

Easy Renew FAQ

1. What is Easy Renew?
 - a. Easy Renew is a new program that automatically renews your season tickets for the Bills, Sabres, or Bandits as long as your account is in good standing and the team opts to renew your seats.
2. How does it work?
 - a. Each year there will be a timeframe to cancel your seats based on the respective team calendar. If we don't hear from you, we will automatically renew those seats as long as the Bills, Sabres, or Bandits agree to renew them.
3. What if I want to move seats?
 - a. The process to move your seat location will remain the same. After the opt-out window, there will be a designated time where you will have the option to move your seat location.
4. Who is enrolled in Easy Renew?
 - a. Everyone who uses an installment payment plan for the Bills, Sabres, or Bandits will be automatically enrolled for Easy Renew.
5. When can I cancel my season tickets?
 - a. The deadline to opt-out for the Bills will be March 15th every year (for instance, you can opt out of your 2020 season tickets by March 15th of 2020). You will receive communication about any changes or new pricing for your seats at least 30 days prior to the March 15th deadline. Details on the timing for the Sabres and Bandits cancellation windows will be communicated at a later date.
6. How will I know when it is time to cancel?
 - a. The window to cancel will not change year-to-year. You will receive communication notifying you of any price changes for the upcoming season prior to the cancellation deadline and reminding you of the dates by which you have an opportunity to cancel.
7. When does Easy Renew begin?
 - a. The automatic renewal process will begin this upcoming season. That means all Bills 2019 Season Ticket Members enrolled in installment payment plans will be enrolled for Easy Renew for the 2020 season and the Sabres and Bandits 2019-2020 Season Ticket Holders that participate in installment payment plans will be enrolled in Easy Renew for the 2020-2021 season.
8. Does Easy Renew add cost to my tickets?
 - a. There is no additional cost associated with Easy Renew.
9. Do I have to be enrolled in Easy Renew?
 - a. All patrons on an installment payment plan for season tickets will be enrolled in Easy Renew.
10. What if I don't want to participate in Easy Renew?
 - a. All patrons on an installment payment plan are enrolled in Easy Renew. All patrons who don't enroll in an installment payment plan to pay for the season tickets are not enrolled.