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Why is there a renewal deadline?

The renewal deadline allows us to provide a timeline for existing season ticket holders to renew their previous season locations. The deadline also enables the Ticket Office to review seats available for reallocations to existing season ticket holders requesting changes and determine what seats can be sold to new season ticket holders.

How do I keep the seats I had last season?

Payment for tickets (and donations for donor seating areas) must be received by the renewal deadlines in order to be eligible for the same seating location

How do I request additional season tickets?

Note the total number of tickets you would like to order in the quantity column on the renewal form. Indicate seating preference for the additional seat(s) and /or your preference to move last years seats so all your seats can be located together, if necessary based on availability. Please be advised this is only a request. Requests will be filled based on the priority points system and based on seating availability.

How do I request a seating change?

You may write any request on the actual ticket application, in the special comments box on the online application, or you may submit a separate written request to the Athletics Ticket Office via e-mail (tickets@uh.edu), fax (713-743-9449), or mail (3100 Cullen Blvd. Ste. 1003, Houston, TX 77204). Be sure to describe, in as much detail as possible, exactly what you are requesting. Feel free to include sections, rows and seat numbers if applicable. Listing first, second and third

choices will help in assessing the best seating available for your preferences (i.e., which is more important, yardage or height of row, etc.) Requests will be filled based on the priority points system and based on seating availability.

How can I request to sit with my friends?

Indicate the names and account numbers of the individuals you would like to be seated with when completing an order form or request forms. All parties must indicate their desire to be seated together and make the same request on their respective applications. You may also fax or e-mail your group seating request by the renewal deadline. Each party must make this request!

NOTE: When allocating seats for parties wishing to sit together, the location will be based on the party with the lowest priority point total.

How do I renew my season tickets online?

Click the link for "Steps to Renew Online," which can be found on the Football Season Ticket Information page on UHCougars.com. This will walk you through the steps to renew online.

Why should I renew online?

- Online renewal is available 24/7. No need to worry about calling or finding a stamp.
- It's convenient, easy, secure, and worry free.
- You receive immediate confirmation that your order has processed.

Where can I find my Customer # and/or my PIN?

If you have never established your season ticket account online then your Customer # (Acct. #) and your PIN were sent to you in an email from the Houston Athletics Ticket Office. You will need both of these to sign in the first time you create your online account. Your PIN will only be needed the first time you log in. Once you sign in you will pick your password which will be used, along with your Customer #, for all future visits to your account. If you cannot locate this email, please call the Houston Athletics Ticket Office at 713-GO-COOGS (462-6647) for assistance.

I've logged in online before, but I forgot my Password, how do I get it?

You should have received an email from the Houston Athletics Ticket Office notifying you that your renewal was available online. The address at which the email was received is the address you used when you established your season ticket account online. You should have a password that was entered when you created your account. If you have forgotten your password, you may click the "Forgot Password?" link; enter your email and your password will be emailed to you.

I've logged in online, but I don't see my application. Why?

There could be a couple of reasons that you don't see your application. First, click the Season Renewals link under the "Manage My Account" drop-down menu. If you click there and receive a message that you have no applications available, you are not signed into your season ticket account. If you received an email with your account number and PIN, sign out and on the Season Renewal page click the Register Now link to establish your season ticket account.

What is the benefit of purchasing a season ticket?

There are many benefits of purchasing Cougar football season tickets including:

- Savings off the regular single game ticket price.
- The same great seat for every home game.
- The ability to renew the same location from last year and have a chance to upgrade that location before new season tickets are sold to the public.
- Priority to purchase before the general public for away games, conference championships, bowl games, and additional tickets to home games.
- Special offers, when available, like the 2011 NCAA Men's Final Four offer.

Why didn't I receive a renewal application in the mail?

Notification of online renewals being available was sent out via email in mid-March. This cuts down on time and costs of mailing out paper applications. In mid-April, paper applications will be mailed out to those season ticket holders who have not renewed.

What is e.Check?

e.Check allows you to pay for your season tickets from your checking account. You will find a place in the payment screen that allows you to enter your account number and routing number. It allows you the convenience of paying with a check without having to mail in your application.

Why should I pay with e.Check?

By paying for your season tickets online with e.Check, the Athletics Department reduces the amount of expenses paid per account. The costs for printing and mailing the application, credit card fees, and printing and mailing the tickets will run anywhere from \$10-\$20 per account. By paying with e.Check, the application cost and credit card fees are reduced thereby putting more money back into the program instead of expenses.

How can I purchase Donor Seats/Cougar Pride seats?

Cougar Pride seating requires a minimum \$250 per year donation. For each \$250 donation, you may purchase up to four seats in the Cougar Pride area. Field box seats, if available, may be purchased with a donation of \$125 per seat, plus the ticket cost.

What is Cougar Pride?

Cougar Pride is an organization of alumni, fans, former student-athletes, coaches, and friends joining together to provide current student-athletes with a first class education and a chance to excel in the classroom and on the playing field.

I'm interested in a suite. How do I go about purchasing one?

Suites are sold for the entire season. If you are interested in checking on the price and availability of a suite for the upcoming season, please contact James Nicas in the Cougar Pride office at 713-743-3793 or jnicas@uh.edu.

How can I purchase parking passes?

Season parking is a benefit of Cougar Pride membership. Each account receives one complimentary permit in the appropriate lot based on the donation level for the current year and

priority points. Additional parking passes may be purchased by Cougar Pride members if they meet the donation requirements. Purchased passes in lots 12A, 12A (South), 15D and 15F will be \$100 for the season. Purchased parking in lots 16B/C will be \$30.

If you are a Cougar Pride member and would like to request to purchase extra passes you can call the Cougar Pride office at (713) 743-GOUH (4684) or the Houston Athletics Ticket Office at (713) GO-COOGS (462-6647). Passes will not be allocated and charged until after the June 15 deadline when it is determined with lot a donor will be in.

I see I can buy tickets to donate to the Little Coogs program. What is Little Coogs?

Little Coogs is a University of Houston community outreach program. The program's purpose is to expose at-risk and underprivileged youths from Houston and the surrounding areas to a college atmosphere. One of the ways this is done is through attending sporting events on campus. Your donated tickets are distributed to these groups who otherwise would not have the opportunity to attend. You will receive a tax donation form from All-N-One for any donations made to Little Coogs. For more information on the program, [click here](#).

I'm buying season tickets for the first time, where will my seats be located?

If you are purchasing new season tickets your seats will be allocated after the renewal deadline but before locations become available to the public on June 1, and they will be placed in the best available location or as close to your request as possible.