

Dear Group Leader,

Thank you for your support of The Oakland Raiders Ticket Fundraising Program. We are very excited to work with you this season to benefit your organization. Your program's success is very important to us; we have implemented the following program rules to protect your group and ticket purchase.

By participating in The Oakland Raiders Ticket Fundraising Program, you are acknowledging and agreeing to these program rules:

- Only accounts paid in full will be issued tickets
- There will be no purchasing of fundraising tickets on the day of game
- There are three (3) options for receiving purchased tickets
 - o Group Leader Picks up tickets at 1220 Harbor Bay Parkway
 - o Pick up times will be between 9 am – 5 pm Monday-Thursday by appointment only
 - o Group Leader must present a valid ID to receive tickets
 - o Group Leader will only receive Paid in Full tickets
 - o All Tickets are mailed to the Group Leader to the address on the Raiders account
 - o The Raiders Staff is NOT AUTHORIZED to mail any tickets
 - o Group Leader manages tickets thorough personal Account Manager
- Ticket Fundraising Groups are prohibited from advertising program details using online ticketing websites
 - o Includes but is not limited to: eBay, Craigslist, StubHub, etc...
 - o Fundraising Groups discovered using these websites to promote ticket sales will be disqualified from all additional purchases, and will not be able to participate in the program in future years
- Ticket Fundraising Groups are prohibited from reselling (“scalping”) ANY tickets at any time, for any reason
 - o Fundraising Groups discovered reselling any tickets will be disqualified from all additional purchases, and will not be welcome to participate in the program in future years
 - o “Scalping” tickets includes selling tickets at a premium AND discount
- Group Leaders are responsible for the behavior of ALL participating guests and ticket buyers during Raiders games
 - o All ticket holders must abide by the Raiders Code of Conduct
 - o Code of Conduct violations can result in the Groups disqualification from all additional purchases and may not be welcome to participate in the program in future years
- All sales are final
 - o No refunds will be given
 - o There will be no ticket exchanges approved for fundraising group and or ticket buyers
 - o This includes upgrades as well as exchanging tickets for a different game
- Group Leader is responsible for NSF fees and or credit card dispute or fraud
- Ticket Minimum
 - o There is a 10 ticket purchase minimum for each fundraising game
- **Lost, stolen or damaged tickets**
 - o If any tickets are lost, stolen or damaged, ONLY the Group Leader (account holder name) is authorized to request reprinted tickets
 - o A \$10 reprint fee will be applied for each ticket and must be paid at the time of reprint
 - o Ticket reprint requests must be submitted in writing to the Sales Rep before the end of business Friday before that Sunday's home game
 - o Reprint requests are ONLY honored for the Group Leader (must present valid ID)
- **Violation of this guidelines are subject to disqualification of the Oakland Raiders Fundraising Program including:**
 - o Special price tickets
 - o Donation request
 - o Player and Raiderette appearance request

- Ticket price will be adjusted to the NFL mandated price and must be paid in full for tickets to be activated on game day.
- Accounts that are not paid in full at that time will not receive a refund. The remaining balance will be rolled into a deposit and must be paid toward a traditional group purchase.