

STUDENT TICKET DISTRIBUTION POLICY FOR WEST VIRGINIA UNIVERSITY BASKETBALL HOME GAMES

1.0 ONLINE STUDENT TICKET DISTRIBUTION

- 1.1 Students register online at www.wvugame.com for student tickets to regular season men's basketball home games. The website should be mobile web compatible.
 - 1.1.1 Students will login using their WVU Login user name and then type in the last six digits of the WVU ID for the password. *Please note that this is not the WVU Login password. The WVU ID can be found in STAR on the student's schedule or other forms. Students will have the opportunity to change their password once they are logged into the ticketing site.
 - 1.1.2 Currently enrolled, athletic-fee paying WVU students are eligible to request one (1) ticket for each men's basketball home game.
 - 1.1.3 Once athletic-fee paying students log-in, depending on their status, they will select a ticket in one of the available seating areas.
- 1.2 Students have secure, personal accounts from which to: (a) manage their account information, (b) track their attendance history, (c) view their Loyalty Point total (*see 3.0 for details*), (d) print or view their ticket, and (e) cancel a previously claimed ticket.
- 1.3 Registration for each men's basketball home game will start seven days before the week of the game on the Monday at 9 a.m. and be open for two (2) days thereafter. The games will be blocked into weekly requesting times. The week will begin on Monday and end on Sunday. There is no advantage to being the first student to register, nor is there a disadvantage to being the last student to register.
- 1.4 When the number of students that register is fewer than the number of tickets available, all registered students receive email notification that (a) each student has been awarded a ticket and (b) how and by what deadline to claim their ticket.
 - 1.4.1 Students then have two (2) days to claim their ticket online.
 - 1.4.2 Additional students who desire to attend the game can claim

any available tickets during the print-on-demand period, which lasts until tip-off on gameday as long as tickets remain available . (see 2.4 for details)

1.4.3 Students who claim a ticket but later decide not to attend the game for whatever reason must cancel their ticket online no later than 12 hours prior to tip-off to avoid losing Loyalty Points (see 3.2 for details).

1.5 If a greater number of students register for tickets than the number of tickets available, then Loyalty Distribution is automatically initiated (see 2.0 for details).

2.0 LOYALTY DISTRIBUTION

2.1 Loyalty Distribution is a loyalty-based lottery that is initiated only when demand for tickets exceeds supply.

2.2 Students who register for tickets have entries in the lottery equal to the number of Loyalty Points earned by attending previous games, by Seniority, and (if eligible) by carry-over points from the previous season (see 3.0 for details).

2.2.1 Students can increase the opportunity to obtain tickets to future games by attending games throughout the basketball season.

2.2.2 Up to 250 students identified by the Mountaineer Maniacs Executive Director will not be affected by Loyalty Distribution, since their 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.

2.3 Students who are awarded tickets via Loyalty Distribution receive email notification regarding how and by what deadline to claim their tickets.

2.3.1 Students then have two (2) days to claim their ticket by printing the ticket.

2.3.1.1 Tickets that are awarded but not claimed become available on a first-come, first-served basis during the on-demand period.

2.4 Students who are not awarded tickets via Loyalty Distribution can claim any tickets that become available during the print-on-demand

period until tip-off on gameday as long as tickets remain available online.

- 2.5 Students who claim a ticket but later decide not to attend the game for whatever reason must cancel their ticket online no later than 12 hours prior to tip-off to avoid losing Loyalty Points (see 3.2 for details).

3.0 LOYALTY POINTS AWARDED FOR ATTENDANCE

- 3.1 At the start of each season, students receive Loyalty Points based on Seniority, as follows:
 - 3.1.1 Seniors and graduate students receive 8 points
 - 3.1.2 Juniors received 5 points
 - 3.1.3 Sophomores receive 2 points
 - 3.1.4 Freshmen receive 1 point
- 3.2 Additional Loyalty Points are awarded based on attendance at home basketball games, which is tracked via handheld scanners at the student entrance at the WVU Coliseum.
 - 3.2.1 A student's total number of Loyalty Points can never fall below zero (0).
 - 3.2.2 Zero (0) Loyalty Points are earned simply for registering for a student ticket or claiming a student ticket that has been awarded.
 - 3.2.2.1 Attendance is required to earn Loyalty Points. Students must have their tickets scanned at the student entry gates at The WVU Coliseum to earn Loyalty Points for attending a game.
 - 3.2.3 One (1) Loyalty Point is earned for attending a game for which Loyalty Distribution occurs, because the demand for tickets exceeds the supply.
 - 3.2.4 Two (2) Loyalty Points are earned for attending a game in which Loyalty Distribution does not occur because the demand for tickets does not exceed the supply.
- 3.3 Ticket Cancellation and No-Show Policy. Students who claim a

ticket but later decide not to attend the game for whatever reason must cancel their ticket online no later than 12 hours prior to tip-off to avoid losing Loyalty Points.

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

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

- 3.4 Loyalty Points are sport-specific (meaning points earned for attending basketball games would not count towards points earned for attending football games, etc.).
- 3.5 20% of Loyalty Points are retained from one academic year to the next on a sport-specific basis.
- 3.6 Order of Loyalty Distribution Seating will be on a first-come first-serve basis in the order of (1) Lower Level Standing (Including Maniac requested tickets), (2) Lower Level Seating, and (3) Upper Level Seating. If the number of students requesting any of the three sections exceeds the given amount of tickets for that section, each section will go into lottery. Students who are not selected in the lottery will then be transferred in order from Lower Level Standing, to Lower Level Seating, to Upper Level Seating.
- 3.7 Students who attend games as official members of the WVU Pep Band, basketball team, Mountaineer Maniacs, cheerleading squad, dance team, 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.
- 3.8 Students have five (5) business days after attending each home game to verify they received the appropriate number of Loyalty Points for attendance. Appeals should be made to the Mountaineer Ticket Office within the five day limit. After five days, the number of Loyalty Points becomes permanent in their record.

4.0 STUDENT ADMISSION TO MEN'S BASKETBALL HOME GAMES

- 4.1 Basic Requirements: admission to all basketball home games requires that students present: (a) their valid student ticket and (b) their valid, WVU Student ID. Students will not be admitted without BOTH their valid student ticket and their valid WVU student ID. No other form of photo ID will be accepted.
- 4.1.1 Each student ticket has printed on it (a) a unique barcode (1 of 13 million per game), and (b) the student's name.
- 4.1.2 Student tickets are non-transferable. Students cannot buy, sell, or transfer student tickets to other students, non-students, or any other person. This is designed to eliminate the scalping of student tickets.
- 4.1.2.1 Students who have lost or misplaced their WVU ID can get a replacement ID at the Mountaineer Card Offices in the Mountainlair or Bennett Tower. Additional information, is available on-line at www.wvu.edu/~wvucard/ls.html or by phone at 293-CARD (293-2273).
- 4.1.2.2 Student A cannot gain admission using the student ticket of Student B.
- 4.1.2.3 Student A cannot gain admission using the WVU Student ID of Student B.
- 4.1.2.4 In the event that a student ticket is duplicated, only the first ticket (barcode) scanned at the student gate will be admitted -- all duplicated tickets will be denied admission. Therefore, it is in students' own interest not to duplicate their tickets.
- 4.2 All student seating sections are general admission seating. This enables students to sit with friends and select their preferred seat within their designated sections in the Coliseum. We cannot guarantee that students will be ticketed for the same section unless they have designated for a Maniac ticket.
- 4.3 Students will select seats from one of the four options listed on the Website, depending on their eligibility and/or preference. The four options include:
- **Maniacs** (for designated Maniac members in good standing)

- **Upper Level Seating** (open to all students)
- **Lower Level Seating** (open to all students)
- **Lower Level Standing** (open to all students)

4.4 Students should enter through the Mountaineer Gate of The WVU Coliseum. Students sitting in either the Maniac, Lower Level Standing or Lower Level Seating Sections will receive a wristband that must be worn to enter the section. Students in Upper Level Seating areas will not receive a wristband but should present their ticket and/or IDs when entering and re-entering their sections. This system is in place to prevent overcrowding of sections and will enable students to leave and return to their sections more easily.

5.0 STUDENT GUEST TICKETS

5.1 Students may purchase one (1) guest ticket each IF tickets remain available when the on-demand period begins.

5.1.1 Students may purchase student guest tickets if available. Guest tickets are only available online at www.wvugame.com.

5.1.2 Student guest tickets are general admission seating in either the **Upper Deck**. The section location will be noted on the tickets.

5.1.3 Student guest tickets are non-refundable.

6.0 STUDENT TICKET ALLOTMENTS

6.1 There are approximately 2,000 student seats for basketball home games at the WVU Coliseum, but due to consistent no-show rates, up to 2,300 tickets will be distributed.

6.2 Loyalty Distribution, when triggered, is conducted in the order of the amount of points one student has compared to another. Students with a larger amount of points will have a higher chance of receiving a ticket.

6.3. Students can check their enrollment status with the Registration Unit in the Office of the University Registrar at 293-5355 between the hours of 8:15 a.m. and 4:45 p.m.

7.0 What are my rights and responsibilities as a WVU student basketball ticket holder?

7.1 Student tickets give the owners the right to view the event described from their assigned section. Student ticket holders cannot enter the playing court, 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.

8.0 VIOLATIONS OF THE STUDENT TICKET DISTRIBUTION POLICY

8.1 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).

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

8.1.1.1 The sale or attempted sale of student tickets.

8.1.1.2 The duplication, replication, or alteration of student tickets.

8.1.1.3 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.

8.1.1.4 Gaining or attempting to gain unauthorized access to the online student ticket distribution system or the personal account of another student.

8.1.1.5 Violations of stadium rules.

8.2 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 basketball, in addition to other penalties.

9.0 REVISIONS OF THE STUDENT TICKET DISTRIBUTION POLICY

9.1 This policy is subject to change. Please send suggestions for improvements to onlineticketing@mail.wvu.edu.