

CLEVELAND BROWNS

2012 SEAT RELOCATION REQUEST FORM

By submitting this request you understand that if seats are available in the desired areas when your request is considered, you give the Cleveland Browns permission to proceed to relocate your seats. Seat locations will be changed and the previously held seats will be used for other relocations. Once a change has been made to an account, the previous seats cannot be reclaimed. If changes are made, notification of new seats will be made either by e-mail, phone or mail. You can also check changes online through your Locker Room Account. **See reverse side for answers to frequently asked questions.**

Account Name: _____ Account Number: _____

Day Phone: _____ Evening Phone: _____ E-Mail: _____

Location of seats to move:

_____	_____	_____	_____
(Category)	(Section)	(Row)	(Seats)
_____	_____	_____	_____
(Category)	(Section)	(Row)	(Seats)

Relocate with another ticket holder:

If you are attempting to relocate in a group with other Ticket Holders, please list all locations above and indicate their account numbers below. Contact person listed above is authorized to make decisions for the group. Please note relocation requests are limited to accounts that have made 2012 payment(s).

_____	_____	_____
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Please indicate your main priority for relocation this season: (Please check only one)

- ___ Current section – Lower Row
- ___ Current section – Higher Row
- ___ Current category, any section – Lower Row
- ___ Current category, any section – Higher Row
- ___ Closer to 50, same category – Similar or Lower Row
- ___ Closer to 50, same category – Similar or Higher Row
- ___ Closer to 50, new category – Any Row
- ___ End Zone category – More centered

Please indicate your top two category choices for relocation:

If changing category, it is necessary to pay the difference between the price of your current PSL category and the price of the new PSL category that you are relocating to.

Current, A, B, C, D, E, F, G, H, I, J, K, Family Zone, Lower Dawg Pound, Upper Dawg Pound, Club Prime, Club Sideline, Club Corner

First Choice Second Choice

Comments: _____

Account Name On Record Signature: _____ Date: _____

2012 CLEVELAND BROWNS STADIUM*



LOWER LEVEL	CLUB LEVEL	MEZZANINE LEVEL	UPPER LEVEL
CATEGORY	1-YEAR SEASON TICKET PRICE	SEASON TICKET PRICE	CATEGORY
A	\$890	CLUB-PRIME	\$2,900
B	\$790	CLUB-SIDELINE	\$2,060
C	\$600	CLUB-CORNER	\$1,300
D	\$500		
Lower Dawg Pound	\$500		
E	\$590		
F-Rows 1-20	\$490		
F-Rows 21-25	\$400		
Upper Dawg Pound Rows 1-5	\$450		
Upper Dawg Pound Rows 26-42	\$320		
G-Rows 1-5	\$750		
G-Rows 6-20	\$700		
H-Rows 1-5	\$600		
H-Rows 6-20	\$550		
I-Rows 1-5	\$450		
I-Rows 6-20	\$400		
J-Rows 1-5	\$350		
J-Rows 6-20	\$320		
K-Rows 1-20	\$320		
K-Rows 21-32	\$190		

For additional information visit **CLEVELANDBROWNS.COM** or call the Cleveland Browns Ticket Office at 440-891-5050 or 888-891-1999

Sideline preference: Home Side Visitor Side Either
 Aisle Preference: Must be Aisle Not on Aisle Either
 Are you interested in adding seats? No If Yes how many?

SEAT RELOCATION – Q & A

Q: I'd like to move my seats. How do I go about requesting a seat change?

A: We ask season ticket holders to submit an annual request in writing requesting a seat move. By logging in to your Season Ticket Holder Locker Room on www.ClevelandBrowns.com, you can choose to send a relocation request online or print out a Relocation Request Form and mail it in. You can also contact the Cleveland Browns Ticket Office at (440)891-5050 or toll free at (888)891-1999 to have a form sent to you.

Q: Where should I send my request?

A: Relocation requests can be mailed or faxed to:

Cleveland Browns Ticket Office 100 Alfred Lerner Way Cleveland, OH 44114 Fax: (440) 891-5051

Q: How do you determine seat relocation?

A: Only accounts that are renewed are considered for seat relocation. We prioritize requests based on a number of factors, including seniority, current locations and availability.

Q: What is the timeline for seat relocation?

A: Requests must be received by April 1st to be included. Only accounts that have made payment(s) by the due date can be considered. Relocations will be done following the renewal process.

Q: How will I know if I can get new seats? Can I call?

A: In order to handle the large volume of requests, we ask that you do not call. Moves within your current seat category will be done automatically and you will be notified of your new locations by mid-June. For moves out of category, or moves that involve a change in your payment amount you will be notified by phone. Accounts that can't be moved at this time will also receive written notification later in June. We will continue to hold these requests through the season should other opportunities to relocate become available later.

Q: Why can't I come and choose new seats?

A: Between renewals and getting tickets printed, we have a very short window of time to accommodate seat moves. In the past we contacted season ticket holders by phone to offer moves, but due to delays in responses we were unable to take care of as many accounts as we'd like. Unfortunately, coming to the stadium to view seats would slow the process down much more. That is why we make some changes automatically if we can meet your request, thus freeing up your old seats to help someone else. We will host a Select-A-Seat event in June at which point you'll have the opportunity to come to the stadium and view your new seat location, as well as see what else may be available.

Q: I'm a long-time season ticket holder and we can't seem to get upgraded. Why?

A: While it sounds illogical, the better seats you have, the harder it is to relocate. This is because so few high quality seats become available each year. Long-time season ticket holders hold these seats and rarely let them go, thus limiting the opportunities for those in prime areas, such as lower level sidelines and upper level low seats, to upgrade.

Q: Each year I request a move, but only get offered a small move, if anything. Why?

A: Due to the many requests and the limited inventory, large moves are very rare. While many in the upper levels and end zones are looking to move to a lower row, few seats open up very low, typically going to high seniority accounts. When available, most guests may move down a few rows and then have their seats used to move someone else down a few rows; causing a trickle-down effect as we try to address as many requests as possible. In this process it's much easier for accounts up high to begin moving lower at first, but as you move down, the more difficult it becomes to move.

Q: I want to change categories. How easy is it?

A: Seat relocations are done within those already in a category first, before accounts looking to move into another category are considered. The seats that would then be available will be in the fringe areas of these categories, typically the highest rows and furthest from midfield. Currently, any change in PSL categories requires paying the difference between the current value of your PSLs and that of the new PSL category. Categories with like values would be free. If moving to a lesser price PSL there is no refund.

Q: I have special needs. How do I let you know?

A: Please indicate these needs in the comment field of your relocation request. We will do what we can within our limitations to try to accommodate your needs.