



2023 BASEBALL SEASON TICKET RENEWAL INFORMATION



RENEWAL DEADLINE: January 13, 2023

RENEWING OPTIONS:

- 1) **Online** at www.ETICKETHAWAII.COM. You may pay for your tickets using Visa, MasterCard, Discover Card or JCB Card. **Save \$10.00 off the regular handling fee of \$20.00 by renewing online!**

Online renewal tip: Clear browser/internet history before renewing online.

- 2) **FAX** invoices with Visa, MasterCard, Discover Card, or JCB Card payments to the Stan Sheriff Center Ticket Office at (808) 956-3403 (FAX).
- 3) **Mail** invoices with payment to:
UH Athletic Ticket Office
1337 Lower Campus Road
Honolulu, HI 96822
- 4) **Walk** invoices with payment to the Stan Sheriff Center Ticket Office M-F 9:00am – 5:00pm (except state holidays).
 - If you are paying with a credit card, please fill out your credit card number, expiration date, daytime phone number, and **sign the invoice**.
 - If you are paying by check, make checks payable to **University of Hawai'i**.
 - **A payment plan is available.** We are offering you the opportunity to split your baseball season ticket payment into two equal installments using your Visa, MasterCard, Discover Card or JCB. Each installment will be processed for 50% of your total amount due and will follow the schedule listed below:
 - Payment 1 (50%) – on receipt of first payment on or before the deadline
 - Payment 2 (50%) – January 30th
 - For further information regarding season ticket renewals, please call (808) 956-4482 or email uhtic@hawaii.edu.

SEAT RELOCATIONS OR ADDITIONAL SEATS:

- **If you would like to relocate or purchase additional seats**, please write your request on the invoice in the box labeled "Seat Relocation Requests/Addl" and submit with a daytime phone number. If you are renewing online, under Step 2, please use the "RELOCATION/ADD'L SEATS" link to indicate your requests.
- **Requests for will be prioritized according to current 2022-23 H-Club membership levels.**
- Priority Tie Breakers:
 - 1) Total years accounts have purchased baseball season tickets since 2001 (first year of electronic records)
 - 2) Current H-Club dollar total (seat premiums + membership payments)
 - 3) Total number of baseball season tickets purchased since 2001

Representatives will begin calls on January 17 to advise our ability to accommodate requests. Remaining season seats will be available for public on sale of season tickets on January 25. Please check our website www.HawaiiAthletics.com for updates and sign up for H-Mail.

AKA SEAT PREMIUMS:

- `Ahahui Koa Anuenue (AKA) Seat Premiums are attached to seats designated as "premium seats". These premiums, along with the ticket price, must be paid in full in order to receive season tickets in designated sections.
- Seat Premiums are not tax deductible. Please consult your tax advisor for more information.
- For further information regarding Seat Premiums, please call (808) 956-6500.

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PARKING INFORMATION:

- **H-CLUB VIP PARKING:**
 - Please see enclosed VIP parking insert for details.
- **STANDARD PARKING PASS:**
 - Please see enclosed standard parking insert for details.

SEASON TICKET TRANSFER POLICY:

- Ticket transfers are allowable to anyone you choose to designate.
- A \$50.00 administrative fee per sport will be assessed for each transfer to another account.
- Transfer forms are available online at www.HAWAIIATHLETICS.COM. Click on the "Tickets" tab.
- For more information on season ticket transfers, call `Ahahui Koa Anuenue (AKA) at (808) 956-6500.

SEASON TICKET CANCELLATIONS:

- If you wish to cancel your entire season ticket order, please write "cancel" on the invoice and return it.
- If you wish to cancel a portion of your season ticket order, please indicate which seats you wish to keep and which seats to cancel and submit with payment for the adjusted amount. When renewing online, under Step 2, please use the "EDIT SEATS" link to indicate your seat reduction request.

RETURNED CHECKS / CHANGE OF ADDRESS:

- Returned checks for any reason will incur a University assessed fee of \$25.00. Failure to make good on returned checks will result in season ticket order cancellations.
- Please review your account information in section 5 of the invoice and make necessary corrections in the box.
- If you are renewing online, you will be prompted to update your account information.

SEASON TICKET DELIVERY:

- **Season tickets will not be mailed.** Season tickets will be sent digitally to your email account on file by February 1st. From the email, you will be able to download your tickets to your smartphone. Please update your email address if it is different from what is shown on your invoice. The benefits of digital tickets include, being able to update match dates and times automatically if they need to be changed, never lose your tickets, digital transfers to friends and family if you are unable to attend a game, and a cleaner contactless way to manage your tickets. A will call option is available for an additional fee. Will-call ticket pick-up begins on Wed., February 1st at 11:00 a.m. and continues during normal business hours (M-F 9:00 am – 5:00 pm).

DISCLAIMER:

- You as a ticket holder acknowledges that there are inherent risks in attending these events, including exposure to contagious illness or disease, such as COVID-19, which can lead to severe illness or death. Ticket holders shall not enter University venues if you recently experienced any symptom associated with COVID-19 or traveled to areas designated high risk by the CDC. By attending the events, ticket holders certifies that they do not have COVID-19 symptoms before entering University facilities, agrees to follow all posted rules and verbal instructions of the University of Hawaii, and voluntarily assumes all risks related to exposure to contagious illness or disease, such as COVID-19. The University of Hawai'i will not be responsible for illness or injuries suffered by the ticket holder arising out of or resulting from the performance of or ticket holder's attendance at these events. Before attending the events, please view an updated list of prohibited items, rules of conduct and COVID-19 rules at HawaiiAthletics.com/disclaimer.