

NC State Student Ticket Process & Policy

I. STUDENT TICKET PROCESS AND LOGIC

Summary Outline of Services and Practices:

FOR YOUR INFORMATION:

- The Registrar daily will update student eligibility records.
- Ticket Return has no claim or right of use to any student records or data; NC State is the sole owner of its student-ticketing database.
- Ineligible students will be referred to the NC STATE Registration and Records Department. The Ticket Return agrees to refrain from response to all student queries regarding the design, use, or administration of the NC STATE student ticketing software and related services.
- Student guest tickets are paid by bankcard, check card, or credit card online, utilizing secure bankcard processing accounts at Verisign. Sales are nonrefundable.
- The Box Office may provide thermal stock tickets to any student for disability purposes outside of the normal online process.

II. THE STUDENT TICKETING PROCESS

1. FOOTBALL GROUND RULES:

- a. Student seating is considered General Admission for football. Student areas include sections 7/8, SEZ (South End Zone), and NOR (North End Zone). Student tickets are stamped to these specific areas as they enter the gates to the stadium.
- b. Student tickets will bear the student's name, event description, event date, and bar code for football.

11. BASKETBALL GROUND RULES:

- a. Students must sit in the seat designated on their ticket.
- b. Student tickets will bear the student's name, event description, event date, and the assigned seat on their ticket.

Group Leader seating requests will be categorized as follows:

- Small Groups of 1-24 students, drawn from the General Distribution sub-allotment.
- Large Groups of 25-100 (Campus organizations, fraternities, sororities, etc.), drawn from the Block Seating sub-allotment.
- Group Leaders will identify themselves by checking a box on their online account screen as follows:
 - "I consent to serve as a Small Group Leader for up to 23 other students who may request to be seated with me. Any student may join my seating group by entering my Unity ID when he or she requests tickets for an upcoming event. I understand that, in the event of a ticket lottery, I must win a ticket in order for my entire group to be seated."
 - "I consent to serve as a Large Group Leader for 24-99 other students who may request to be seated with me. Any student may join my seating group by entering my Unity ID when he or she requests tickets for an upcoming event. I understand that, in the event of a ticket lottery, I must win a ticket in order for my entire group to be seated."
- Students who request to be seated with someone who has not accepted Group Leader responsibility, or who has lost Group Leader eligibility, will be notified on-screen that their selection is not a valid Group Leader.

- Students who request to be seated with a group that has exceeded its maximum size of 24 or 99 will be notified on-screen that the group is full.
- For lottery purposes, Groups will be selected according to lottery results for Group Leaders only. If a Group Leader is selected in a lottery, all students who have asked to sit with that Group Leader will be seated in a single general admission section.
- A group may change its leader at any time by entering a new Unity ID for the new leader, regardless of whether the previous Group Leader has canceled his or her consent election.
- If a Group Leader no-shows for any game, that student may no longer serve as a Group Leader and may only request a single ticket for each event remaining in the season. The Group must choose a new leader if its Group Leader no-shows one time during the season.
- Students who request Group Seating acknowledge that their chances of winning in the event of lottery are now dependent on selection of their Group Leader in the lottery process.
- When required, ticket lotteries will be based on Gratis Points awarded to students at the beginning of each sports season. Event attendance will be recorded separately in each student's account from scans of bar-coded tickets at the gate.
- Selection of lottery winners for all games in a season will be based on Gratis Points only.
 1. Seniors/Grad School Students will receive five (5) Gratis Points at the start of the season.
 2. Juniors will receive four (4) Gratis Points at the start of the season.
 3. Sophomores will receive three (3) Gratis Points at the start of the season.
 4. Freshman will receive two (2) Gratis Points at the start of the season.
- a. One Gratis Point will be deducted if the student no-shows for any event.
- b. One Gratis Point will be added if the student shows for the event and their ticket is scanned.
- c. Two Gratis Points will be added if the student shows for the event 45 minutes prior to kickoff.
- d. Large Group Leaders, Small Group Leaders and individual students will be treated as equals for lottery selection purposes.
- e. If a Group Leader no-shows, that student may no longer serve as a Group Leader for the remainder of the season. The Group must choose a new leader.
- f. In essence, this makes all students and groups equal until a no-show occurs.
- Small Groups will be included in General Distribution Seating. Selection of a Small Group Leader in Lottery 1 will result in seating awards for all group members.
- Students may cancel a ticket request or cancel a ticket received without penalty at any time before Friday noon.
- Canceled tickets will be made available to any eligible student online, according to the award phase in effect at time of cancellation.
- Student "No-Shows" will be penalized as follows:
 - First offense: Loss of 1 Gratis Point.
 - First offense: Loss of Group Seating eligibility for the remainder of the season. The Student may still request an individual game ticket for the remainder of the season.
 - First offense, Group Leaders: Loss of Group Leader eligibility status.
 - Second offense: Loss of second Gratis Point. The Student becomes ineligible for the remainder of the season for that sport only.
- Appeals may be made to Student Government. The Athletic Department has the ability to restore eligibility as needed or to edit Gratis Point totals as needed only as prompted by Student government.

- Students may request a parking pass for Football by presenting a valid e-ticket and Student ID at Reynolds Coliseum during a designated 3-hour service period on the date specified by the Athletic Department.
- Students may present their valid Student ID at Gate C on Trinity Road to gain entry into the parking lot for all Basketball games at the RBC Center.

III. THE ONLINE E-TICKETING PROCESS

1. **The Request Period:** Students access their personal online accounts via website(s) of the university's choosing.

a. The Request period begins approximately eight (8) days before the event at midnight and ends two days later at 11:59 pm.

b. During the Request Period:

ii. Eligible students may request 1 unpaid ticket.

iii. Eligible students may request 1 paid guest ticket (subject to avail.).

iv. Eligible students may request to be seated with a Group Leader.

c. Student accounts are secured by their "Unity ID" and password, which must be included in data transmitted to TicketReturn by the university Registrar.

d. All student requests are treated equally during this period. No first-come, first served criteria apply.

e. If no lottery is triggered by an excess volume of student ticket requests, as tallied at the end of this Request Period, all students receive email notification of their ticket awards, which they must claim in the next 48 hours to confirm usage. Surplus tickets remain available to all eligible students who did not request a ticket, until that supply of tickets is exhausted.

f. **Lottery Logic and Sort Criteria:** At the end of this Request Period, IF the total ticket allotment is less than the number of tickets requested; OR if the total Block Seating sub-allotment is less than the total of Large Group Seating Requests; OR if the total General Distribution allotment is less than the number of individual ticket requests plus Small Group Seating Requests, the following lottery routine is initiated automatically:

i. **Sort 1, All Events of the Season:**

1. Matches each Group Leader with the students who have requested to be seated with that Group Leader, plus guests; a group total is assigned to each group seating request.

a. **Random selection of Large Group Leaders, up to a maximum of 40%, drawn from the Block Seating suballotment.**

b. **Random selection of Small Group Leaders and individual students, up to a maximum of 60%, drawn from the General Distribution suballotment, plus any tickets leftover from the Block Seating suballotment.**

c. Random assignment of seating Sections for all students and Groups.

d. To ensure all sections are filled to capacity:

i. Large Groups are first assigned to all available

ii. Students who wish to sit in the "best seats" in any general admission section may do so by arriving early and claiming those "frontrow" seats.

ii. **Winner Notification:** Student lottery winners receive email notification of e-ticket award(s). Students click on a link in the email to access their online account and claim ticket(s).

i. Students who were not chosen in Lottery 1 receive email stating they have been automatically entered in Lottery 2.

2. Claim Period 1: Students claim tickets awarded by email notification at conclusion of the Request Period, confirming their intent to use the tickets that have been assigned to them.

a. Claim Period 1 begins at 3:01 AM after the ending of the Request Phase and ends the next day at 11:59 PM.

b. After claiming their e-tickets, students may print the ticket immediately or at any time before the event starts.

c. Guest tickets are paid for at the time e-tickets are claimed. The Box Office may accept cash payment of guest tickets if the student does not have a credit or debit card.

d. Students who do not claim their e-tickets online lose those tickets at the end of the claim period.

e. At the end of the Claim Period, Lottery 2 is automatically initiated for individual student ticket requests only, using the same sort criteria as Lottery 1.

i. Unclaimed e-tickets from Lottery 1 are returned to the original allotment for distribution to Lottery 2 winners.

ii. If additional tickets remain, those tickets immediately become available “on-demand” to any eligible student. For example: 1,000 tickets go unclaimed by Lottery 1 winners. Only 500 students lost in Lottery 1. The remaining 500 tickets become available online to any eligible student who has not already requested and received a ticket. Guest tickets also may be purchased at this time. For those students who have a personal ticket but have not already requested a Guest ticket, there is no guarantee the Guest ticket will be available in the same Section as the Student’s original ticket. In this situation, the Student may cancel their original ticket and request a new ticket with guest purchase, assuming availability.

iii. Members of groups that were not chosen in Lottery 1 may request individual tickets on-demand, if available.

3. Claim Period 2: Individual Students claim tickets awarded by email notification in Lottery 2, confirming their intent to use tickets that have been assigned to them.

a. Claim Period 2 begins at 3:01 AM after the ending of Claim Period 1 and ends at 11:59 PM the next day.

b. After claiming their e-tickets, students may print the ticket immediately or at any time before the event starts.

c. Guest tickets are paid for at the time e-tickets are claimed. The Box Office may accept cash payment of guest tickets if the student does not have a credit or debit card.

d. Students who do not claim their e-tickets online lose those tickets at the end of this 24-hour claim period.

e. Surplus tickets remain available to any eligible student, including members of Groups that were not selected in Lottery 1.

4. On-Demand Period: Students who have not already requested or received tickets may claim surplus tickets, if any remain, up until 6 hours prior to the event.

a. If tickets remain, any eligible student may go online and request an e-ticket or paid guest ticket.

b. No student may obtain more than one unpaid and one paid guest e-ticket for any single event.

c. Tickets may be printed immediately upon award of request.