



## Frequently Asked Questions

**1. How does the Seat Upgrade Program work?**

Starting in May, season ticket holders can select their new seat location from available inventory via their My Redskins Account at [www.Redskins.com/MyAccount](http://www.Redskins.com/MyAccount). This improved seat upgrade program puts you, the season ticket holder, in charge of your seat upgrade. You can choose from any available seat location which will enable you to:

- Move closer to midfield
- Move closer to or further from the field
- Move onto or off of an aisle
- Consolidate the seats on your account into one location
- Sit with another account holder

**2. Is there a way to see the view from each section at FedExField?**

Yes. Click [here](#) for the FedExField stadium diagram. Click on any section to see a view of the field.

**3. Who is eligible?**

All account holders who are paid in full or compliant on a Redskins approved payment plan by April 1 are eligible for the seat upgrade program.

**4. When can I begin to upgrade my seats?**

The seat upgrade program will begin in May. Season ticket holders will receive an email approximately two weeks before the start of the program with the date and time that they may begin selecting from available seats. Season ticket holders will be grouped according to seniority and by seat location at FedExField.

**5. Why are there different upgrade groups? Why not let everyone upgrade at the same time?**

Season ticket holders are placed into priority groups for two reasons. First, this allows our most senior season ticket holders to select first from the available seats. Second, by only allowing small groups of season ticket holders to access the upgrade system, we can ensure the best possible experience for everyone. Account holders who had season tickets at RFK Stadium will have first priority and will be grouped according to their current seat location at FedExField.

**6. Can I combine seats on my account that are in separate locations?**

Yes, you may combine some or all of the seats on your account into one location. Simply select the seat locations that you wish to combine from the list of your locations, and then select an equal number of new seats from the ISM.

**7. Can I sit with another account holder?**

Yes, you may choose to sit with another account holder; however, both account holders must be eligible at the same time. If both account holders are not in the same priority group, one account holder must wait for the other to be eligible to upgrade. Both account holders must be online at the same time and simultaneously select adjacent seats.

**8. Is this my only opportunity to upgrade?**

Yes. Once the upgrade program closes, all seat locations for the current season will be final. However, bear in mind that the available locations you see will change as other season ticket holders change their locations. If at first you don't see anything you like, check back frequently in the event other locations become available.

**9. Can I upgrade more than once?**

Yes. Even after you have selected and upgraded your original seat location, if you see a different location you like better you can upgrade again.

**10. Can I access the upgrade program using my mobile device or tablet?**

It is highly recommended you access the upgrade program via a desktop computer for the best results.

**11. What if I don't have internet access?**

If you do not have internet access, you can contact the Redskins Ticket Office at 301-276-6050 only when your group becomes eligible and a customer service representative will assist you with your seat upgrade over the phone. Seat locations cannot be held and are subject to availability; the transaction must be completed during your phone call. The Redskins Ticket Office is open Monday – Friday from 9:00 am to 5:00 pm.

**12. Can I add seats to my account?**

Yes, however, the process of adding seats cannot be done on-line. You must contact the Redskins Ticket Office at 301-276-6050 at the time you become eligible for the upgrade. You should review the available inventory online prior to calling so you can request a particular location; however, it's important to remember that the location may not be available when you speak to a customer service representative. Unfortunately, there is no way for you to hold or reserve a location you see online.

**13. Can I reduce the number of seats on my account?**

For information on reducing the number of season tickets you have, please contact the Redskins Ticket Office at 301-276-6050 when your account is eligible to upgrade.

**14. If I upgrade my seats, will the price of my tickets change?**

This depends on the location of the new seats you select. The price of the available seats is clearly noted online, so you can decide before you upgrade if you want to pay for higher priced tickets or upgrade to a location at the same price as you currently pay.

**15. What happens if I do not like the new location of my seats?**

All seat upgrades are final. Once you select a new location and complete the upgrade process, your original location will be made available for other tickets holders for their upgrade.

**16. What if I don't like any of the locations available?**

Keep checking back during the upgrade program. New locations will come available as other season ticket holders upgrade their seats. Ultimately, if you don't see a location you like this season, you will have the same opportunity to upgrade in future years.

**17. How do I make payment if my new seat location costs more?**

The balance due will be charged at check-out. Payment for seat upgrades must be made by credit card (MasterCard, American Express, Visa, Discover) in order for the upgrade to take place.