



2019-20 MEN'S BASKETBALL SEASON TICKET RENEWAL INFORMATION



EARLY BIRD INCENTIVE (Early Bird Deadline: June 14, 2019):

- Renew online by June 14th to be eligible to win two (2) all session hospitality lounge passes to the 2019 Hawaiian Airlines Diamond Head Classic (restrictions may apply).
- Renew online during the early bird period for a chance to win one of six Under Armour prizes. Two winners each week will be pulled from all renewed accounts on May 31, June 7, and June 14. Increase your chances by renewing early.

RENEWING OPTIONS (Renewal Deadline: June 21, 2019):

- 1) **Online at WWW.ETICKETHAWAII.COM.** You may pay for your tickets using Visa, MasterCard, or Discover cards. **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, 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) Season ticket accounts with Seat Premiums paid during 2018-2019 seasons.
 - a. Requests will be prioritized in order of total Seat Premiums paid across all sports.
 - 2) Season ticket accounts without Seat Premiums paid during 2018-2019 seasons.
 - a. Requests will be addressed in the order renewals are received.

Representatives will begin calls in mid-July to discuss your requested seat options. Remaining seats will be available for public sale in late-July 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.

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- Seat Premiums count toward your H-Club membership level for the following membership year.
- 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.

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 call 956-6500 or visit koaanuenuue.org/hclub for more information.

➤ 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 Contribution to H-Club on your season ticket renewal invoice or online at etickethawaii.com. Please call 956-6500 or visit koaanuenuue.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 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 Anuenuue (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 October. If you do not receive your tickets by Friday, October 18th please contact the UH Ticket Office at 956-4482 for assistance.