

## Student Ticketing FAQs

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**1. I am a part-time undergraduate/graduate student (less than 12 credit hours) at USC. How much is the athletics event fee so I can have access to student tickets?**

- The athletics event fee is \$86, and that fee has to be added to your tuition bill by the Bursar’s Office (803-777-4233). The Bursar’s Office also accepts payment for this fee. The Student Ticketing Office DOES NOT handle the athletics fee payment. The fee MUST be paid prior to the first home game.
  - o Full-Time: 12+ credit hours – fee included in tuition
  - o Part-Time: 6-11.99 credit hours – please pay \$86 AEF to Bursar
  - o Part-Time: 0-5.99 credit hours – NOT eligible

\*These guidelines apply to undergraduates and graduates.

**2. I’m unsure of how to log in. How do I go about doing this?**

- When you enroll into the University and pay your fees, you will receive an email during the first week of classes that includes your account ID and password. If you do not receive that information, please contact the Student Ticketing Office at 803-777-6102 or email [sastutix@mailbox.sc.edu](mailto:sastutix@mailbox.sc.edu). Students should not create their own account, if they do please have them contact the Student Ticketing Office.

**3. How do I get a student football ticket? (Registration schedule is below)**

Game Date	Opponent	Request Period	Claim Period	On Demand
Saturday, September 17	East Carolina (Parents Weekend)	September 12-13	September 14-15	September 15-16
Saturday, October 1	Texas A&M	September 26-27	September 28-29	September 29-30
Saturday, October 8	Georgia	October 3-4	October 5-6	October 6-7
Saturday, October 22	UMass	October 17-18	October 19-20	October 20-21
Saturday, October 29	Tennessee	October 24-25	October 26-27	October 27-28
Saturday, November 5	Missouri (Homecoming)	October 31-November 1	November 2-3	November 3-4
Saturday, November 19	Western Carolina	November 14-15	November 16-17	November 17-18

- **Request Period** – Students will have 2 days to request during the week of each home game on the days indicated above beginning at 9:00am on the first day until 4:00pm on the second day.
- **Claim Period** – Students are put in point order (largest to smallest) based on their reward points, and the first 9200 students are awarded a lower deck ticket. An email will be sent to students to claim the ticket on the days indicated above. Students have until 9:00am on the first day until 4:00pm on the second day.
- **On Demand Period** (this period will be utilized by first year students the most) – If all 9200 lower deck tickets are not claimed, those remaining tickets will be made available online on a first come first serve basis on the days indicated above beginning at 4:30pm. Tickets will remain on the system until 4:00pm the day before the game.

**4. What are reward points?**

- Reward points are earned from attending any home Gamecock athletic event. The more points you have, the more likely you are to be awarded a football ticket. It takes 3 to 5 business days to update in system.

### **Reward Point Breakdown by Classification**

Freshman – 3 | Sophomore – 4 | Junior/Graduate – 6 | Senior – 8

*\*10% of the total points you earn during the academic year rollover. Points do NOT rollover from undergrad to graduate.\**

**5. Are there guest tickets for non-students, out of town guests, etc.?**

- Due to the large demand of student tickets at the University of South Carolina, there is NOT a guest ticket option for students.

**6. What if my parents want to purchase tickets?**

- If your parents or other family members are interested in purchasing tickets, they can visit the Ticketmaster website or call the Gamecock Ticket Office at 803-777-4274 to purchase tickets.

Single Game Football Ticket Onsale Date – TBD (10am)

East Carolina (\$45), Texas A&M (\$90), Georgia (\$90), UMass (\$35)

Tennessee (\$80), Missouri (\$65), Western Carolina (\$30)

**7. Can I sit with my parents if they have purchased tickets?**

- In order to sit with your parents, they have to purchase a ticket for you. You cannot use your student ticket to sit with your parents in other areas of our athletic facilities.

**8. What if I decide I don't want to go to a particular game?**

- If you have a ticket and decide that you do not want to go to that game, please cancel your ticket on the Student Account Manager. Instructions can be found here: [www.sa.sc.edu/studenttickets](http://www.sa.sc.edu/studenttickets). The ticket MUST be cancelled prior to kickoff of the game.

**9. What happens if I don't use the ticket I transferred (claimed) onto my Carolina Card?**

- If you don't use the ticket you transferred onto your Carolina Card that is considered a no-show. The no-show policy is that if you claim a football ticket and do not use it, then your football ticketing privileges will be revoked for the remainder of the season. There is an appeal process for circumstances that are out of your control. Please visit the Student Ticketing Office on the following business day to make an appeal.

**10. How am I able to get student ADA seating at athletic events?**

- Students with a disability will be accommodated on a first come, first serve basis as the seating is very limited. If you are awarded a ticket after placing a request, please notify the Student Ticketing Coordinator via email ([sastutix@mailbox.sc.edu](mailto:sastutix@mailbox.sc.edu)) or by visiting the Student Ticketing Office during the claim period.

**11. I am married. How do I get my spouse a student ticket? Kids?**

- If you are married or have children, you will have to purchase ticket(s) for them. If you would like to sit with them you will have to forfeit your student ticket and purchase a ticket yourself as well.

**12. Is there transportation available to students to home football games? Away games?**

- Transportation is available to students FREE OF CHARGE to ALL HOME GAMES via the University shuttles beginning 3 hours prior to game time. Guests are charged \$3 round trip to ride the shuttle.
- Transportation is NOT provided to away games.

**13. Where do I park for football games if I would like to drive?**

- Encourage students to ride the shuttle. A limited number of game-day spots are available on a first come, first serve basis for \$40 cash in the Fairgrounds parking lot (Gate 6) starting 5 hours prior to game (no earlier than 8am). Parking is also available for different fees in different lots around the stadium that are unaffiliated with the university.