

# WVU FOOTBALL STUDENT TICKETING 2020

## FREQUENTLY ASKED QUESTIONS

### **With Milan Puskar Stadium at a reduced capacity, how many student section seats are available for the 2020 season?**

Just like the general public areas of Milan Puskar Stadium, the available student section seats have been altered to a physically distanced model due to COVID-19. Each section features seats in sets of two so a student may bring another student to the game. There are approximately 2,000 student section seats now available.

### **Are student section seats still on a first-come, first-served basis for the 2020 season?**

No, the student sections will be reserved seating this season. This change was made to accommodate physical distancing. Individual seat locations will be assigned side-by-side and printed on each student and guest ticket. For example, Student A and Guest A could be seated in Section 211, Row 1, Seats 1-2, while Student B and Guest B would be seated together in Section 211, Row 3, Seats 7-8.

### **What is the timeline for the student ticketing process?**

For each home game, the student ticketing process will be similar to the following:

- **REQUEST PHASE: Monday, 9 a.m. - 11:59 p.m.**
  - o This is when any eligible WVU student may request tickets for that week's game.
- **CLAIM PHASE: Tuesday, 9 a.m. - 11:59 p.m.**
  - o Following a lottery selection, students will be notified if they were selected to receive two tickets and must "claim" those tickets that day to add them to their account. They then can transfer their guest ticket online to a WVU student who can attend the game with them and sit in the accompanying seat. Students who do not claim their tickets on this day by 11:59 p.m. will lose their tickets; these tickets will go back into the student ticketing pool for other students to claim on a first-come, first-served basis beginning in the ON-DEMAND PHASE.
- **ON-DEMAND PHASE: Wednesday, 9 a.m. - Thursday at 12 p.m.**
  - o Students not selected in the lottery must wait until the on-demand phase for an opportunity to claim any tickets from students who were initially selected but did not claim their tickets. These unclaimed tickets are available on a first-come, first-served basis during the on-demand phase.

### **Why can't a student select the Senior Spirit section?**

Due to COVID-19 precautions and the altered game day setup at Milan Puskar Stadium, WVU student members of The Pride of West Virginia, Mountaineer Marching Band will be staged physically distanced in the Senior Spirit section (section 121) for the 2020 season. Students can request Upper, Lower or Maniac sections for student seating for home games.

### **What does a student have to show for entry into the stadium?**

Students must wear a mask and show their WVU Student ID, Daily Campus Wellness Check "CLEAR" pass and their valid student ticket for admission at the East Gate of Milan Puskar Stadium. The name of the student must match on all three items. Students are expected to maintain proper physical distancing while in line for entry. Students are encouraged to arrive early at the gates to prevent longer lines close to kickoff. Students must be seated in the location listed on their ticket.

### **Do students have to wear face coverings at all times?**

Yes, students must wear face coverings at all times inside the stadium and are asked to observe physical distancing throughout the game day experience.

**Where can students see the stadium policies for game day?**

Students can log on to [WVUsports.com/COVID19](http://WVUsports.com/COVID19) for the most up-to-date stadium policies for game day.

**Can a student only request one (1) student ticket and forego the guest ticket?**

No, due to the formatting of physically distanced seating, students must who are selected in the lottery will receive two (2) tickets for that game during the 2020 season.

**If a student cancels their ticket, will the ticket become available for other students to claim?**

Yes, if a student cancels their ticket, both their and their guest student tickets will go back into the pool to be claimed by another student. However, once a guest ticket has been transferred, the guest ticket cannot be canceled in their account.

**How does a student transfer a guest ticket?**

Students must first request a ticket during the request phase. If selected in the lottery, the student can claim the two (2) tickets for the game during the claim phase. After claiming both tickets, the student should select "Transfer Ticket" in their account and designate the WVU student for the guest ticket. They can send the ticket by typing in a valid MIX e-mail address of a current student who is eligible to receive tickets through the ticketing system.

**Can a guest ticket be transferred to a non-student?**

No, non-students are not eligible to receive guest tickets for the 2020 season to help maximize the number of current WVU students attending home games. Only eligible students with a valid MIX email address are able to have a guest ticket transferred to them.

**Once a guest ticket is transferred to a guest, can that guest transfer the ticket again?**

No, only the original owner of the guest ticket can transfer the guest ticket once. After the initial guest ticket transfer, the guest ticket cannot be transferred again to another student.

**Can a student transfer their own ticket (instead of the guest ticket)?**

No, only a guest ticket can be transferred to another eligible student.

**Can the same student have two guest tickets transferred to them?**

No, a student can only receive one (1) ticket. If a student attempts to transfer a guest ticket to a student who already has a ticket, an error message stating the student has the maximum number of tickets allowed will occur.

**What if a student who wants to transfer their guest ticket can't find that student in the system?**

That student may not be eligible through the system to receive WVU student tickets. Please contact the ITS Service Desk at 304-293-4444.

**Can a Mountaineer Maniac member only select a fellow Maniac to transfer their ticket?**

No, they can select any student with a MIX e-mail address who is eligible to receive tickets through the student ticket system.

**Will Mountaineer Maniac members be in the general student lottery if they are not selected for Maniac seating?**

Yes, Mountaineer Maniac members will first be eligible in the lottery for specific Maniacs seats, but if not selected in that section, will still be eligible in the system for available seats in Upper or Lower sections.

**Where will the Mountaineer Maniacs be located?**

The Mountaineer Maniacs section will be in sections 205, 206 and 207, which is approximately 35% of the student section seats (same proportion as prior years). Any Mountaineer Maniacs not selected for

Maniac seating during the lottery process will be included in the lottery for regular (Upper and Lower) student seating.

**Why do no loyalty points appear in student accounts?**

The goal is to provide as many WVU students as possible the opportunity to experience attending a Mountaineer football game. As a result, no loyalty points were factored in for the 2020 season. Each eligible student has their name in the lottery one time per game. Loyalty points from attending games in the 2020 season will not count towards the 2021 season.

**If a student is selected in a lottery to receive a ticket to a game, does it affect that student's ability to attend future games?**

No, each game is an individual lottery, and all eligible students will have a chance to be selected to receive a ticket for each home game.

**Can students from other WVU System campuses attend games?**

No. Unfortunately due to the limited supply of tickets and high demand, tickets will not be available for non-Morgantown campus students.

**What if a student needs to isolate or quarantine the week of the game?**

The student should immediately log in to cancel their student ticket and notify their guest they will not be attending the game. University staff will also compare the game ticket distribution lists with University quarantine lists for the safety of other students.

**What happens if a student violates the stadium's public health-related policies, student ticketing process or other conduct guidelines and/or policies?**

Students who violate these provisions will be referred to the Office of Student Conduct and, when necessary, to the Department of Public Safety (WVU Police).

Violations that will result in referrals include, but are not limited to:

- The sale or attempted sale of student tickets or guest tickets.
- The duplication, replication or alteration of student tickets or guest tickets.
- The presentation of a false, duplicated, replicated or altered WVU Student ID, or the WVU Student ID of another student, at the student entry gate or elsewhere in Milan Puskar Stadium.
- Gaining or attempting to gain unauthorized access to the online student ticket distribution system or the personal account of another student.
- Violations of stadium rules.
- Violations of West Virginia University's Health and Safety policies
- Violations of the Campus Student Code.

Students found "responsible" for violations of the student ticket distribution policy by the Office of Student Conduct or convicted of a criminal act related to the student ticket distribution policy, face loss of athletics ticketing privileges, in addition to other sanctions.