

2017 FOOTBALL

SEASON TICKET RENEWAL INFORMATION, PLEASE READ:

Renewal Deadline: Tuesday, February 28, 2017

RENEWING OPTIONS:

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



Renew online by Feb. 28 to be eligible for a Vacations Hawaii Vegas Trip for two (2) courtesy of the newly renovated California Hotel and Casino.

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

- 2) **FAX** invoices with Visa, MasterCard, or Discover 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** the invoices with payment to the Stan Sheriff Center Ticket Office
Monday – Friday, 9:00 a.m. – 5:00 p.m. (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 the payer name and/or billing address are different from your account, please fill out the payer information box on the renewal invoice.)
- If you are paying by check, make checks payable to UH Athletics.
- **A payment plan is available.** By committing to renew by February 28th and opting in to the payment plan, your first payment will not be charged until March 31, 2017. Please see enclosed flyer for detailed information.
- For further information regarding season ticket renewals, please call 956-4482.

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/additional seat requests” and submit with a daytime phone number. If you are renewing online, under step 2, please use the “relocation/additional seats” link to indicate your requests.
- **Requests will be handled in the following order:**
 - 1) H-Club members in priority order: National Champion, All-American, All-Conference, Captain, Starter, Varsity, and Fan. Priority within each membership level will be determined by total 2017-2018 dollars contributed to H Club. Ties will be settled by consecutive years of giving to AKA.
 - 2) Non H-Club members, based on the order in which the renewals are received.

Representatives will begin calls in late-March to discuss your requested seat options. Remaining seats will be available for public sale in May after the season ticket holder relocation process is complete.

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AKA PREMIUM SEAT CONTRIBUTIONS:

- `Ahahui Koa Anuenue (AKA) Premium Seat Contributions are attached to seats designated as “premium seats”. *These contributions, along with the ticket price, must be paid in full in order to receive season tickets in designated sections.*
- 80% of AKA Premium Seat Contributions are tax deductible, less the value of benefits earned through H-Club membership. Please consult your tax or financial advisor for more information.
- Premium seat contribution receipts will be sent to the payer (name on check or credit card) in January 2018. *(If the payer name and/or billing address are different from your account, please fill out the payer information box on the renewal invoice.)*
- For further information regarding Premium Seat Contributions, please call 956-6500.

H-CLUB PARKING INFORMATION

- Football season parking passes are available exclusively to H-Club members. **Please see enclosed parking insert for details.**
- Your current H-Club membership level is noted in section 3 of your season ticket renewal invoice. Minimum qualification for purchasing a season parking pass is membership at the Fan level (\$50-\$399).
- You may improve your parking priority or become eligible to purchase parking by making a qualifying philanthropic gift to H-Club on your season ticket renewal invoice or online at etickethawaii.com. Please call 956-6500 or visit koaanuenue.org/hclub for more information.

SEASON TICKET TRANSFER POLICY:

- Ticket transfers are allowable to anyone you choose to designate.
- A \$50 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 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. If you’ve committed to renewing by the deadline, the ticket office will make the adjustment to your account prior to the first payment due date on March 31, 2017.

RETURNED CHECKS / CHANGE OF ADDRESS / TICKET MAILING:

- 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 the bottom left hand corner of your invoice and make necessary corrections in the box on the bottom right hand corner of the invoice.
- If you are renewing online, you will be prompted to update your account information.
- Tickets will be mailed to you in August. If you do not receive your tickets by Thursday, August 24th, please contact the UH Ticket Office at 956-4482 for assistance.