



2011 Football Student Ticketing Procedures

Student season tickets for football will go on sale **Monday, July 18th**. Please **read these instructions carefully** to ensure that your season ticket order gets processed correctly. There are **several important changes** to the student sections at Commonwealth Stadium this year.

1. Eligibility:

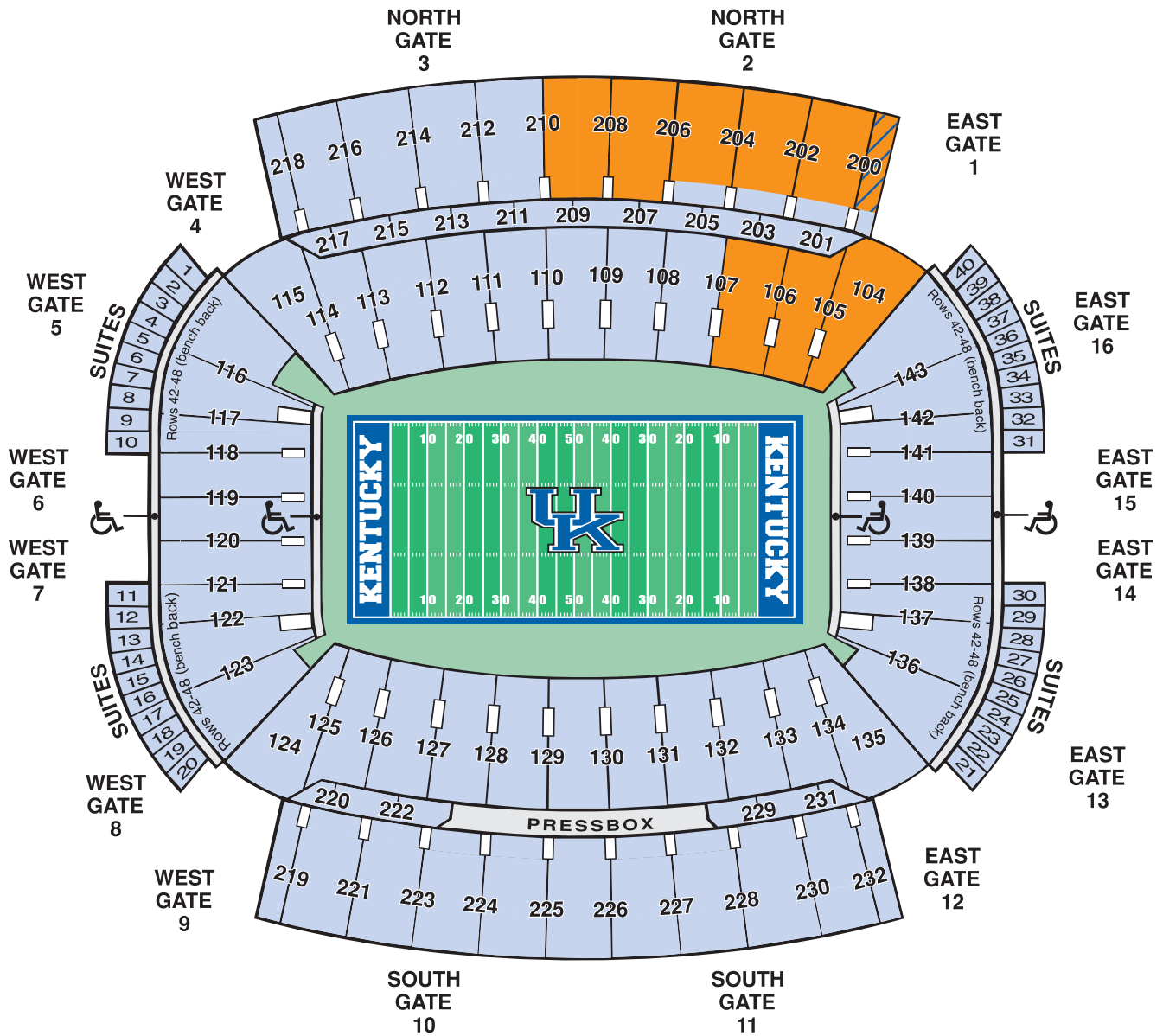
- a. You must be a **full-time UK student** for the 2011 fall semester – 12+ hours for undergraduates, 9+ hours for graduate students. Your fall semester athletics fee must also be paid with your tuition.
- b. Full-time students at BCTC must register and pay the athletics fee online through www.uky.edu/PlusAccount/estore.html. The athletics fee will be available to pay beginning August 1st, and must be paid before tickets are picked up later in August. BCTC students living in UK Housing will automatically be assessed by Housing for all fees, including the athletics fee.
- c. Eligible BCTC students (see part b above) should contact the athletics ticket office to set up a ticket account, PRIOR to July 18th. The ticket office will need your name, address, phone number, email address, 9-digit BCTC ID number, and social security number to set up your ticket account. UK students will automatically have a ticket account set up for them.

2. New Configuration of Student Sections:

- a. For the 2011 season, the entire lower level student area and a majority of the upper level student area will be converted to **general admission (GA) seating**. Students purchasing general admission tickets will have access to the general admission seating areas on a first-come, first-serve basis.
 - i. A limited number of reserved seats will be held for students who do not wish to participate in the general admission seating areas. These reserved seats will be located in the far corner of the upper level student area (Section 200), or other corners of the stadium, based on demand.
 - ii. An online group seating process will occur in early August for students who purchase a reserved season ticket. These students will receive an email from the UK Ticket Office with instructions on setting up/joining a seating group.
- b. Map of general admission seating areas (next page)

Commonwealth Stadium

Student Seating



Student General Admission



Student Reserved

* Student Reserved seating may be located in another corner of the stadium, based on demand.

3. Entry Procedures at Commonwealth Stadium:

- a. All students should enter Commonwealth Stadium via Gate 1. Gates open two hours prior to kick-off. Students are encouraged to participate in the Cat Walk festivities immediately prior to gates open.
- b. Students may not line up at Commonwealth Stadium prior to 8:00 am on game-days.
- c. All students will need their student ticket and student ID to enter the stadium.
- d. **Students with General Admission tickets:**
 - i. Students wishing to sit in the lower level (Sections 104-107) should proceed to the entrance ramps in front of Sections 105, 106, and 107.
 1. At the ramps, students should present their student ticket to receive a wristband. The wristband will allow access into the lower level student sections (104-107).
 2. Once all wristbands have been distributed and the lower level is full, students will be directed into the upper level student sections (202-210).
 - ii. Students wishing to sit in the upper level (Sections 202-210) should proceed up the main ramp inside Gate 1 and directly into the upper level.
 1. Students in the upper level will NOT be given a wristband.
 2. The general admission areas in the upper level will be clearly marked. Blocks of reserved seats exist in certain areas, and students with general admission tickets will not be permitted to sit in reserved seats. Event staff will direct students to the appropriate seating areas.
- e. **Students with Reserved Tickets:**
 - i. Proceed up the main ramp inside Gate 1 and directly into the upper level.
- f. **Guest Tickets (Single Games):**
 - i. General admission (GA) guest tickets will only be admitted to the upper level student sections. People with guest tickets will **NOT** be permitted to sit in the lower level student sections (104-107). Thus, if you have a GA student ticket and purchase GA guest tickets for a particular game, you may all sit together in the upper level GA areas.
- g. **Spouse Tickets:**
 - i. Married students who purchase a full-price GA season ticket for their spouse will be eligible to sit in the lower level student sections (along with their spouse). The student and spouse should enter the lower level ramps together and present a spouse card to receive a wristband. You will receive your spouse card when you pick up your season tickets.

4. Ordering Season Tickets:

- a. Season tickets will go on sale **Monday, July 18th at 9:00 am.** The maximum number of student seats held as season tickets is 6500. The student sale will conclude once the allotment is sold out. Any student (new or returning) who will be full-time for the 2011 fall semester will be eligible to order a student season ticket beginning July 18th.
- b. **UK students will receive an email in June which will include your Account ID and Password to access the online ticketing system. Note – BCTC students must contact the ticket office in advance to set up an account (see #1, part c above), in order to receive an Account ID and Password.** If you do not receive an email with your log-in information, please call the UK Ticket Office before July 18th.
- c. Eligible students should visit www.ukathletics.com/tickets and click “My UK Student Account.” Students should enter their **Account ID** and their **Password**, which they will receive from the UK Ticket Office via email.
 1. Tips: Do not use your email address to log-in, and do not set up a new account. Also, do not click on the regular “My UK Account.” That is for non-

students. If you attempt to log-in to the non-student account manager, you will not see the option to purchase season tickets.

- d. Once you have logged into your account, click “buy tickets” under the Student Ticketing module. Follow the steps to purchase your season ticket. Each student may purchase a maximum of **ONE** season ticket, based on availability.
- e. Once your ticket is in your shopping cart, you will be required to choose your seating preference. Remember, a majority of seating will be general admission, with reserved seating located in the far corner of the upper level. Students who request reserved seating will be notified in late July regarding further instructions for setting up seating groups. Seats will be assigned in mid-August.
- f. The cost of a student season ticket is **\$35.00**. A non-refundable \$2.00 service charge will also be assessed.
- g. Although **ordering online is highly recommended**, students may also purchase their ticket in person at the UK Ticket Office or by calling (800) 928-2287.
- h. If you are a married student, you may order a season ticket for your spouse by calling the UK Ticket Office at (800) 928-2287. You will be required to provide a copy of your marriage certificate to the ticket office. The price of a spouse season ticket is \$242.
- i. If students do not wish to buy season tickets, we will have individual game sale dates later in the fall semester. Approximately 1200 seats will be held for individual game sales. Students who purchase a season ticket will **NOT** be eligible to purchase tickets during the individual game sales.

5. **Ticket Pick Up:**

- a. Student season tickets are not mailed. Students may pick up their tickets beginning **Monday, August 22nd** at the Joe Craft Center ticket office. Normal office hours are Monday through Friday from 9:00 am – 4:00 pm. Check the ticket office website prior to August 22nd to see if extended pick-up hours will be available.
- b. Every student **MUST** have their valid Student ID to pick up their tickets. Tickets will only be released if the name on the Student ID matches the name on the ticket account, and the ID is valid.
- c. If you are picking up tickets for other students, you must have each corresponding Student ID.

6. **Refunds:**

- a. Students who are not enrolled full-time or who chose not to attend the University of Kentucky after they have ordered their season ticket are eligible for a refund, less any processing fees. A written request or email with name, address, phone number, and email address must be received by the UK Ticket Office by September 7th, 2011. **No refunds will be granted after September 7th.**

For questions regarding the football student ticket process, please call the UK Ticket Office at (800) 928-2287 or (859) 257-1818, or send an email to studenttickets@uky.edu.