



2018-19 MEN'S BASKETBALL SEASON TICKET RENEWAL INFORMATION



Renewal Deadline: July 9, 2018

RENEWING OPTIONS:

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

Renew online by the renewal deadline, and be entered for a chance to win 1 of 2 prizes:
 - **Two (2) Hawaiian Airlines Diamond Head Classic all-session hospitality lounge passes**
 - **A prize pack provided by H-Zone, at the University of Hawai'i Mānoa Bookstore**
Online renewal tip: Clear browser/internet history before renewing online.
 - 2) **FAX** invoices with payment 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 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, please make checks payable to **UH Athletics.**
 - **A payment plan is available.** Please see enclosed flyer for detailed information on splitting your payment into 4 equal installments.
 - 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 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 August to advise of our ability to accommodate your request. Remaining seats will be available for public sale in September after the season ticket holder relocation process is complete.

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.

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COURTSIDE SEATS:

- Sideline and Baseline Courtside seating packages are currently available through AKA. Packages include courtside season tickets, VIP parking, and hospitality lounge passes. For more information, please call the AKA office at 956-6500.

PARKING INFORMATION:

➤ H-CLUB VALET PARKING:

- Valet parking for men's basketball will be available for purchase exclusively to H-Club members at the All-Conference Level and above. **Please see enclosed VIP parking insert for details.**

➤ H-CLUB VIP PARKING:

- Reserved parking passes for men's basketball will be available exclusively to H-Club members at the Varsity level (\$400-\$799) and above. Passes available while supplies last. **Please see enclosed VIP parking insert for details.**
- Your current H-Club membership level is noted in section 3 of your season ticket renewal invoice.
- You may improve your parking priority or become eligible for parking by making a qualifying membership payment to H-Club on your season ticket renewal invoice or online at etickethawaii.com. Please call 956-6500 or visit koanuenue.org/hclub for more information.

➤ STANDARD PARKING PASS:

- A standard season parking pass for the general parking structure is available for purchase to all men's basketball season ticket holders. Please see enclosed standard parking flyer. Please check the "Yes" box on your invoice (section 2) and enclose payment if you would like to purchase a pass. You will also have the option to purchase a standard parking pass if renewing online.

SEASON TICKET TRANSFER POLICY:

- Ticket transfers are allowable to anyone you choose to designate.
- A \$50 administrative fee will be assessed for tickets transferred to a new 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 pay the return check fee 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 October and if you do not receive your tickets by Friday, October 26th, please contact the UH Ticket Office at 956-4482.