



2018 FOOTBALL



SEASON TICKET RENEWAL INFORMATION, PLEASE READ:

Renewal Deadline: Friday, March 9, 2018

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 Mar. 9th 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 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** 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.** Please see enclosed flyer on how you can split your balance into four equal payments.
- 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 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 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 2018-2019 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 early-April to discuss your requested seat options. Remaining seats will be available for public sale in late-April after the season ticket holder relocation process is complete.

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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 count toward your H-Club membership level for the following membership year.
- **Due to changes in the federal tax code, beginning January 1, 2018, seat premiums are no longer tax deductible. Please consult your tax advisor for more information.**
- For further information regarding Seat Premiums, 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 H-Club membership payment 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.

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 on the bottom left hand corner of your invoice and make necessary corrections 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 Friday, August 24th, please contact the UH Ticket Office at 956-4482 for assistance.