERMS AND CONDITIONS OR (ii) ARISING FROM STM'S FAILURE TO TIMELY PAY THE TICKET FEE OR OTHER AMOUNT DUE IN ACCORDANCE WITH THIS AGREEMENT AND THESE TERMS AND CONDITIONS (collectively, a "STM Default").** Specifically, to the extent permitted by applicable law, you agree that, except with respect to a STM Default (as set forth above), any Dispute must be resolved exclusively by arbitration, shall take place on an individual basis; class arbitrations and class actions are not permitted. Such arbitration shall be effected by arbitrators selected as hereinafter provided and shall be conducted in Buffalo, New York in accordance with the Rules of the American Arbitration Association. The dispute shall be submitted to three (3) arbitrators, one arbitrator being selected by the Bills, and one selected by STM. Those arbitrators shall then select the third (3<sup>rd</sup>) arbitrator, or, if the selected arbitrators cannot agree, by the American Arbitration Association. The meetings of arbitrators shall be held at such place or places in Buffalo, New York as may be agreed upon by the arbitrators. Any award made by a majority of the arbitrators shall be final, binding, and conclusive on the parties for all purposes. Any fees or charges of the arbitration and any cost of arbitration, including the cost of personal attorneys of

each participant, shall be the sole responsibility of each party to the arbitration.

**6. STRIKES, DAMAGES, DESTRUCTION, RELOCATION OF GAMES, ETC.** In the event of (a) any strike, lockout, or other work stoppage involving NFL players which results in the cancellation (but not the suspension, rescheduling, or postponement to another time or date) of any the Bills games for which the Season Tickets apply, or (b) any damage to, destruction of, or loss of use of the seats for which the Season Tickets apply or the Stadium (but not if caused by the fault or neglect of the STM) which renders the Stadium unusable for any the Bills games for which the Season Tickets apply, then the Ticket Fee shall be reduced pro rata for such game or games in the Season for which the Stadium is unusable for the reasons stated. If, in the event of any damage to, destruction of, or loss of use of the Season Tickets or the Stadium, the Bills elects not to repair or restore the same, this Agreement shall terminate as of the date of such damage, destruction, or loss, and the entire amount of the reduction promptly shall be reflected in the amount due from or to STM. If an entire Season within the Term is cancelled as a result of a strike, lockout or other work stoppage involving NFL players, then the Bills may elect to apply the Fees to the next succeeding Season for season tickets in the same location for pre-season and regular season games. If, for a Bills home preseason or regular season game or games for which the Season Tickets apply, the Bills are unable to host attendees, or are unable to host attendees at full capacity, the Bills reserve the option to hold STM's payments for such game or game for which STM's Season Tickets are unable to be used due to the attendance restrictions as a credit on the STM's account that may be applied for applicable post-season home games or the following Season's Season Tickets.

**7. DISCLAIMER OF LIABILITY.** Neither the Bills nor any of its affiliates, directors, officers, employees, or agents shall be liable or responsible for any loss, damage, or injury to any person or to any property of STM or STM's guests in or upon the Stadium resulting from any cause whatsoever, including but not limited to theft and vandalism, unless due to the gross negligence or the willful misconduct of the Bills or its officers, employees or agents, respectively. In addition, STM agrees to defend, indemnify, and hold the Bills harmless from and against any liability, losses, claims, demands, costs and expenses, including reasonable attorneys' fees and litigation expenses, arising out of any personal injury, or property damage occurring in or upon the Stadium in connection with STM's use or occupancy of the Season Tickets or due to any contravention of the provisions of this Agreement or of any applicable laws, rules, regulations or order of any governmental agency having appropriate jurisdiction over any actions or negligence of STM. **IN NO EVENT SHALL THE BILLS' TOTAL LIABILITY TO STM FOR ALL DAMAGES, LOSSES, OR CAUSES OF ACTION ARISING WITH RESPECT TO USE OF THE SEASON TICKETS GRANTED HEREIN EXCEED THE AMOUNT OF THE TICKET FEE PAID BY THE STM FOR THE SEASON.**

**8. TERMINATION OF LEASE.** The parties acknowledge that the rights conveyed by the Bills to STM under this Agreement are subject to and derivative of the rights granted to the Bills by the County of Erie and the Erie County Stadium Corporation under a certain lease agreement dated as of May 6, 2013 (the "Lease"). Accordingly, if, prior to the expiration of the Term of this Agreement, the Lease is terminated, or the Lease expires and the Bills' rights at the Stadium are not extended at the expiration under terms permitting the Bills to grant the rights set forth in this Agreement, then this Agreement shall terminate upon such termination or expiration of the Lease. In the event of such termination or expiration, STM's sole remedy against the Bills shall be to receive a refund of any pre-paid Fees attributable to the remaining portion of the Term after the date of such termination or expiration. If

the Lease expires prior to the end of the Term, but the Bills' rights at the Stadium are extended under terms permitting the Bills to grant the rights set forth under this Agreement, then the Term of this Agreement will continue uninterrupted.

**9. MISCELLANEOUS.** (a) STM shall not sell, assign, sublease, pledge, or otherwise transfer or encumber this Agreement or any of the STM's rights and obligations under this Agreement, without the prior written consent of the Bills. Any attempted sale, assignment, sublease, pledge, transfer or encumbrance in contravention of the foregoing shall be null and void and of no effect. This shall not be construed to restrain STM's ability to resell individual tickets consistent with applicable law. (b) All notices, demands, and other communications between the parties required or appropriate hereunder shall be in writing and deemed given if sent via electronic mail to an appropriate email address or by US Mail, postage prepaid, to the respective addresses set forth in this Agreement, or to such address as may be designated by either party; from time to time, in writing. For purposes of this Agreement, the Bills' address shall be One Bills Drive, Orchard Park, New York 14127; the STM's address shall be the address set forth in this Agreement. (c) **THIS AGREEMENT SHALL BE CONSTRUED AND ENFORCED IN ACCORDANCE WITH THE LAWS OF THE STATE OF NEW YORK, WITHOUT REGARD TO ANY OTHERWISE APPLICABLE PRINCIPLES OF CONFLICT OF LAWS.** (d) This Agreement, together with any, Club Seat Club Seat Agreement, Additional Seating Agreement or Relocation Agreement executed by STM and the Bills constitutes the entire agreement of the parties hereto with respect to the matters provided for herein and therein, and shall supersede any written instrument or oral agreement previously made or entered into by the parties to this Agreement. (e) This Agreement, and all the terms and provision thereof, shall inure to the benefit of and be binding upon the parties thereto, and their respective heirs, executors, administrators, personal representatives, successors, and permitted assigns. Within each Season hereunder, no amendment or modification to this Agreement shall be effective unless the same is in writing and signed by the Bills and STM.

**10. TRANSFER REQUESTS.** A "Transfer" is defined as change of ownership on an account when the name of the Official Season Ticket Member of Record is changing from one name to another. Crossing off the name and address on any Bills correspondence (including an invoice) and writing in a new name will not be considered a legitimate Transfer request and the change will not be made. All Transfer requests are subject to review by the Bills and the Bills reserve the right to approve or deny any such request in its sole discretion. Transfer requests may be received from the February 15 to March 31. Transfer requests for seats purchased as new or additional season tickets for the then current Season will be denied. Transfer forms and Transfer Guidelines can be found online at [www.buffalobills.com](http://www.buffalobills.com) or by contacting the Buffalo Bills Ticket Office.

**11. UPDATED CONTACT INFORMATION.** It is the responsibility of the STM to notify the Buffalo Bills Ticket Office when you have a change in your contact information. It is important that you keep your email and address current to ensure prompt delivery of invoices, tickets, and other dated ticket information. In the event you are changing your name to your married name, please submit a copy of your marriage certificate and your driver's license. For any other name change, please see "Transfer Requests".

**PLEASE PRINT OR SAVE TO RETAIN THESE TERMS AND CONDITIONS FOR YOUR RECORDS.**