

## WVU Student Online Ticket Distribution FAQs

NOTE: In the spirit of promoting a friendly atmosphere where everyone enjoys a fun and safe environment, there is a no admittance policy at the gates for intoxicated fans. Violators may have their season tickets or student ticket privileges revoked and face fines and arrest.

### 1. How do I get a student ticket?

Student activities fee-paying students can go to this website and follow the directions to get a ticket: [www.WVUGAME.com/students](http://www.WVUGAME.com/students)

### 2. How do I get a ticket if I'm a graduate or professional student?

All Activities fee-paying graduate and professional students will be eligible to request student tickets online.

### 3. What do I need to enter WVU Coliseum for men's basketball games?

Students will need their student ticket and WVU Student ID to be admitted into the student section for each men's basketball game. When entering the game, a visual check of a student's ID will be done to ensure proper ownership of the student ticket. Student tickets will then be scanned by a hand-held scanner. **Students will not be admitted without having BOTH their valid student ticket and their valid WVU student ID. Tickets cannot be printed at the venue. No other form of photo ID will be accepted. Only students who have paid the activity fee, will be eligible to receive a student ticket.**

### 4. Which gate do I enter?

Students should enter at the Mountaineer Gate of the Coliseum. Gates will be marked for the appropriate student seating sections. Be sure to get into the proper line.

### 5. Which students will receive wristbands?

Students in either the Lower Level Standing, Lower Level Seating or in Mountaineer Maniac sections will receive wristbands as they enter the Mountaineer Gate marked for their sections. They will receive wristbands that ensure they can enter and re-enter that section, should they leave to use facilities or purchase refreshments. Students in the Upper Level and Lower Level Seating sections will not receive wristbands, but should be ready to present their tickets and/or IDs when entering and re-entering their sections. This system is in place to prevent overcrowding of sections.

### 6. Will I still be able to sit with my friends?

All student seating sections are general admission seating. This enables students to sit with friends and select their preferred seat locations within their designated sections. We cannot guarantee that students will be ticketed for the same section.

7. **Are Mountaineer Maniac tickets included in the approximately 2,300 tickets reserved for students?**

Yes; there are 250 Maniac seats available during each claim period. If all 250 Maniac seats are not claimed, they will be released to the general student body during the print on demand period.

Maniacs who plan to attend a game should be sure to claim their tickets in the first claim period in order to receive their reserved ticket.

8. **How are guest tickets purchased?**

Students may purchase one (1) guest ticket each IF tickets remain available during the on-demand period. Student guest tickets costs vary depending on the game. See WVUGAME.com for pricing. Student guest tickets are non-refundable and may only be purchased online. The guest ticket will be for general admission in the Upper Level section. The location will be noted on the ticket.

9. **What Loyalty and Seniority Points are given to students at the start of the season?**

At the start of a season, eligible students will receive 20% of their loyalty points from the previous season.

Students will also receive loyalty points for seniority at the start of the season, as follows:

Seniors/Grads:	8
Juniors:	5
Sophomores:	2
Freshmen:	1

10. **How are additional Loyalty Points earned?**

Loyalty Points are earned through attendance at home games, which is tracked via handheld scanners at the student entrance gate of the WVU Coliseum. While a student's total number of Loyalty Points can never fall below zero (0), attendance is the only way in which to earn points.

- One (1) Loyalty Point is earned for attending a game for which Loyalty Distribution occurs because the demand for tickets exceeds the supply.
- Two (2) Loyalty Points are earned for attending a game for which Loyalty Distribution does not occur because the demand for tickets does not exceed the supply.
- Loyalty Points are sport-specific (meaning points earned for attending football games do not count towards points earned for attending basketball games, etc.). Twenty percent (20%) of Loyalty Points are retained from one academic year to the next on a sport-specific basis.

11. **When are Loyalty Points used to distribute student tickets?**

Loyalty Points are used to assist in student ticket distribution ONLY WHEN STUDENT DEMAND FOR TICKETS EXCEEDS THE AMOUNT OF TICKETS AVAILABLE.

**12. Do I get Loyalty Points for attending games as an official student member of the basketball team, band, or cheerleading squad?**

Yes. Students who attend games as official members of the WVU Marching Band, basketball team, cheerleading squad, etc., will be granted Loyalty Points for those games. These students should contact their advisor who will in turn provide the Mountaineer Ticket Office with a list of names in order to activate their loyalty points.

**13. Why can't all students who want to attend games be allowed into the Coliseum?**

Due to safety issues related to overcrowding, the number of tickets issued must be limited to the number of seats available. Historically, the number of students claiming tickets has almost always been less than the number of seats available.

**14. How do Loyalty Points work in distributing student tickets for games when students register for more tickets than are available?**

For these high-demand games, each student has entries in a lottery equal to the number of loyalty points earned by attending previous games. For example:

Student A has 24 out of a possible 24 Loyalty Points = 25 entries

Student B has 10 out of a possible 24 Loyalty Points = 11 entries

Student C has 0 out of a possible 24 Loyalty Points = 1 entry

Students improve their opportunity to obtain tickets to high-demand games by attending other games throughout the basketball season.

**15. Why are students with high numbers of Loyalty Points not guaranteed tickets?**

No student is guaranteed a ticket to a game because all students who pay the student activities fee (eligible students) should have an opportunity to obtain a ticket to every game.

**16. How do I cancel a ticket, and will I be penalized if I do so?**

Students can cancel tickets online, but must do so no later than 12 hours prior to tipoff of the game to avoid losing Loyalty Points.

**17. Do I lose Loyalty Points if I don't cancel a claimed ticket and don't attend the game?**

Yes. Students who claim a ticket and later decide not to attend the game for whatever reason will lose Loyalty Points if they don't cancel their ticket online at least 12 hours prior to tipoff of that game.

One (1) Loyalty Point is deducted if a student claims a ticket but (a) does not attend the game and (b) cancels before tipoff on gameday, but after the ticket cancellation deadline of 12 hours prior to tipoff.

Two (2) Loyalty Points are deducted if a student claims a ticket but (a) does not to attend the game and (b) does not cancel the ticket prior to kick-off on gameday.

**18. What qualifies a student for the Mountaineer Maniacs section?**

The Mountaineer Maniacs Executive Director will identify students who have paid the student activities fee, the Mountaineer Maniac membership fee, for their 250 reserved seats not affected by Loyalty Distribution. The Maniac tickets are reserved for the entire season; however, if those students do not claim a ticket in the first two-day claim period, their tickets will be released to the general student body.

**19. What if my ticket gets damaged before entering the WVU Coliseum for basketball games? Will I still be able to get in?**

In the event that a student's ticket is damaged to the point of being unreadable, they can go to the Student Ticket Services at the student gate and ask that a new ticket be printed out. However, students must show the damaged ticket in order to get a new one. The system cannot accommodate printing new tickets for students who forget to bring their tickets. Therefore, students should be sure they have their tickets with them when they come to the game.

**20. How many times can I print out my ticket?**

Students can print out their tickets an unlimited number of times; however, only the first ticket scanned at the Coliseum will be accepted and all other copies of the ticket will then be rejected.

**21. How can I see how many Loyalty Points I have accumulated?**

A student may see their earned Loyalty Point total by logging into their account. Students have five (5) working days after attending each home game to verify they received the appropriate number of Loyalty Points for attendance. Appeals should be made to the Athletic Ticketing Office within the five day limit. After five days, the number of Loyalty Points becomes permanent in their record.

**22. What are my rights and responsibilities as a WVU student ticket holder?**

Student tickets give the owner the right to view the event described from their assigned section. Student ticket holders cannot enter the playing surface, locker rooms or any other areas restricted to authorized personnel, and cannot interfere with others enjoyment of the event. Those who violate these terms will be ejected and could face further sanctions. Student ticket holders assume all risk of personal injury and loss or damage to personal property.

**23. What happens if I give someone my ID or ticket?**

Students who violate provisions of the student ticket distribution policy 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.
- The duplication, replication, or alteration of student 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 the WVU Coliseum.
- 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.

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 the loss of all accumulated Loyalty Points in football, in addition to other penalties.

**24. Why was an online student ticket distribution system implemented?**

The online system offers many advantages, including:

- 24-hour convenience of accessing tickets on the Internet
- The ability to request, claim, and print out tickets
- Purchasing and printing guest tickets (when available) online
- Quick hand-held scanning of tickets at the student gate entrance
- Ability to reward the biggest fans when the lottery system is activated

**25. How may I submit comments or suggestions regarding student ticket distribution?**

Students may send e-mails to [onlineticketing@mail.wvu.edu](mailto:onlineticketing@mail.wvu.edu)