

OU ATHLETICS TICKET OFFICE FREQUENTLY ASKED QUESTIONS

Where is the main Ticket Office located? The Ticket Office is located on the west side of the Gaylord Family-Oklahoma Memorial Stadium on the plaza level of the Asp Avenue parking facility. Our office hours are 8 a.m.-5 p.m., Monday-Friday.

Where is Will Call? Will call is located in the upper North Entrance, East lobby of the Lloyd Noble Center. Will call will open 2 hours prior to tip-off for all Basketball games.

Where can tickets be purchased? On game day you can purchase tickets in the North and East entrances to the Lloyd Noble Center 2 hours prior to Men's and Women's games. Monday thru Friday from 8 a.m. to 5 p.m. you can purchase tickets at the main Ticket Office up to 3 hours prior to tip-off, or by calling our office at 405-325-2424 or 1-800-456-GoOU. Another option to purchase tickets is online at www.SoonerSports.com with our print-at-home feature. The print-at-home feature will be available until 4 hours prior to tip-off.

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 (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).

***How do I get disability seating?** Changes have been made to ADA seating policy for LNC. A reserved ticket for that specific seat location will be required. No longer will this be available on a first-come first-serve basis. If you require accessible seating please contact our office directly at (405) 325-8451.*

Do I need a ticket for a child? For a Men's Basketball game everyone above the age of 2 requires a ticket and for Women's Basketball everyone over the age of 5 requires a ticket. For reserved tickets for Women's Basketball everyone above the age of 2 requires a ticket.

What is the processing fee? The processing fee covers the costs associated with the fulfillment of your basketball 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? 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 on the OU Ticket Office webpage on www.SoonerSports.com. Please check www.SoonerSports.com or your Sooner Club brochure for more information.

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 through the "My Account" feature on the ticket office webpage www.SoonerSports.com. These tickets will be held in will call or can be printed at home up to four hours prior to a game.

What if my ticket gets damaged or I leave it at home? The ticket office can reprint your game ticket for a nominal fee. 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 North and East entrances. If your ticket is simply damaged and the barcode is visible, the ticket should still scan and allow you entry.

When do the entrances open? Entrances will open 1½ hours prior to tip-off for all Basketball games.

What items are prohibited inside the Lloyd Noble Center? All bags, backpacks, large cases for binoculars or other items, fanny packs, large purses and all other cases or containers are prohibited. Only such items required for medical or family needs or a purse smaller than 10X10 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 entrance. No pass-out/re-entry to the arena will be permitted, except for medical or family emergencies, or by Departmental policy. Coolers, ice chests, cans, bottles, noisemakers, baby seats, baby strollers, balloons, beach balls, explosives, folding chairs, outside food/drink, pets (with exception of animals used by disable guests), laser pointers, personal heaters, umbrellas, stadium seats over 16" wide and video cameras or cameras with telescopic lenses are prohibited. Point-and-shoot cameras are permitted inside the arena but no flash photography is allowed. All signs, banners, placards, and leaflets are prohibited inside the stadium except as authorized in advance by the University's Athletics Department.

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 to establish your account, both of which are on the bottom of your basketball renewal application. If a pin 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).