



# 2023-24 MEN'S BASKETBALL SEASON TICKET RENEWAL INFORMATION



**RENEWAL DEADLINE: OCTOBER 2, 2023**

## **RENEWAL INCENTIVE:**

- Renew by the October 2nd deadline and be eligible to win one (1) Hawaiian Airlines Diamond Head Classic prize pack!

## **RENEWING OPTIONS:**

- 1) **Online** at **WWW.ETICKETHAWAII.COM**. You may pay for your tickets using Visa, MasterCard, Discover Card or JCB. **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 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 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 **University of Hawai'i.**
  - **A payment plan is available.** We are offering you the opportunity to split your men's basketball 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%) – on October 13<sup>th</sup>
  - For further information regarding season ticket renewals, please call (808) 956-4482 or email [uhtic@hawaii.edu](mailto: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 will be prioritized according to current 2023-24 H-Club membership levels.
- Priority Tie Breakers:
  - 1) Total years accounts have purchased men's basketball season tickets since 2001 (first year of electronic records)
  - 2) Current H-Club dollar total (seat premiums + membership payments)
  - 3) Total number of men's basketball season tickets purchased since 2001

Representatives will begin calls in October to advise our ability to accommodate requests. Remaining season seats will be available for public on sale of season tickets on October 16, 2023. Please check our website [www.HawaiiAthletics.com](http://www.HawaiiAthletics.com) for updates and sign up for H-Mail.

## **AKA SEAT PREMIUMS:**

- `Ahahui Koa Anuenu (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 also count toward H-Club status 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 (808) 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 visit [KoaAnuenue.org](http://KoaAnuenue.org) or call (808) 956-6500.

## **PARKING INFORMATION:**

- **H-CLUB VALET PARKING:**
  - Valet parking for men's basketball is available for purchase exclusively to H-Club members at the All-Conference Level and above. Please visit [koaanuenue.org/hclub](http://koaanuenue.org/hclub) or call (808) 956-6500 for more 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](http://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. 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 pick option will be available for an additional fee. Will-call ticket pick-up begins on Monday, October 23 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](http://HawaiiAthletics.com/disclaimer).