



## **SEASON TICKET HOLDER BENEFITS**

- Season Ticket Holder Key Chain (good for benefits from participating sponsors)
- Savings of \$80 per ticket off individual game price (savings of \$8 per seat, per game)
- Option to purchase discounted Season Parking Pass (\$40 savings)
- Option to purchase additional individual game tickets before they are offered to the general public.
- Option to purchase your same prime seats at a Season Ticket Holder preferred price for all potential Dolphins playoff home games
- Option to purchase additional playoff tickets before they are offered to the general public
- Ability during every subsequent season of first year purchase to pay off Season Tickets in three (3) equal installments (as opposed to requiring first year purchase of up front payment in full)
- Exclusive Season Ticket Holder e-mails
- Eligibility to win Exclusive Season Ticket Holder prizes through miamidolphins.com (i.e. Tour of Dolphins Training Camp, Judge of Dolphins Cheerleaders, Autographed items)
- Eligibility for Game Day on-field recognition as "Season Ticket Holder of the Game"
- Complimentary Dolphins Exclusive newsletter
- 10% Discount at Miami Dolphins Pro Shop
- Personalized press release announcing you as our #1 draft pick during Draft Day
- Season Ticket Holder Pin

## **TRANSFER OF SEASON TICKETS**

The name that appears on the top line of the address portion of the billing statement is the owner of record of the season tickets. Transfer of season ticket privileges must be made by notarized letter from the season tick-



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et holder of record and will be done only after approval of, and at the discretion of, the Miami Dolphins, Ltd. management. The following are approved conditions to transfer season tickets.

- Lower level seats in the sideline, corners, endzones and upper sideline may be transferred between immediate family members only. Proper documentation is required.
- Company accounts may be transferred to the principal of the same company. Written correspondence must be on corporate letterhead.
- Upper corners and endzone seats may be transferred at the request of the current season ticket holder. Written notice must be submitted. If a transfer of the entire account is approved the priority year will also be transferred. If it is a partial transfer, the new account will receive the current year as its year established date. The Miami Dolphins, Ltd. reserves the right to amend their transfer policies at any time without notice to Season Ticket Holders and/or to reject specific transfers and/or to not allow any transfers at all.

### **CHANGE OF ADDRESS**

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The ticket office should be notified of a change of address at the earliest possible date. To change your address, written notification must be sent and signed by the Season Ticket Holder. This letter may be mailed to Miami Dolphins Ticket Office, P.O. Box 4011, Miami, Fla., 33269 or faxed to (305) 626-7432. For your convenience, you may also submit your change of address with your payment as a change of address form is located on the back of your renewal statement. Please keep the ticket office informed of any changes to expedite delivery of your season tickets and other Season Ticket Holder mailings. Company accounts must submit any change of address on company stationary.

### **PAYMENT PLAN**

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The Miami Dolphins offer a three-tier payment schedule for all Season Ticket Holders. Generally, the renewal statements are mailed in February with the first payment due in March. The second and final payments are due in April and May, respectively. The three-tier payments must be made with cash, check or money order. A service fee of \$20.00 will be charged for all returned checks. **The Miami Dolphins now also accept credit cards as payment for Season Tickets. Those accounts paying with a credit card will be charged the total balance due that appears on the invoice. Credit card payments will not be accepted over the phone.**

### **ADDING SEATS/UPGRADES/SEAT RELOCATIONS**

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The Miami Dolphins reserve the right for upgrades to accounts who renewed in full or given deposits only. There are two convenient ways to improve or add seats to your season ticket account.

1. *Attend our annual Season Ticket Holder Select-A-Seat Day. This is the best way to view for yourself the available seat inventory. This event is strictly for Season Ticket Holders and is generally held in March or April.*
2. *As a Season Ticket Holder you may also put your request in writing. Please be as specific as possible and make sure to include your account number as well as valid phone numbers. You may either mail or fax your request to the Miami Dolphins Ticket Office. The mailing address is P.O. Box 4011, Miami, FL 33269. Our fax number is (305) 626-7432.*

Our goal during the seat relocation process is to accommodate all our season ticket holders; however, satisfying everyone's request is very difficult due to the high volume of requests and the limited seat inventory. Therefore, our policy regarding upgrades focuses first on the season ticket holder's longevity as an account hold-



er, then the specific request. Please understand we experience an extremely low attrition rate in all sideline and lower level seating and we anticipate having a high percentage of these accounts renewed annually. Therefore, if you are requesting to be upgraded in these locations, it may be very difficult to satisfy your request.

## **DELETING SEATS**

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For the protection of our Season Ticket Holders, written notification of seat deletions must be sent to our ticket office and signed by the Season Ticket Holder of record. A new invoice will be provided if requested. No seat deletions will be made over the phone.

## **LOST/STOLEN TICKETS**

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It is strongly recommended that you store your season tickets with valuable papers to prevent theft or the misplacement of them. Season tickets are the responsibility of the account holder of record and if lost or stolen, the Miami Dolphins will only conduct business with the account holder of record. Proper identification must be presented.

The Miami Dolphins will replace season and Individual tickets under most circumstances. The policies regarding the replacement of tickets are as follows:

- 1. Stolen Season Tickets: The season ticket holder of record must present a notarized letter or signed affidavit explaining the specific situation in detail. In addition, an official police report must be provided. If all documents are received, there will be no charge for a replacement voucher.*
- 2. Lost/Misplaced Season Tickets: A lost ticket voucher will be issued to the season ticket holder of record only upon the receipt of a notarized letter or signed affidavit explaining the specific situation. The face value of the lost/misplaced ticket will then be collected as a deposit until they are found and returned in whole to the Miami Dolphins Ticket Office.*
- 3. Season Tickets Left at Home: The season ticket holder of record must provide full face value of the ticket left at home as a deposit until the unused ticket can be returned to the Miami Dolphins Ticket Office.*
- 4. Lost/Misplaced Individual Game Tickets: A replacement ticket will be issued to the ticket holder of record, but only if the purchaser can be verified. Verification can be established if an account has been created. The following are two ways to establish an account:*
  - Ticketmaster charge by phone*
  - Mail order through the Miami Dolphins Ticket Office*

Once verification has been established, the full face value will be collected as a deposit until the unused ticket is returned to the Miami Dolphins Ticket Office.

It is recommended that all account holders that need assistance with stolen/lost tickets notify the Miami Dolphins Ticket Office before game day so the replacement tickets can be processed in a timely manner.

## **PLAYOFF TICKETS**

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As mentioned as one of the season ticket benefits, all Season Ticket Holders will be invoiced in November to purchase their season ticket location for any home playoff games played at Pro Player Stadium (maximum of two games: Wildcard/Divisional and AFC Championship).

In response to the valued feedback of our Season Ticket Holders, the Dolphins offer preferred pricing for Season Ticket Holders and convenient payment options, including the opportunity to pay for playoff tickets one



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game at a time. In addition, in the event the Miami Dolphins do not host a playoff game(s), Season Ticket Holders may request a refund for any unplayed games by contacting the Dolphins Ticket Office at 1-888-FINS-TIX, by fax at (305) 626-7432 or via e-mail at [seasontix@dolphins.nfl.com](mailto:seasontix@dolphins.nfl.com).

## AWAY GAME TICKETS

There is no public sale for Miami Dolphins away game tickets. We suggest you contact the host club and venue for ticket availability. Please keep in mind that some NFL teams sell out on a season ticket basis.

<u>AFC</u>	<u>Ticket Office Phone Numbers</u>	<u>NFC</u>	<u>Ticket Office Phone Numbers</u>
Baltimore Ravens . . . . .	410-261-7283	Atlanta Falcons . . . . .	404-223-8000
Buffalo Bills . . . . .	716-649-0015	Arizona Cardinals . . . . .	602-379-0102
Cincinnati Bengals . . . . .	513-621-3550	Carolina Panthers . . . . .	704-358-7800
Cleveland Browns . . . . .	888-891-1999	Chicago Bears . . . . .	847-615-2327
Denver Broncos . . . . .	303-433-7466	Dallas Cowboys . . . . .	972-579-5000
Houston Texans . . . . .	877-635-2002	Detroit Lions . . . . .	248-335-4151
Indianapolis Colts . . . . .	317-287-7000	Green Bay Packers . . . . .	920-496-5719
Jacksonville Jaguars . . . . .	800-618-8005	Minnesota Vikings . . . . .	612-333-8828
Kansas City Chiefs . . . . .	816-924-9400	New Orleans Saints . . . . .	504-731-1700
Miami Dolphins . . . . .	888-346-7849	New York Giants . . . . .	201-935-8222
New England Patriots . . . . .	800-543-1776	Philadelphia Eagles . . . . .	215-463-5500
New York Jets . . . . .	516-560-8200	San Francisco 49ers . . . . .	415-468-2249
Oakland Raiders . . . . .	510-864-5000	St. Louis Rams . . . . .	314-425-8830
Pittsburgh Steelers . . . . .	412-323-1200	Seattle Seahawks . . . . .	206-682-2800
San Diego Chargers . . . . .	619-280-2121	Tampa Bay Buccaneers . . . . .	813-879-2827
Tennessee Titans . . . . .	615-565-4200	Washington Redskins . . . . .	301-276-6050

## SUPER BOWL TICKETS

As a Miami Dolphins season ticket holder, you will automatically be included with all other account holders in our random computer selection process whereby you may be selected to purchase two (2) Super Bowl tickets. Your chances of being selected from our season ticket database will be enhanced by your longevity as an account holder and the number of seats in your account. The process is supervised by an accounting firm.

Since the Super Bowl is an NFL event, tickets for the game are divided primarily among the participating teams and League office. Therefore, if the Miami Dolphins do not advance to the Super Bowl, we will not hold a random selection.

In addition, the NFL will conduct a random drawing for Super Bowl tickets. Those requesting consideration must submit written notification by certified mail to:

Super Bowl Tickets  
The National Football League  
280 Park Avenue  
New York, NY 10017-1216

Requests must be made between February 1 and June 1 for the next year's game. Only one request per address may be submitted and random drawing winners may purchase a maximum of two tickets.

