

2020 SEATTLE SOUNDERS FC ALLIANCE MEMBER TICKET TERMS AND CONDITIONS

- 1. Ticket Purchases.** All tickets, entry and access to Events including all Season Ticket Purchases shall be governed by the 2020 Seattle Sounders FC Ticket Purchase Terms (“Policies”). All Definitions and provisions of the Policies shall apply to all Season Tickets and their Original Purchasers, and all Ticket Holders. Sounders FC reserves the right to change Ticket Policies at any time. All terms defined in these Alliance Member Ticket Terms and Conditions shall apply to Alliance Members and their accounts.
- 2. Season Tickets.** A “Season Ticket” or “Alliance Member” package shall include tickets to all Events which are designated by Sounders FC, annually as part of the series of matches constituting the regular season, excluding playoff matches and other non-MLS matches. All MLS playoff matches and additional Events which are not designated as part of the Season Ticket package will be made available for purchase at an additional, incremental match by match or series by series cost, including all Pay-As-We-Play matches. All Original Purchasers of a Season Ticket package and any Seat Designee (as that term is defined below) so designated by that Original Purchaser to access and manage a season ticket for one or more seats for all Events shall be a Season Ticket Member. Any individual seat purchased as a Season Ticket may be designated for another individual whom is at least 16 years of age as of the date of the first regular season match in the season (“Seat Designee”). Seat Designee may be afforded some of the rights offered to Original Purchaser of Season Tickets, however, only the Original Purchaser of a Season Ticket package shall be provided all of the rights subject to the license and as contained in the Policies and elsewhere in these Season Ticket Terms and Conditions. Season Tickets shall be issued in one or more formats valid for entry at Original Purchaser’s election during the Renewal Period (as defined below). All Season Ticket Account Holders shall be able to access and manage their tickets electronically through the Official Sounders FC ticketing partner account interface (“Account Manager”), request a MatchPass magnetic strip card (upon request during the Renewal Period for a \$10.00 surcharge) which may be scanned for entry at all Events, paper ticket stock (upon request during the Renewal Period and for a \$25.00 surcharge) and/or print a PDF image of each ticket for each Event. All Tickets shall be issued up the payment in full or the then most current and up to date installment of a payment plan arising under an invoice for the Tickets, Parking (as defined below) and Food and Beverage (as defined below), together with any taxes, fees and service charges described therein (“Invoice”).
- 3. General Terms.** All sales are final and no refunds will be processed after the close of the Renewal Period (as defined below) or the close of any relevant Opt-Out Period (as defined below). All Original Purchasers are advised to annually review their Renewal Invoice (as defined below) during the Renewal Period (as defined below) and/or review an Invoice provided as part of the Pay-As-We-Play Program and relevant Opt-Out Period (as defined below). Once the Renewal Period or any Opt-Out Period closes, all invoices shall be deemed submitted and accepted and all Original Purchasers **shall be obligated to pay the full price** for all ticket selections appearing on the relevant Invoice,.
- 4. Data and Privacy.** All data collected by Sounders FC connected to purchases of Season Tickets shall be subject to Major League Soccer Data Privacy and Security Policy (<http://www.mlssoccer.com/privacy-policy>). In addition, by accepting his or her season ticket invoice during the Renewal Period, Original Purchaser authorizes Sounders FC to use information contained in Account Manager for the purpose of contacting Original Purchaser with respect to his or her account, to provide special offers, to ask for feedback and for any other Season Tickets Account related reason. Certain email communications, pertaining to the administration of the Season Tickets Account, the fulfillment, management or administration of Season Tickets benefits or exclusive rights and offers, and/or to communicate about specific Events, renewals, account updates, legally required messaging and disclosures, and match day related information are collectively considered “Account Administrative Communications.” Original

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Purchaser and/or Seat Designee hereby consents and agrees to receive all Account Administrative Communications and further acknowledges and agrees that continued receipt of Account Administrative Communications is a required component to maintain a valid Season Tickets Account. In the event that Original Purchaser or Seat Designee amends their privacy settings, email receipt preferences, or the like in a manner which prevents the receipt of Account Administrative Communications, Sounders FC shall not be liable in the event that said Original Purchaser or Seat Designee subsequently misses necessary information regarding their Season Tickets Account, including the communication of deadlines for opting-out of any Renewal Period or Opt-Out Period (as those terms are defined below). Original Purchaser further authorizes Sounders FC to share personal and non-personal information with Sounders FC's Ticket Agent for the purpose of servicing Original Purchaser's account. Sounders FC may additionally use non-personal and non-personally identifiable information of a biographic or demographic nature as pooled with the same or similar data from other Season Ticket Members for purpose of analysis, to improve the service, systems and products offered by Sounders FC. By purchasing Season Tickets, Original Purchaser opts in to receive promotional emails from Sounders FC and Major League Soccer, LLC, which may include the promotion of partner products or services, unless Original Purchaser subsequently opts-out of receiving such emails by following the information contained therein.

5. **Transfer of Alliance Member Tickets To Children.** Children whom are at least 16 years of age or older as of the date of the first match of the then-current regular season may have a Season Ticket transferred into their name pursuant to the terms and conditions regarding Transfer (as described below) or be made a Seat Designee by an Original Purchaser of Season Tickets.
6. **Event Reschedule; Remedies.** Should any Event or Events be rescheduled for any reason, all valid, unused, issued tickets for the Event(s) shall either be honored for the new Event date, time, location and/or opponent or the ticket shall be re-issued by Sounders FC to the Original Purchaser for the new Event date, time, location and/or opponent, at Sounders FC's exclusive discretion and control. No ticket for a Rescheduled Event shall be eligible for a Refund, however may be exchanged pursuant to the Exchange policies described below. All Season Tickets Original Purchasers shall automatically have the new Event date, time, location and/or opponent loaded into their Account Manager.
7. **Cancellation and Remedies.** Should an Event be Cancelled and not Rescheduled, an Original Purchaser of a Season Ticket Purchase shall be entitled to a credit in the amount of the full-face value of the pro rata Event ticket price for all seats on the Account first, towards the next Pay-As-We-Play Event arising in the then current season, then or if none, then towards the balance of the Season Ticket Purchase for the 2021 season. For any match originally scheduled to be played on or before April 30, 2020, Alliance Members, in lieu of keeping this credit on their Account, may at their election and by calling their Sounders FC representative exchange their Ticket(s) to the Cancelled Event for additional Ticket(s) in the same Ticket(s) class to a home match versus Portland Timbers taking place later in the 2020 season, and separate and apart from any rights in Exchange arising elsewhere hereunder. This opportunity is subject to availability and inventory in certain Ticket classes may be limited. In the event Sounders FC is unable to accommodate an exchange request into a Portland Timbers match arising under this Paragraph 7, then Original Purchaser's Account will be credited and that credit deployed as described above. . If Original Purchaser, opts out of all Pay-As-We-Play Events or there are none during the 2020 season AND opts-out during the 2021 Renewal Period, then Sounders FC shall process a Refund of the value of the Cancelled Event to the original form of payment on or before December 15, 2020.
8. **Club Food Packages.** Sounders FC may make available on an annual basis for all or some Season Ticket Members pre-purchased food packages which shall be made available for some or all matches and at the

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levels annually designated by Sounders FC ("Food Packages"). When made available, Season Ticket Purchasers may have the option to purchase Food Packages in full for the entire upcoming season only, payable as a separate line item charge on the Season Ticket Purchase invoice. If Original Purchaser has elected to pay their Season Ticket Purchase in installments, all elected Food Packages shall likewise be due and payable in the same number of installments on the same schedule. All renewal invoices provided during the Renewal Period (as defined below) shall include the same Food Packages as purchased by the Season Ticket Original Purchaser during the then current season, unless said Original Purchaser amends their preferences during renewal. All newly purchased Food Packages (those purchased by an Original Purchaser for the first time in the current Renewal Process) are subject to availability and will not be confirmed by Sounders FC until the end of the Renewal Period and are not guaranteed until such Food Package is paid in full. Each Food Package shall be charged per-person, per-season. Sounders FC reserves the right to issue separate Food Package passes/vouchers/tickets or encode the access data for Food Packages on the same format selected by the Original Purchaser for receipt of their Season Tickets. Each pass, regardless of format shall be eligible for one use per match. Any purchased but unused passes shall not be refunded, and shall expire at the conclusion of food service for that match. Season Ticket Members who purchase a Food Package shall present, redeem, scan and/or surrender the pass/voucher/ticket upon request at the time of entry. Each pass shall only permit one (1) person entry into the dining areas. Sounders FC makes no warranty that any Food Package offered or food served shall accommodate all dietary needs or restrictions. Sounders FC does not guarantee the availability of any specific food items, and Original Purchaser acknowledges that menu and offerings may change at any time without notice. All Food Package purchasers further release and hold harmless Sounders FC, together with its employees, owners, and officers from and against any liability, damage, claim, harm arising from food borne illness, allergic reaction or other illness as a result of consuming food items pursuant to the purchase of Food Packages.

9. **Parking.** Sounders FC may make available on an annual basis for all or some Season Ticket Members pre-purchased season long parking passes for specific locations for all home matches played at CenturyLink Field. When made available, Season Ticket Purchasers must purchase the entire season, which shall be payable in installments in addition to the purchase of Event Tickets and Food Packages, if any. All renewal invoices provided during the Renewal Period (as defined below) shall include the same parking as purchased by the Season Ticket Original Purchaser during the then current season, unless said Original Purchaser amends their preferences during renewal. Parking passes are single use for the specified Event, and unused passes shall not be Refunded and shall be void at the conclusion of the Event for which they are issued. In addition, all parking passes constitute separate revocable licenses and all individuals parking vehicles pursuant to an Sounders FC issued pass agree to be bound by the parking operator terms and conditions. Further, Sounders FC shall assume no liability for any damage to person or property as a result of parking in any garage or parking lot pursuant to a parking pass. Tailgating is not permitted except where specifically designated. Sounders FC and its agents and assigns reserve the right to implement additional, temporary or permanent additional security and safety screening procedures and restrictions at any time, with or without notice. Access to certain parking areas, lots or portions thereof may be limited or restricted on an Event by Event basis, outside the control of Sounders FC, however all parking passes shall be honored at the replacement locations communicated to the Primary Account Holder in advance of the effected Event. All replacement locations will be the closest comparable location and price code. Height and vehicle size restrictions may apply and Sounders FC makes no warranty, express or implied regarding the suitability of any vehicle for parking in any lot or garage for which a parking pass may be sold by Sounders FC.
10. **Renewals and Payment Policies.** All Alliance Members, whose accounts are in good standing, and provided that Original Purchaser and all Ticket Holders have materially complied with the Policies and

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these Terms and Conditions, and subject to Demised Seats (as defined below), shall be automatically renewed on an annual basis for the same Season Tickets, Food Packages and parking as the then-current season ("Automatic Renewal") for the next league season through Sounders FC's annual renewal process ("Renewal Process"). During a period designated annually by Sounders FC, ("Renewal Period"), Original Purchaser will receive an Invoice detailing all existing seat locations, parking passes, food and beverage and associated taxes and fees will be provided to Original Purchaser ("Renewal Invoice") and will include the current fees for each item therein as well as the available installment payment plans and methods of payment. The Renewal Process shall include all procedures, processes, information requests and updates designated by Sounders FC in order to repurchase the same seats, together with all activities, elections, confirmations, selections, communications and transactions which arise during the Renewal Period. Season Ticket Purchaser is responsible for maintaining accurate and up to date all required information, including but not limited to email and mailing addresses with Sounders FC and through their Sounders FC Account Manager.

- a. If no changes are made during the Renewal Period, the Automatic Renewal for all items contained in the Renewal Invoice on the first date after the close of the Renewal Period. Changes to Renewal Invoice may occur during the Renewal Period but will lock upon acceptance of the Renewal Invoice during that time. **At the conclusion of the Renewal Period or upon acceptance of the Renewal Invoice, whichever comes first, Original Purchaser shall be obligated to pay the entire balance of the Renewal Invoice and that purchase, regardless of whether paid in full or installments shall be non-refundable. Sounders FC reserves the right to pursue any remedy at law or equity to secure payment of any outstanding and delinquent balances or installments together with all fees and costs incurred by Sounders FC in order to collect unpaid amounts, including reasonable attorneys fees.**
- b. Sounders FC reserves the right to change, at its discretion and control, on an annual basis the information required to maintain an Alliance Member Ticket Account and will communicate all required information to Original Purchaser as part of the Renewal Process. Renewals will not be completed unless and until all required information is provided by the Season Ticket Member. Any Renewals not completed during the Renewal Process may result in tickets for all seats to be returned to the general ticket inventory that can be sold by Sounders FC through any channel. No Account which has been determined to be a Ticket Broker shall be eligible for the Renewal Process.
- c. Unless changes are made during the Renewal Period, and Original Purchaser does not opt-out during the Renewal Period, the Renewal will be processed by automatically defaulting to the 6 month payment plan.
- d. The Renewal Process cannot be completed without a fully processed payment accepted by Original Purchaser's banking institution for the balance of the Renewal Invoice or the first installment thereof. Additionally, for any Season Ticket Purchase conducted on an installment basis a current, unexpired and authorized credit card or bank account information must be kept on file with Ticket Agent. Sounders FC does not store any payment information for any Alliance Member.
- e. No Tickets shall be issued until either the entire outstanding Renewal Invoice is paid in full by the Original Purchaser on a one-payment or six-payment plan. For those purchasers on a 12-month-ACH payment plan, Original Purchaser must be current as of the last business day prior to the

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first regular season match in 2020 in order to receive their Tickets. In addition, for those on a 12-month-ACH payment plan, Sounders FC reserves the right to hold back Tickets for the last five (5) Events in the Season Ticket package, until the 9th installment has been paid., unless otherwise agreed by Sounders FC. Original Purchaser shall be responsible for any and all fees incurred by Sounders FC for insufficient funds, suspended or terminated charges, or any other transaction fees.

- f. By electing to pay in full, Original Purchaser authorizes Sounders FC and Ticket Agent to process the full Renewal Invoice amount, on the first day following the close of the Renewal Period.
- g. By electing an installment payment plan in the Renewal Process, you give Sounders FC and Ticket Agent permission to automatically process the bank account electronic funds transfer or charge the credit card on file with the then current installment amount due, on the dates identified on the Renewal Invoice
- h. In the event that Original Purchaser's credit card on file is not valid, or banking institution does not allow an ACH electronic funds direct debit, and the first installment charge cannot be processed, Sounders FC shall only be obligated to make one (1) good faith attempt to reach the Original Purchaser to secure updated information prior to the affected seats being released back to available inventory for sale by Sounders FC. Original Purchaser is obligated to maintain a valid and current payment information on file at all times with Ticket Agent in order to keep their Account in good standing.
- i. If at any time Original Purchaser fails to make an installment payment for any reason, their Account will be suspended by Sounders FC and they shall be required to make their Account current prior to being able to access any Tickets or Alliance Member Events, including the right to secure seats pursuant to the Pay-As-We-Play program, purchase additional single match tickets, or utilize other Alliance Member benefits ("Suspended Account"). Sounders FC reserves the right to revoke and hold issued Tickets for any Suspended Account and shall have no liability to a bonafide Secondary Purchaser of any Tickets in a Suspended Account which Sounders FC shall be entitled to hold invalid.
- j. **By electing an installment payment plan, pursuant to Section 205.10(d) of the Electronic Fund Transfer Act (EFTA), Original Purchaser of Season Tickets or Mini-Plan hereby authorizes Sounders FC and Ticket Agent to charge them the full value of the Ticket Purchase price, plus the cost of parking or Food Packages, if any are selected, in the number of installments selected by them as indicated on the Season Ticket invoice provided during the Renewal Process or other invoice for Pay-As-We-Play matches and accepted by Original Purchaser or as invoiced and accepted prior to purchase to a Mini Plan Purchaser; and further waives the right to receive any additional notice of such preauthorized charge(s); and further authorizes Sounders FC and Ticket Agent to charge their account at a variable amount dependent upon the number and class of seats purchased, the number of installments (between 2 and 12) selected and whether or not the Purchaser has added Food Packages and/or a Parking Pass(es) to their purchase.** This preauthorization applies to credit cards, electronic checks, electronic funds transfers facilitated by the Automated Clearing House, and other like forms of electronic non-cash payment. This preauthorization shall remain in effect unless and until cancelled in writing by sending notice to:

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Sounders FC—Alliance Member EFT Hold
159 South Jackson Street, Suite 200
Seattle, Washington 98104

Please allow three (3) business days from actual receipt of notice to process request.

- k. **By selecting the 12-month ACH payment plan Original Purchaser authorizes Sounders FC or its Ticket Agent and its payment processor to debit a US based checking account designated by Original Purchaser during the Renewal Process on a monthly recurring basis for twelve equal installments based upon the total price listed on the Renewal Invoice, and in the amounts and on the dates listed therein. Account Holder authorizes Sounders FC or its Ticket Agent and its payment processor to debit amounts indicated on or about the dates and in the amount of each installment listed on the Renewal Invoice .** Sounders FC shall not be responsible if Original Purchaser's bank does not allow ACH enrollment, charges fees for ACH enrollment, places any limit or restriction on the account that prevents enrollment in the 12-month payment plan or requires Original Purchaser to take or undertake any additional step or obligation prior to permitting enrollment. Original Purchaser assumes all risks and liability for any charges or fees assessed by their banking institution if after enrollment one or more automatic and recurring payments authorized hereunder is returned for insufficient funds, incurs overdraft charges, funds are held, or other institution or account related processing errors. Once enrolling in the 12-month ACH payment plan, that payment plan and bank account shall automatically be selected for all subsequent Renewal Invoices and Pay-As-We-Play (Invoices and the account shall be debited for all charges associated with the Original Purchaser's Account, unless timely opting out or changing the form of payment. Original Purchaser further authorizes Sounders FC or Ticket Agent to initiate a one-time test transaction, sometimes known as a negative debit test which will appear on Original Purchaser's bank statement as a debit and credit or credit and debit of approximately \$0.01 on the same or successive days.
11. **Terms and Conditions of Season Ticket Member Renewal.** All Renewals, whether conducted over the phone, in the mail, in person or through an electronic interface shall be subject to these same Terms and Conditions. No renewal shall be considered complete without an attestation by the Alliance Member Ticket Purchaser that they agree to be bound by these Alliance Member Ticket Terms and Conditions and Ticket Purchase Terms. Acceptance, acknowledgement and consent to be bound by these Policies shall be deemed binding upon Alliance Member upon the date the first payment is made by Original Purchaser following the Renewal Period and continue until the conclusion of the 2020 season.
12. **Temporary or Permanent Demise of Seat Location.** In certain circumstances it may become necessary for CenturyLink Field to undertake construction, improvements and maintenance which may render a Season Ticket Holder's usual, customary and historic seat locations temporarily or permanently removed or relocated ("Demised Seats"). Sounders FC shall make all reasonable effort to offer any Season Ticket Member who may need to relocate due to Demised Seats the same or most similar ticket available, in the same ticket price code, where available. There is no guarantee that Season Ticket member will be able to sit in the same section, row or part of the stadium. However, in the event of any such permanently Demised Seats, Sounders FC will communicate directly with the Original Purchaser to identify a new seat location during the Renewal Process. Additional inventory may be available during the normal period for Seat Relocation (as defined below), and all renewed season tickets (even if relocated due to Demised Seats) shall continue to be eligible for Seat Relocation. Legacy Pricing (as defined below) will be honored for all relocations due to Demised Seats. However, Original Purchaser is not guaranteed relocated seats in

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the same price code as Demised Seats and Original Purchaser shall be responsible to pay any difference in a more expensive price code, and shall pay less for any less expensive price code as a result of relocation. Any Demised Seats will be relocated before or during the Renewal Period, initiated via by phone calls from Original Purchaser's account representative, and based upon existing open inventory during the Renewal Period. Additional inventory may be made available during Seat Relocation (as defined below) based upon any seats which are returned to inventory after the Renewal Process.

- 13. Seat Relocation/Additional Seats.** At the conclusion of the Renewal Period, all renewed accounts shall automatically have the first opportunity to move their seat(s) or add additional seats from any open inventory before that inventory is made available to new purchasers ("Seat Relocation"). During the Seat Relocation period, which will be communicated to all renewed accounts, Original Purchaser shall be provided an appointment day and time based upon the length of time their active, continuous, uninterrupted account has been open for the same seats, and may relocate any or all of their seats to another section, row or price level of tickets. Upon electing relocation, Original Purchaser shall be required to pay the price difference of the ticket(s) for their new seat(s) location, if any. During the Seat Relocation period, Season Ticket Purchasers may also be offered the opportunity to purchase additional seats. The difference between the price of the old seats and relocated seats shall be due and payable and/or refunded upon confirmation of the seat relocation, as the case may be, and paid in the same number of installments selected or accepted during the Renewal Process. **To the extent an Alliance Member elects to relocate, add or change seats during the Seat Relocation period which would alter the total amount due under their Renewal Invoice (by either increase or decrease), Sounders FC shall provide a new Renewal Invoice which will take into account the amounts paid to date (if any) and adjust the outstanding payment plan installment schedule to reflect the new total. This updated Renewal Invoice shall not effect any pre-authorized credit charges or account debits and the new amounts arising shall be deemed pre-authorized pursuant to and consistent with the other terms of these Policies.** Priority in selecting Seat Relocation shall be based upon how long an Account Holder has held his/her Account (must be consecutive seasons with season tickets on the Account). Original Purchasers who are entitled to receive Legacy Pricing shall be charged the Legacy Pricing rate in their relocated seat(s) locations, but shall not be eligible for Legacy Pricing for added seats.
- 14. Season Ticket Sharing and Revocation.** Ticket sharing allows an Original Purchaser of Season Tickets to share one (1) or more of their tickets in any form, for a specific Event or Events or for the entire season as a Seat Designees through the Original Purchaser's Account Manager (including the Sounders FC Mobile Application). Once so designating and sharing a ticket with another individual, that recipient is granted full rights to entry for that Event or Events, and specifically for Seat Designees to manage the ticket(s) shared as a Season Ticket Member. However, Original Purchaser shall retain all rights to direct management, including the revocation of a designation or assignment of each single seat and ticket in the Season Tickets associated with their Sounders FC Account. Sounders FC will process an Original Purchaser's revocation of shared rights upon request to Original Purchaser's Sounders FC customer service representative. Any tickets shared via Sounders FC's Mobile Ticketing platform utilizing the mobile device's wallet, passbook or the like may require the issuance of new barcodes for the remaining matches in the then-current season. Ticket transfer and Seat Designation may not carry over to the following season. No ticket can be permanently shared through Seat Designation with a child under the age of 16. Sharing or Season Tickets under this paragraph on a season basis does not entitle the recipient designee to direct any management of the Account during the Renewal Process. In the event that an Original Purchaser wishes to permanently transfer one or more tickets to such recipient designee, such transfer **may only occur during the Renewal Process, must conform with the Ticket Transfer Policies and must be confirmed in writing by the Original Purchaser prior to confirmation and transfer by Sounders FC.**

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- 15. Pay As We Play Program.** All Alliance Member Ticket Purchasers, in good standing, shall be automatically enrolled in the Pay As We Play program (“Pay-As-We-Play Program”). Alliance Member Original Purchasers shall automatically be enrolled in the Pay-As-We-Play Program to purchase any tickets for any Events featuring the Sounders FC First Team which are played at CenturyLink Field and which fall outside the designated season ticket package (“Pay-As-We-Play Events”), and which are not matches or Events owned wholly by the league or competition to sell tickets. Pay-As-We-Play Events may include one or more rounds of competition depending upon team performance in those competitions, including but not limited to MLS Cup Playoffs (except MLS Cup), CONCACAF Champions League, US Open Cup, Leagues Cup, Campeones Cup, etc. All Pay As We Play invoices will be generated on an Event by Event or category of Events basis at one or more times during the year. Each Alliance Member Original Purchaser shall be sent the Invoice along with the time period for reviewing the Invoice and opting out of that particular Invoice and tickets associated with the Event or Events therein (“Opt-Out Period”). Original Purchaser authorizes Sounders FC and Ticket Agent to charge their credit card or debit their bank account on file with Ticket Agent in their Account Manager on the first business day immediately following each Opt-Out Period for the full Invoice amount in one lump sum (unless a payment plan is offered through the invoice). All Invoices generated shall be for the same seats in the Alliance Member Original Purchaser’s Account for the then-current season, and the Invoice shall list the per seat price for all associated Events. **Opting out of any specific Invoice during any Opt-Out Period shall release Original Purchaser’s Tickets for the associated Event(s) back to Sounders FC for sale as part of general single match inventory for the Event or Events.** If multiple Events are offered, for example all home MLS Playoff matches, once opting-out of the first Event in the series, Original Purchaser shall be opted out for all remaining Events in the series, including for example the home leg of the Western Conference Finals, and shall not be guaranteed any subsequent opportunity to purchase tickets on a single match basis.
- 16. Verification of Data.** By making any Season Ticket Purchase, the account holder for those tickets warrants that all data and information provided to Sounders FC over the phone, via mail, in person, or through an electronic interface is accurate and correct. All required information must be provided to complete Season Ticket Purchase. This includes data which must be provided to Ticket Agent including a valid and current credit card. Sounders FC shall not be liable for any damage caused by or arising out of processing any charge against any credit card on file with Ticket Agent for an Original Purchaser, in its normal course of business related to ticket purchases, including but not limited to declined charges, overdraft fees, and bank holds.
- 17. Legacy Pricing Rights.** Certain Season Ticket Member Accounts, which originated and have been renewed continuously in the same number of seats since 2009 are eligible for a reduced Season Ticket price (“Legacy Pricing”). Legacy Pricing is not transferrable and is associated only with the specific original Sounders FC Account and Original Purchaser of that Account. Upon transfer or abandonment by an Original Purchaser, the Legacy Pricing benefit will cease. Original Purchasers who acquire any additional seats as part of Seat Relocation, may not be eligible to Legacy Pricing Rights for those new seats, except at Sounders FC’s exclusive discretion and control. Individuals who have received tickets from an Original Purchaser whom may have had Legacy Pricing rights through permitted transfer or Seat Designation, are not eligible to receive Legacy Pricing upon taking over one (1) or more seats and establishing their own Sounders FC Account. Notwithstanding the foregoing, Original Purchasers may transfer their Legacy Pricing Rights to any member of their immediate family, defined as children, siblings, parents, spouses, and domestic partners.
- 18. Club Level and Premium Tickets.** Certain price levels of tickets grant Ticket Holders access to premium areas of the Event venue, including Club Level, and in some cases field access or access to hospitality

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areas not available except to those with access passes or credentials (“Premium Ticket Holders”). In addition to all other Policies and Terms and Conditions, Premium Ticket Holders agree that under no circumstances shall they permit other individuals who are not Premium Ticket Holders to access the premium areas of the Event venue. Sounders FC and CenturyLink Field reserves the right at any time to change, alter or amend any and all policies related to access to, ingress/egress and behavior within Premium Ticket Holder areas, including as may arise on an Event by Event basis. Sounders FC makes no guarantee that all amenities in Premium Ticket Holder areas will be the same for every Event.

- 19. Alliance Member Ticket Exchange Program.** All Full Season Ticket Alliance Members who are Original Purchasers in good standing and current in all installment payments for a Season Ticket package, and does not otherwise have a Suspended Account are eligible to participate in the Alliance Member Ticket Exchange Program (“Ticket Exchange”). Original Purchaser so eligible may exchange all tickets for up to three (3) matches for the same number of tickets in the same or lower ticket price category to other matches in the 2020 Season Ticket Member package or may make up to three (3) exchange transactions whichever occurs first, not including Pay-As-We-Play matches. Once an Original Purchaser exchanges at least one (1) Ticket on their Account from an originally ticketed match into a new match **that will count as one transaction—even if not all tickets are exchanged.**
- a. All matches versus Portland Timbers and all International Friendlies are excluded from Ticket Exchange.
 - b. All Ticket Exchange transactions are subject to available inventory and upon request and subject to availability, a higher price category of tickets may be exchanged into, provided that Original Purchaser pay the difference for the then current price for the higher category tickets. All exchanges must be processed by Original Purchaser contacting his or her representative via phone or email. If you have purchased parking passes or inclusive food options on a full season basis, those items will transfer with tickets when all tickets on the account are included in an individual Ticket Change transaction. If tickets are split across two or more matches, Original Purchaser may elect where to allocate the parking pass, purchased food will transfer separately with each Ticket.
 - c. **All exchanges must be processed at least three business days prior to the match you are attempting to exchange into or out of, whichever is earlier.**
 - d. No fee will be charged for Ticket Exchange
 - e. *Examples:* The following represent Ticket Exchange examples
 - i. Alliance Member has two lower bowl tickets and cannot attend the third and fourth match of the year due to vacation. She decides to exchange her two tickets in those two matches to four more tickets in the 10th match and the 11th match. Late in the year she gets sick and decides to exchange her two tickets for the last match of the year. (3 matches exchanged and 3 transactions)
 - ii. Alliance Member has four loge seats and cannot attend the 2nd match of the year. He decides to exchange two of his four tickets to the LA Galaxy match in June and the two other tickets to the last match of the year. Then he’s out of town for a May match and changes his four loge seats for lower bowl seats to the NYCFC match at a price difference of \$18 per seat. He pays the difference with his credit card on file. (3 transactions)

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- 20. Alliance Member Referral Program.** All Full Season Ticket Alliance Members who are Original Purchasers in good standing and current in all installment payments for a Season Ticket package, and does not otherwise have a Suspended Account are eligible to participate in the Alliance Member Referral Program (“Referral Program”). Beginning on the first date of the Renewal Period and continuing until Sounders FC ceases to sell Full Season Ticket packages, all eligible Alliance Members shall receive a \$100.00 credit per seat referred, to their Account in the event they refer a new Alliance Member who purchases a Full Season Ticket package for the 2020 season.
- a. The new Alliance Member must include the full name of the referring Alliance Member at the time of their new season ticket purchase.
 - b. Credits will be issued upon a payment of at least twenty-five (25%) of the Invoice by the referred new Alliance Member (a minimum of three installments under the 12-month ACH payment plan).
 - c. All Account credits must be used during the 2020 calendar year and will expire on December 31, 2020 if unused.
 - d. The referring Alliance Member must maintain their Account in good standing, which includes remaining current on all payments and must not drop any seats on their Account at any time in order to receive the Credit. If after Credit has been issued, referring Alliance Member becomes ineligible to receive a credit under this Referral Program, Sounders FC reserves the right to immediately cancel and revoke any credit on Account as yet unused by referring Alliance Member.