



# Ticket Office Policies

**Buffalo Bills Ticket Office**  
**One Bills Drive**  
**Orchard Park, NY 14127**

Phone: 1-877-BB-TICKS (1-877-228-4257)  
Fax: 1-716-312-8900  
Email: tickets@bills.nfl.net

## HOURS

### **Off Season:**

Monday through Friday: 9am - 5pm

### **In Season:**

Monday through Friday: 9am - 5pm  
Saturdays before home game: 9am - 1pm  
Home game: Open 4 hours prior to kick-off

**ALL SALES ARE FINAL. NO REFUNDS OR EXCHANGES.**

## TABLE OF CONTENTS

<i>Account Manager.....</i>	<i>page 2</i>
<i>ADA and Special Needs Seating.....</i>	<i>page 2</i>
<i>Adding or Removing Seats.....</i>	<i>page 3</i>
<i>Address and Contact Information Changes.....</i>	<i>page 3-4</i>
<i>Away Game Tickets.....</i>	<i>page 4</i>
<i>Lost and Stolen Tickets.....</i>	<i>page 5</i>
<i>Monthly Invoices.....</i>	<i>page 6</i>
<i>Monthly Payment Plans.....</i>	<i>page 6</i>
<i>NFL Flex Scheduling.....</i>	<i>page 7</i>
<i>Posting Tickets for Sale.....</i>	<i>page 7</i>
<i>Purchasing Season and Single Game Tickets.....</i>	<i>page 7</i>
<i>Purchasing Tickets via TicketExchange.....</i>	<i>page 7</i>
<i>Risks of Purchasing Tickets from Ebay, StubHub, etc.....</i>	<i>page 8</i>
<i>Season Relocation Process.....</i>	<i>page 8</i>
<i>Season Ticket Holder of Record.....</i>	<i>page 8-9</i>
<i>Season Ticket Holder On-Sale &amp; Pre-Sale.....</i>	<i>page 9</i>
<i>Season Ticket ID Cards.....</i>	<i>page 9</i>
<i>Season Ticket Mailing.....</i>	<i>page 10</i>
<i>Season Ticket Payments.....</i>	<i>page 10</i>
<i>Ticket Back Disclaimer.....</i>	<i>page 11</i>
<i>Transfer Requests and Transfer Forms.....</i>	<i>page 12</i>
<i>Will Call.....</i>	<i>page 13</i>



### Account Manager

Manage your account and season tickets online. Make payments, automatically update your address, and/or contact information, track ticket distribution, and forward tickets via e-mail up to two (2) hours before any game. To log in, go to the Ticket section of [buffalobills.com](http://buffalobills.com) and select [Account Manager](#). Log in with your season ticket account number or email address and pin number or password.

### ADA and Special Needs Seating

Ralph Wilson Stadium offers seating options for our guests with disabilities and special needs. When ordering tickets, please specify if your needs will require a Wheelchair Platform or if you require the Special Needs Area (as defined below). Unfortunately, mobility scooters, wheelchairs or walkers cannot be stored.

#### **ADA Wheelchair Platform Locations**

- Row 39 of the 100-Level and in some indoor premium seat areas.
- Wheelchair Platforms can be occupied by two guests in wheelchairs or a guest in a wheelchair and their attendant. Fold down seats are for wheelchair attendants only and cannot be occupied by anyone other than a wheelchair attendant. Platform areas can also accommodate most standard mobility scooters.
- Only guests with tickets designated as "Wheelchair Platform" can occupy Wheelchair Platform Areas.
- When ordering tickets, please specify "Wheelchair Platform Area" if required.
- Wheelchair Platforms are based on availability.

#### **Special Needs Seating Locations**

- Row 39 (last row of 100-Level), highest available rows of the 100-Level, or indoor premium seat areas.
- When ordering tickets for non-wheelchair platforms, please specify your needs require row 39 or the higher rows of the 100-Level. For special needs where negotiating stairs is difficult, row 39 is the last row of the lower level.
- Seating in row 39 of the 100-Level is very limited and tickets are not available in all sections.
- Mobility scooters, wheelchairs or walkers cannot be stored.
- Special Needs Seating locations are based on availability.

#### **ADA Wheelchair Platform Area Ticket Exchanges**

- Exchanges for wheelchair platform tickets to non-wheelchair platform tickets (or vice versa) are based on availability and cannot always be accommodated, particularly on game-days. Therefore, the ticket office recommends that any ADA exchanges be addressed well in advance of that game.
- Only the [Season Ticket Holder of Record](#) can request a ticket exchange.
- Original tickets are required for any ticket exchange. Exchanges will not be completed without them.
- Guest Service Booth D (located between Gates 5 and 6 on game-day), can also process ADA ticket exchanges if tickets are available.



### Adding or Removing Seats

Only the **Season Ticket Holder of Record** can request and authorize the addition or removal of seats from an account.

### **Requirements for Submitting Requests to Add or Remove Seats**

- Submit requests in person, in writing by indicating the change on your invoice, or via email at tickets@bills.nfl.net. Requests to remove seats from an account are not accepted over the phone. The Buffalo Bills reserve the right to ask for valid proof of identification at any time; however a copy of valid photo identification and the signature of the official **Season Ticket Holder of Record** must accompany written requests.
- When removing seats indicate the specific seat location(s) that need to be removed from the account.
- All season ticket holder seats are subject to a \$75 per seat cancellation fee.
- When requesting to add seats indicate the quantity and the general location for the additional seats. Additional seats are processed based on availability.

**Seats added to an account cannot be transferred within the same season they are purchased.**

### Address and Contact Information Changes

The Season Ticket Holder of Record is solely responsible for providing the Buffalo Bills Ticket Office with updated address and/or contact information (including email addresses). Therefore, the Buffalo Bills are not responsible for:

- Electronic messages or correspondence sent to an incorrect address including, but not limited to: invoices, emails, tickets, parking passes, etc.
- Calls placed, electronic alerts, or faxes sent to incorrect phone numbers.

### **Submitting Account Information Changes**

- Only the **Season Ticket Holder of Record** can initiate address and/or contact information changes.
- Address changes are not accepted over the phone.
- Automatically update your information by logging in to [Account Manager](#) or submit written requests to the Buffalo Bills Ticket Office (see [Address Change Form](#) pdf). Changes are also accepted via email at tickets@bills.nfl.net. A copy of valid photo identification of the official **Season Ticket Holder of Record** must accompany written and emailed requests. *Remember to include updates to phone, cell, fax numbers, and email addresses.*

**Do not cross off a name on an invoice and write in a new name to indicate a change of ownership to an account. This will not be considered a legitimate request and will not be completed. This includes company name changes. See [Transfer Requests](#).**



# Ticket Office Policies

## Companies should note:

- Company address or contact information changes such as changes to attention names (i.e. “Attn: Accounts Payable”) must be on company letter head and signed by an officer of the company or the company owner.

For company name changes, please see [Transfer Requests](#).

## Address Change Form (pdf)

For your convenience, a printable pdf [Address Change Form](#) is available. Forms are also available at the Bills Ticket Office.

## [Away Game Tickets](#)

The Bills do not receive enough road game tickets to make any available for the general public. We suggest checking availability by searching for other NFL Season Ticket Holders selling their tickets through NFL TicketExchange or by contacting the away stadium.

For NFL Ticket Exchange go to [www.NFL.com/Ticketexchange](http://www.NFL.com/Ticketexchange) or go to [www.nfl.com](http://www.nfl.com) and click on “Tickets”. Select the team the Bills are playing away and begin your search for game tickets.

For your convenience, below is a list of ticket office phone numbers for all other NFL teams:

Arizona Cardinals	480-784-4444	Minnesota Vikings	612-33-VIKES (84537)
Atlanta Falcons	404-223-8444	New England Patriots	800-543-1776
Baltimore Ravens	410-261-RAVE (7283)	New Orleans Saints	504-731-1700
Carolina Panthers	704-358-7800	New York Giants	201-935-8111
Chicago Bears	888-79-BEARS (23277)	New York Jets	800-469-JETS (5387)
Cincinnati Bengals	866-621-TDTD (8383)	Oakland Raiders	800-724-3377
Cleveland Browns	440-824-3434	Philadelphia Eagles	215-463-5500
Dallas Cowboys	817-892-5000	Pittsburgh Steelers	412-323-1200
Denver Broncos	720-258-3333	San Diego Chargers	800-745-3000
Detroit Lions	313-262-2010	San Francisco 49ers	415-656-4900
Green Bay Packers	920-569-7501	Seattle Seahawks	888-NHL-HAWK
Houston Texans	832-667-2390	St. Louis Rams	314-425-8830
Indianapolis Colts	317-297-7000	Tampa Bay Buccaneers	813-879-2827
Jacksonville Jaguars	904-633-2000	Tennessee Titans	615-565-4200
Kansas City Chiefs	816-920-9300	Washington Redskins	301-276-6800
Miami Dolphins	888-FINS-TIX		



### Lost and Stolen Tickets

Only the customer of record can request reprints for lost/stolen tickets. Once tickets are reprinted, the original tickets are invalid. It is imperative that lost/stolen tickets be reported to the Ticket Office immediately.

- Having lost or stolen tickets replaced prior to the gates opening on game day ensures that the original tickets become invalid and are rejected at the gate.
- If the original lost/stolen tickets enter the stadium prior to requesting replacement tickets, your tickets will not be reprinted.

### **Replacement Ticket Fees**

Via Account Manager: – Reprint your own tickets for \$1.95 per ticket.

- Save time, money, and avoid waiting in line by forwarding the tickets to yourself and printing your tickets at home for \$1.95 per ticket.

Via Ticket Office: There is a non-refundable \$5.00 per ticket replacement charge for the following:

- Lost tickets.
- Stolen tickets without a police report on file with the ticket office.
- Tickets left at home.
- Wrong game tickets brought to the game.

**The replacement ticket fee is waived in the following situations only:**

- Stolen tickets with a police report on file with the ticket office.
- Tickets with damaged/unreadable barcodes.

### **Losing Entire Season Ticket Package**

- Season Ticket Holders who misplace or lose their entire season ticket package or a majority of their season tickets should consider replacing tickets game by game until it is certain that the original tickets will not be found.
- Also see, “Via Account Manager – Reprint your own tickets for \$1.95 per ticket” (above).



### Monthly Invoices

Please review the front and back of your invoice for important policy information and key renewal deadlines.

There is space available on monthly invoices to update address and/or contact information. **Do not cross off a name on an invoice and write in a new name to indicate a change of ownership to an account. This will not be considered a legitimate request and will not be completed.** See [Transfer Requests](#).

#### **Failure to Render Required Deposit by Deposit Deadline:**

*The Buffalo Bills reserve the right to cancel any account that has not paid the required deposit by the deposit deadline date shown on the first invoice. This does not apply to contractual accounts.*

Failure to render the required deposit by the deposit deadline date on the first invoice could result in cancellation of your season tickets, and disqualifies the account from all offers falling under that deadline, including but not limited to, any potential discounts, the [Seat Relocation Process](#), the [Season Ticket Holder pre-sale](#) of single game tickets, etc.

#### **Failure to Render Payment by Payment Deadline:**

*The Buffalo Bills reserve the right to cancel any account that has not paid their current payment by the deadline date shown on the invoice. This does not apply to contractual accounts.*

Failure to render the required payment by the deadline date on any invoice could result in cancellation of the entire season ticket account less a non-refundable \$75 per seat cancellation fee.

### Monthly Payment Plans

The Buffalo Bills will automatically charge your credit card upon sign-up and continue to charge each month for the term of the plan. Please review your invoice for your payment schedule. Sign up online via [Account Manager](#), by phone, or enroll by checking the payment plan option on your invoice remittance stub, completing your credit card information with expiration date, and signing your name. See [Season Ticket Payments-Accepted Forms of Payment](#). For your protection, monthly payment plans do not rollover from one year to the next. You must re-enroll on an annual basis. **All funds must be in U.S. Dollars.**

*The Buffalo Bills reserve the right to reject tickets and prohibit gate entry on any game-day, and/or cancel any account that is not compliant with their chosen payment plan.*

**Note: When using debit cards for automatic monthly payment plans, The Buffalo Bills will NOT be responsible for any fees incurred due to insufficient funds. The Buffalo Bills reserve the right to reject tickets and prohibit gate entry on any game-day, and or cancel any account that is not compliant with their chosen payment option. It is the account holder's responsibility to notify the Buffalo Bills of any status changes with the credit card being used for payment.**



# Ticket Office Policies

## NFL Flex Scheduling

The NFL primetime “Flexible Scheduling” element goes into effect during weeks 11 to 17 of the regular season. Sunday afternoon games are subject to be moved to a Sunday night game. Monday night games may not be moved.

Fans and ticket holders must be aware that NFL games in Flex weeks are subject to change 12 days in advance and 6 days in advance during week 17. Please note, the “no exchanges / no refunds” policy will remain in effect for any games moved due to NFL Flex Scheduling.

For games played at Ralph Wilson Stadium that could potentially be affected by Flex Scheduling during weeks 11 thru 17, check your tickets for “Subject to NFL Flex Scheduling”.

## Posting Tickets for Sale through NFL TicketExchange

- Season Ticket Accounts must be paid in full in order to post tickets for resale.
- Season Ticket Holders must have a valid checking account and credit card in order to post tickets for resale.
- Go to the “Tickets” drop down menu at [buffalobills.com](http://buffalobills.com) and select [Account Manager](#). Log in using your user name/account number and password/pin number.
- Under “Manage My Tickets”, click sell.
- Select the tickets you would like to post for sale and follow the steps to complete your listing.
- Tickets may not be sold within 1,500 feet from the physical structure of the place of entertainment under penalty of law.
- Accounts found with duplicate tickets at the gate are subject to a duplication fee, termination of season ticket holder rights and privileges, and/or applicable law enforcement.

## Purchasing Season and Single Game Tickets

(Also see [Risks of Purchasing Tickets on Ebay, StubHub, etc.](#) and [Purchasing Tickets via Ticket Exchange](#))  
For information on purchasing new season tickets, group tickets and club seating, please call 1-877-BBTICKS (228-4257) or email [ticketsales@bills.nfl.net](mailto:ticketsales@bills.nfl.net). You may also get information by visiting the Ticket section of [www.buffalobills.com](http://www.buffalobills.com).

### **Note the following ticket limits:**

Tops Family Corner – 6 season ticket limit per account and 6 individual game tickets per game per account. Group tickets for youth, church groups and charitable organizations may be purchased but these are “subject to availability”.

Rockpile – Limit of 6 season tickets per individual and per account.

## Purchasing Tickets via NFL TicketExchange

- Go to the Tickets drop down menu at [buffalobills.com](http://buffalobills.com) and select [NFL TicketExchange](#).
- Find the game you are looking for and click “buy tickets”.
- Customers can sort the list and search availability by section, quantity, or price
- Select the tickets you want and follow the steps to complete your purchase.



### Risks of Purchasing Tickets on Ebay, StubHub, etc.

Though there are legitimate tickets posted for sale online, in the paper, etc. you are at risk of purchasing invalid tickets if your tickets are purchased via EBay, Stub Hub, Craigslist, Newspaper ads, Scalpers, etc. The Buffalo Bills are in no way responsible for any part of that transaction which includes, but is not limited to, the tickets purchased, replacement of lost tickets, refunds, etc.. The only way to guarantee you will receive tickets promptly and to guarantee you are buying legitimate tickets is to purchase tickets directly through the Buffalo Bills, Ticketmaster, or NFL TicketExchange.

### **Unauthorized Season Ticket Sales:**

If you purchase season tickets or “**buy the rights**” to season tickets from anyone other than the Buffalo Bills or Ticketmaster, you are not considered an official Season Ticket Holder of Record and do not maintain any rights as a Season Ticket Holder of Record until the Bills Ticket Office receives an official [Transfer Request](#) from the **Season Ticket Holder of Record** you purchased the tickets from and **ONLY if** that transfer request is approved. The Bills reserve the right to approve or deny any such request.

### **Unauthorized Single Game Ticket Sales:**

The Buffalo Bills do not make will call arrangements for any ticket transactions processed via Ebay, StubHub, Craigslist, Newspaper, etc. Anyone selling or buying tickets in anyway other than directly through the Buffalo Bills, Ticketmaster, or NFL TicketExchange needs to be responsible for their own transaction which includes, but is not limited to, ticket delivery.

### Seat Relocation Process

Seat Relocation requests are reviewed and processed on a seniority basis and according to availability. Only the **Season Ticket Holder of Record** can request, accept or decline a change in seat location.

- Eligible accounts will receive information outlining the seat relocation process for the current year. Follow the instructions as they pertain to your account.

### Season Ticket Holder of Record

The Season Ticket Holder of Record is defined as the name(s) and/or company name listed on the official season ticket account information.

Only the Season Ticket Holder of Record has the authorization to initiate any requests or transactions regarding their season ticket account. This includes, but is not limited to account address and contact changes, seat relocations, adding or removing seats on an account, adding or removing names of Season ticket ID cards, etc. Some requests require a Notary Public, such as Transfer Requests. Please review these policies for information regarding your specific request or transaction.



# Ticket Office Policies

**You are not considered an official Season Ticket Holder of Record if:**

- You purchase season tickets or “buy the rights” to season tickets from anyone other than the Buffalo Bills or Ticketmaster. Please see Risks of Purchasing Tickets on Ebay, StubHub, etc. before purchasing season tickets through any unauthorized ticket vendor.
- You share tickets with a Season Ticket Holder and your name does not appear on the official season ticket account information.
- You are listed on the official season account record as “To the attention of” or as “in care of”.
- Your name or company name is listed as a secondary name on the account.

<p><b><u>Personal</u></b>          Billy Buffalo          One Bills Dr.          Orchard Park, NY 14127  <i>Billy Buffalo is the Season Ticket Holder of Record</i></p>	<p><b><u>Company</u></b>          Buffalo Bills Ticket Office          One Bills Dr.          Orchard Park, NY 14127  <i>Buffalo Bills Ticket Office is Season Ticket Holder of Record</i></p>
<p><b><u>“In Care of”</u></b>          Billy Buffalo          C/O Buffalo Bills Ticket Office          One Bills Dr.          Orchard Park, NY 14127  <i>Billy Buffalo is the Season Ticket Holder of Record</i></p>	<p><b><u>“Attention to”</u></b>          Buffalo Bills Ticket Office          Attn: Billy Buffalo          One Bills Dr.          Orchard Park, NY 14127  <i>Buffalo Bills Ticket Office is Season Ticket Holder of Record</i></p>

**Season Ticket Holder On-Sale and Pre-sale Tickets**

- Season Ticket Holder of Record with two (2) or more seats on their account will have the opportunity to access pre-sale dates.
- 2012 Dates are *TBD*.

**Season Ticket ID Cards**

Season Ticket ID Cards are offered to the **Season Ticket Holder of Record** only, and provide:

Discounts on select regular priced Bills merchandise at the Bills Store (Ralph Wilson Stadium), Training Camp, and Bills game day locations at Ralph Wilson Stadium. Valid Photo Identification must be presented when using your Season Ticket ID Card.

**Discount does not apply to the following merchandise:**

Authentic, replica, game worn jerseys, special order product, previously reduced merchandise, sale or clearance product, Buffalo Bills gift certificates, and other team merchandise, Pink Billie or all merchandise from concert or any event specific merchandise.

**Lost/Stolen ID Cards**

Any Season Ticket Holder of Record can request a temporary ID Card if the original is lost/stolen. Valid Photo Identification must be presented at time of request. For temporary ID Card please call the ticket office at 1-877-228-4257.



## Ticket Office Policies

### Season Ticket Mailing

Season ticket holders who are in good standing, paid in full or on a pay plan will receive their tickets two to three weeks prior to the first home pre-season game of the upcoming season in the mail. Season Ticket Incentives (ex. Media Guide, Pins, etc) typically ship separately from season tickets and usually after the start of the pre-season. Tickets will ship on the first date scheduled to accounts on (and compliant with) a Monthly Payment Plan and to accounts that are paid in full by the final payment deadline date (see [Monthly Invoices](#)). Any account not paid in full by the final payment deadline date risks prompt delivery of tickets and/or cancellation of their season ticket account.

If five (5) days prior to the first home pre-season game you still have not received your tickets, please call the Ticket Office at 1-877-228-4257 to make arrangements for replacement tickets. You can also replace and reprint your own tickets for the upcoming game at a print charge of \$1.95 per ticket through Account Manager. Game credits will not be issued to accounts that have not received their tickets in the mail.

### Season Ticket Payments

Renew your account by paying the initial deposit no later than the required deposit deadline shown on your first invoice and be eligible for all offers that fall under that deadline. Offers may include, but are not limited to, any potential discounts, the [Seat Relocation Process](#), the [Season Ticket Holder pre-sale](#) of single game tickets, etc. **All funds must be in U.S. Dollars.**

### **Accepted Forms of Payment**

Visa, MasterCard, American Express, and Discover.

Personal or Certified Check, Money Order: *A \$25.00 fee will be charged for all returned checks.*

Cash (In person at the Bills Ticket Office. Do not send cash through the mail).

### **Buffalo Bills Extra Points Visa Credit Card**

The Bills are excited to present a special Season Ticket Financing offer to you for your 2012 Bills Season Tickets. Apply for the Bills Extra Points Visa Credit Card and save on season tickets with **NO INTEREST** if paid in full in 6 months and **\$200 Cash Back** when you redeem your bonus points. For more information, including terms and conditions, visit [www.BillsExtraPoints.com](http://www.BillsExtraPoints.com).

### **Remit Payments:**

**Online at [buffalobills.com](http://buffalobills.com) via Account Manager:** Select the Tickets drop down menu and click on [Account Manager](#). Log in with your account number or email address and pin number or password. Follow the instructions to make your credit card payment. Also see [Monthly Payment Plans](#). If you have forgotten your log in information, please contact the ticket office at 1-877-228-4257.

**Mail or in person to:** Buffalo Bills Ticket Office, One Bills Drive, Orchard Park, NY 14127

Complete and return the invoice remittance stub with your payment in the envelope provided. Include postage and allow sufficient time for your payment to arrive by the payment due date.

**By Phone:** 1-877-BB-TICKS (228-4257)

**By Fax:** 1-716-312-8900



## Ticket Office Policies

### [Ticket Back Disclaimer](#)

**By purchasing a Buffalo Bills Game Ticket you agree to the following:**

A Buffalo Bills ticket only grants entry into the stadium and provides a spectator seat for the specified NFL game. The ticket is a revocable license. The violation of any of the terms and conditions will automatically terminate this license. The Buffalo Bills reserve the right without refunding the face price of the ticket and applicable fees to revoke the license, to refuse admission, or eject any person whose conduct is deemed to be disorderly, who uses abusive language, fails to comply with these ticket terms or any security measures.

You and your belongings may be searched upon entry into the stadium, and prohibited items may be confiscated. By tendering the ticket and entering the stadium, you consent to such searches and waive any related claims that you might have against the NFL, its Member Clubs, its affiliates, or its agents. If you elect not to consent to these searches, you will be denied entry into the stadium. Cans, bottles and noisemakers are prohibited. Reentry into the Stadium is prohibited. Ticket holders who hold a wheelchair-designated ticket must be physically challenged and using a wheelchair or be a designated companion.

By use of the ticket, you, ticket holder (“holder”) agrees to the terms on the ticket on behalf of holder and any accompanying minor. The holder assumes all risks incidental to the game or related events, including the risk of lost, stolen, or damaged property or personal injury and holder hereby releases The Bills, the participating clubs, the National Football League, County of Erie and their respective agents and employees for any liability therefore. Photographs, videos or other accounts or descriptions (whether data, textual or visual) of all or any part of the football game or of any game-related activities created by the ticket holder may be used only for personal, non-commercial uses. Any transmission or other distribution to any commercial enterprise, and any public performance or display, are strictly prohibited.

You as the holder grants to the NFL, The Bills and their designees the irrevocable permission to use his or her voice or likeness in any media now or hereafter existing in connection with all or any part of the football game or related events, for any purpose whatsoever, including the commercial purposes of the NFL, the Buffalo Bills and their sponsors, licensees, advertisers or broadcasters.

Any Buffalo Bills ticket may not be resold within 1,500 feet from the physical structure of this place of entertainment under penalty of law. Lost, stolen, counterfeit tickets or tickets sold in violation of any applicable law may not be honored. No one holding this ticket may enter the stadium or otherwise use this ticket for advertising, promotion or other commercial purposes (including contests, sweepstakes, and giveaways) without the NFL’s and the Buffalo Bills express written consent.

**The date and time of the game as well as the opponent are all subject to change by the NFL in its sole discretion or as a result of events beyond the NFL’s control, without refund. If the game is cancelled and not replayed, the sole and exclusive remedy is a refund of the face value of the ticket to the original purchaser of the ticket.**

**ALL SALES ARE FINAL. NO REFUNDS OR EXCHANGES.**



# Ticket Office Policies

**Transfer Requests**

The Buffalo Bills reserve the right to approve or deny any transfer request.

A Transfer is defined as change of ownership on an account, when the name of the official **Season Ticket Holder of Record** is changing from one name to another. Only the Season Ticket Holder of Record transferring seats out of an account (known as the “Transferor”) can initiate a Transfer Request.

**Submitting a Transfer Request**

Only the **Season Ticket Holder of Record**, owning the seats being transferred out of an account, can initiate a transfer request. All requests must be notarized. The Buffalo Bills do not accept transfer requests submitted via email or fax. All Transfer Requests must be submitted by mail or in person at the Bills Ticket Office. For full details, see [Season Ticket Transfer Request Form and Guidelines](#).

[Print Season Ticket Transfer Request Form and Guidelines \(pdf\)](#). Forms are also available at the Bills Ticket Office.

**Transfer requests for seats purchased as new or additional season tickets for the current season will be denied.**

**Purchases on Ebay, Craigslist, etc.:** If you purchase season tickets or “**buy the rights**” to season tickets from anyone other than the Buffalo Bills or Ticketmaster, you are not considered an official **Season Ticket Holder of Record** and do not maintain any rights as a until Season Ticket Holder of Record the Bills Ticket Office receives an official [Transfer Request](#) from the Season Ticket Holder you purchased the tickets from **and only if** that transfer request is approved. The Bills reserve the right to approve or deny any such request.

**Review Process**

- A Transfer request is reviewed within 10 business days from the date the request is received at the Bills Ticket Office.
- With the exception of “Type A” Transfers, requests to transfer seats in high demand areas are typically denied when the “transferee” is a new Season Ticket Holder. (For “Type A” and “Transferee” see [Season Ticket Transfer Request Form and Guidelines](#)).

High Demand Areas	
Lower Level:	Upper Level:
Sections 109 to 114	Sections 310 to 313 Rows 1 to 10
Sections 131 to 136	Sections 332 to 335 Rows 1 to 10

**Notification**

- Once the request has been reviewed, the original **Season Ticket Holder of Record** will receive a statement indicating the request has either been approved or denied.
- If denied, the original account (or seats) will not be cancelled automatically. A reason will be given as to why the request was not approved and the original Season Ticket Holder of Record will have an opportunity to call the Ticket Office to discuss other options.
- If approved, the new Season Ticket Holder of Record will be sent a statement of their account. If applicable, transfer fees will appear on the statement as well as a deposit requirement and a deposit deadline date. See [Monthly Invoices](#).



### Will Call

Will Call is located at the inside lobby of the Buffalo Bills Ticket Office at Ralph Wilson Stadium (next to the Healthy Zone). On game day Will Call opens 4 hours prior to kick-off and closes at the end of the 3rd quarter. Tickets can also be picked up the Saturday before a home game from 9am to 1pm, and during normal business hours Monday thru Friday from 9am to 5pm. Tickets will only be released to the name of the guest listed on the ticket envelope. Valid photo identification (i.e. driver's license, passport) is required when picking up tickets at Will Call. The only tickets available at Will Call are tickets purchased directly through the Buffalo Bills, TicketMaster, or NFL TicketExchange. See [Risks of Purchasing Tickets on Ebay, Stubhub, etc.](#)

### **Third Party Will Call Not Accepted**

With the exception of Suite Holders, Club Seat Holders, and Sponsors, the Buffalo Bills do not accept and will not be responsible for third party will call. Tickets bought or sold through **Ebay, StubHub, Craigslist, Newspaper ads. etc.** will not be accepted or available for pick-up at Will Call. **There are no exceptions.**

### **Game Day Pick-up**

On any game day we strongly recommend picking up tickets at Will Call while tailgating and not on your way into the stadium. Due to security checks and lines at the gates, the Buffalo Bills recommend getting to the stadium gates 45 minutes prior to kick-off. If you have business to attend to at the Ticket Office, please plan your time appropriately so you get to the gates in that recommended time frame.

The Ticket Office will not be responsible for anyone missing the start or any part of the game.