



2019 Men's Volleyball

SEASON TICKET RENEWAL INFORMATION, PLEASE READ:

Renewal Deadline: Monday, November 5, 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!**

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

- 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 the payer name and/or billing address are different from your account, please fill out the payer information box on the renewal invoice. When renewing online, please click on the pop-up box while in the shopping cart and fill out all the required information. Please call the UH Ticket Office at 956-4482 if you have any questions.
- 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 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 two 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/Add'l" 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 mid-November to advise our ability to accommodate requests. Remaining seats will be available for public sale in late-November 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.

COURTSIDE SEATS:

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

PARKING INFORMATION:

➤ H-CLUB VIP PARKING:

- Reserved parking passes for men’s volleyball will be available exclusively to H-Club members at the Varsity level (\$400-\$799) and above. Passes are 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 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.

➤ STANDARD PARKING PASS:

- A standard season parking pass for the general parking structure is available for purchase to all men’s volleyball 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:

- Tickets may be transferred to a designee of your choice.
- 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.

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 December and if you do not receive your tickets by Thursday, December 27, please contact the UH Ticket Office at 956-4482.