



## FOOTBALL STUDENT GUEST TICKETS – FREQUENTLY ASKED QUESTIONS

### **Q: What are Football Student Guest Tickets?**

**A:** Student Guest tickets are general admission football tickets which allow the guest of any student to sit in the same sections in which students may sit.

### **Q: How much do Football Student Guest tickets cost?**

**A:** Student Guest tickets can be purchased for the regular price for that game. The prices for each game are as follows:

<b>Southern California (Limit 4)</b>	<b>\$50</b>
<b>Maryland, UNC, Miami, Clemson</b>	<b>\$42</b>
<b>East Carolina</b>	<b>\$35</b>
<b>Richmond</b>	<b>\$16</b>

All online ticket purchases are subject to a \$5 per ticket processing fee; Student Guest tickets purchased in person at the Virginia Athletics Ticket Office in Bryant Hall are not subject to processing fees. Tickets are not refundable or exchangeable once purchased, and tickets purchased in person at Bryant Hall cannot be replaced if lost.

### **Q: How do I buy a Student Guest ticket for an upcoming football game?**

**A:** Student Guest tickets may be purchased by logging on to your SHOTS online account at [uvashots.com](http://uvashots.com) beginning Friday, August 15<sup>th</sup>. Click "Request/Claim Tickets" on the left side of the home page. The available games will be listed at the bottom of the page. Click "Reserve Ticket" to select your desired event and follow the on-screen instructions.

Students may also purchase Student Guest tickets for all home games in person at the Virginia Athletics Ticket Office in Bryant Hall, Monday through Friday, between the hours of 9 am and 5 pm. Students must present a valid student ID to be eligible to purchase Student Guest tickets.

### **Q: How can I re-print a Student Guest ticket I've already bought?**

**A:** Tickets can only be reprinted if you have purchased them online. Tickets purchased at the Virginia Athletics Ticket Office in Bryant Hall cannot be reprinted.

To reprint your tickets purchased online, log in to your SHOTS account and click on "Your Tickets" on the left side of the page. Then scroll down to the game and click "Re-Print Ticket" followed by the print button in your browser. **NOTE: It is not recommended to print multiple copies of tickets, as only the first ticket that is scanned will be considered valid. Admission will not be provided for any subsequent tickets presented at the student gate.**

### **Q: Where are the student sections at Scott Stadium?**

**A:** Student seating is located in Sections 101–105, 501–503 and the grassy hillside located in front of the Hoo Vision video board. Seating is general admission within these sections. To view the Scott Stadium seating diagram showing student seating locations, please visit [uvashots.com](http://uvashots.com) and click the "Scott Stadium Diagram" link on the left side of the page.

**Q: What is the student capacity for Scott Stadium?**

**A:** Capacity for student admissions and student guest tickets for home football games at Scott Stadium is 13,000. Once 13,000 students and student guest ticket holders have entered Scott Stadium, no additional students will be admitted to the stadium. Student guest ticket holders may enter Scott Stadium at any time after the gates open.

**Q: When do Student Guest tickets go on sale?**

**A:** Student Guest tickets for all Virginia home games will go be available for purchase beginning Friday, August 15<sup>th</sup> at 9:00 am.

**Q: Why is there a limit of 4 tickets for the Southern California game?**

**A:** Due to the overwhelming interest from fans in attending this game, a limit was imposed to give all Virginia students a fair opportunity to purchase tickets for their guests.

**Q: Can I buy Student Guest tickets over the phone?**

**A:** Student Guest tickets are not available for sale over the phone.

**Q: The person I bought the ticket for can't make the game. Can I get a refund?**

**A:** No. There is no refund or exchange permitted for football single-game tickets.

**Q: Where can Student Guest tickets be used to enter Scott Stadium?**

**A:** Student Guest tickets may only be used for entry at the North Gate (often referred to as the Student Gate), located at the corner of Alderman and Whitehead Road. Fans with Student Guest tickets may enter through the 4 doors on the right side of the North Gate, when viewed from the street. Upon arrival at the gate, each guest's ticket is scanned and verified electronically before they may enter the stadium.

**Q: Can students and guests of students enter through the same gate?**

**A:** Yes. Students and guests of students alike may enter through the 4 designated doors of the North Gate. In addition, members of the public with reserved seat tickets may also enter through these doors.

**Q: I can't get into my SHOTS account. Why?**

**A:** Students must have completed Final Registration and have paid their Athletics Fee in full to be considered eligible to use the SHOTS system. It may take 1-2 days for the data feed from Student Financial Services to update and place your account in the SHOTS system. We ask that you be patient during this process.

**Q: Who can I contact if I have problems or questions?**

**A:** Students may contact the Virginia Athletics Ticket Office with questions by e-mailing [studenttickets@virginia.edu](mailto:studenttickets@virginia.edu).

**THANKS FOR YOUR SUPPORT AND LET'S GO HOOS!**