

OU ATHLETICS TICKET OFFICE FREQUENTLY ASKED QUESTIONS

How do I log in online? If you are new to our online renewal service, you will need to select the Register Now option on the season renewal log-in screen. You will then need your account number and pin number to establish your account, both of which are on the bottom of your football renewal application. If a pin number is not listed on your application, this means you have already established an email and password log-in which you will now need to use. If you have forgotten your password, please select the Forgot Password link or call the Athletics Ticket Office for assistance (405-325-2424 or 800-456-GoOU).

Where is the main Ticket Office located? The Ticket Office is located directly west of the football stadium on the plaza level of the Asp Avenue Parking Facility. Gameday services at this location include will call, disability seating exchange and a ticket resolution center. The main Athletics Ticket Office will open at least 3 hours prior to kickoff on game day.

What about OU/Texas tickets? The annual OU/Texas game is an event that Sooner fans look forward to each year. Tickets for the OU/Texas game are assigned based on your priority points within their annual giving level. The actual point total needed to receive Texas tickets is not known at this time and will not be determined until all Sooner Club and football ticket renewals are completed (May). All Season Ticket Holders qualifying for Texas tickets will be allocated seats based on priority points within annual giving level.

What are priority points and how do I earn them? Priority Points help rank all season ticket holders for season ticket placement, upgrades and high-demand events (OU/Texas, away games, post-season events, etc). You may gain priority points through current donations (three points for every \$100 received), past donations (all previous gifts are awarded one point for every \$100), season ticket points (one point is given for each sport in which a season ticket is purchased, *not 1 point for every season ticket purchased*) and Sooner Loyalty points (four points for 100% attendance; three points for 85-99% attendance; two points for 73-84%; attendance credit and points are given for attendance at football, men's and women's basketball, baseball, softball, soccer, volleyball, and gymnastics). Attendance points are updated for each year in April. An email will be sent with instructions regarding how to log in online to view your point total at that time. You may also inquire by phone beginning mid-April if that email is not received.

How do I get disability seating? A maximum of two tickets may be exchanged on game day at the first window of the main Athletics Ticket Office for an accessible location (one for the patron with a need for such location and one for a companion for wheelchair patrons) or during game week in person or by contacting the ticket office. Such exchange on the day of the game is available generally 3 hours prior to game time and remains available through halftime. Patrons must have previously purchased tickets in order to exchange for such location. ADA seats are not sold, only exchanged. In the case that you hold an accessible seating location and may not need it, we encourage you to return these on game day at the same window or to the ticket office during game week for a similar exchange for seats outside of the accessible seating locations. Season ticket holders wishing to make a permanent change to accessible seating can make that request by submitting your request for ADA season tickets on your renewal application with appropriate medical documentation by the renewal deadline. Single game ticketholders may exchange the single game tickets for an accessible location on game day or during game week in person or by contacting the ticket office based on the appropriate identification, documentation, and verification of need for an accessible location. Please call the OU Athletics Ticket Office at (405) 325-2424 for any such exchange or with any questions you may have.

Do I need a ticket for a child? All individuals regardless of age must possess a ticket for admission into football games.

What is the processing fee? The processing fee covers the costs associated with the fulfillment of your football season ticket renewal ranging from the cost of the enclosed renewal application to the printing and mailing of your season tickets. The processing fee is assessed regardless of whether your season tickets are mailed or held in will call for pick up.

What is Ticket Marketplace? Are you unable to attend an event and want to sell your tickets? As a season ticket holder you will receive a complimentary membership to Ticket Marketplace, which is a virtual market where you can put your reserved seats up for sale. The marketplace is a safe and easy way to sell your tickets to other fans. You can access Ticket Marketplace, and get more information on the OU Ticket Office webpage on www.SoonerSports.com or in your Sooner Club brochure.

Why do we need a valid email address? Oklahoma is proud to "Go Green"! Having a valid email address on your account allows us to save costs and the environment by allowing us to connect with you over the Internet. Please include the most up to date email address on your season ticket renewal form.

What is Ticket Sharing? Unable to attend an event, but want someone you know to use your tickets? You may transfer your tickets completely via email from the ticket office webpage on www.SoonerSports.com. These tickets will be print-at-home, will call or mailed depending upon request and time prior to a game.

What if my ticket gets damaged or I leave it at home? The ticket office can reprint your ticket for \$10 per ticket. The season ticket holder of record must request the reprint, which can be done in advance by calling the Ticket Office or on game day at the main ticket office or gates 5, 7, and 10. If your ticket is simply damaged and the barcode is visible, the ticket will still scan and allow you entry.

Where can I get reserved parking? The Sooner Club provides reserved parking based on availability and giving level. There is a waiting list for reserved disability parking. A guest may be added to the waiting list by calling the Parking and Transportation Office at 405-325-3311. There will be free parking at the Lloyd Noble Center and a shuttle service to the stadium for a small fee.

What time are the games? Football game times are confirmed at least six days prior to the event. Times are subject to change to meet NCAA or Big 12 television commitments. Every effort will be made to publicize game time changes in the media. Please refer to our official athletics website www.SoonerSports.com for the most accurate and up-to-date information.

When do the gates open? Gates will open one hour and 30 minutes before kickoff.

What items are prohibited inside the stadium? All bags, backpacks, large cases for binoculars or other items, fanny packs, and large purses (larger than 10" by 10") are prohibited. Only such items required for medical or family needs will be permitted. All carried items and entrants are subject to search. Prohibited items must be returned to vehicles or disposed of before entering the stadium. There are no provisions to check items at any gate. No pass-out/re-entry to the stadium will be permitted, except for medical or family emergencies, or by Departmental policy. Coolers, ice chests, cans, bottles, noisemakers, baby seats, outside food/drink, pets, stadium seats over 16" wide and video cameras or any camera with telescopic lenses are prohibited in the stadium. All signs, banners, placards, and leaflets are prohibited inside the stadium except as authorized in advance by the University's Athletics Department.