



MEN'S BASKETBALL TICKETS - FREQUENTLY ASKED QUESTIONS

Q: How can I attend a Virginia men's basketball game?

A: All students must have a ticket to enter the John Paul Jones Arena for men's basketball games. Student tickets must be requested in advance of the game through the SHOTS online ticketing system at uvashots.com. There are no student tickets available at the John Paul Jones Arena on game day.

Q: What do I need to enter John Paul Jones Arena for men's basketball games?

A: Activity fee-paying students will need their valid student ticket and their valid UVA Student ID. A visual check of the student ID will be done to ensure that the name on the ticket is the same as the name on the ID. The ticket will then be scanned by a hand-held scanner.

Q: Will I still be able to sit with my friends?

A: All tickets will be assigned to a specific entry group. The entry group number and the earliest time at which the student may enter the arena will be printed on the student ticket. Students may choose to enter the John Paul Jones Arena with their assigned entry group or any subsequent entry group.

Q: What are Sabre Points?

A: Sabre Points are student loyalty points earned by attending home Virginia men's basketball games and other Virginia Athletics events. Points held by students offer a greater opportunity to be awarded a ticket for popular games in which the number of ticket requests exceeds the number of available tickets.

Q: How are Sabre Points earned?

A: Sabre Points are earned through attendance at Virginia Athletics home games. For men's basketball, points are earned when the student's ticket is scanned at the student entrance gate of John Paul Jones Arena. All students may earn Sabre Points by logging on to their SHOTS student account, requesting a men's basketball ticket and attending the game for which the ticket was requested. While a student's total number of Sabre Points can never fall below zero (0), attendance is the only way in which to earn points.

Students may choose to earn additional Sabre Points by enrolling in the Orange Passport program and attending designated Orange Passport events (such as soccer, women's basketball and volleyball). To view the current Orange Passport schedule and obtain an Orange Passport card, [click here](#).

PLEASE NOTE: An Orange Passport card is not needed to earn Sabre Points for attending men's basketball games. It is only needed for Orange Passport events.

Q: How does the ticket request process work?

A: To read more about the request process, visit uvashots.com and click on "SHOTS Men's Basketball Ticketing – How It Works".

Q: If there is a ticket lottery held for the game I want to attend, what are my chances of getting a ticket?

A: The likelihood of being selected to receive a ticket in a lottery situation depends partly on the number of students who have requested tickets for that game. Each student who has requested a ticket will receive 1 entry in the lottery. Additionally, each student who has collected Sabre Points prior to the end of the ticket request period will receive an additional number of entries in the lottery equal to the number of points they hold.

Q: How do Sabre Points work in distributing student tickets for games when students request more tickets than are available?

A: For these high-demand games, each student has entries in a lottery equal to the number of Sabre Points earned by attending previous games, plus 1. For example:

Student A has 24 out of a possible 24 Sabre Points = 25 entries
Student B has 10 out of a possible 24 Sabre Points = 11 entries
Student C has 0 out of a possible 24 Sabre Points = 1 entry

Students improve their opportunity to obtain tickets to high-demand games by attending other games (and earning Sabre Points) throughout the basketball season.

Q: How can I see how many Sabre Points I have accumulated?

A: Information on the events you have attended and the Sabre Points you have earned can be found in two distinct places on the SHOTS system.

- 1.) Log in to your student account at uvashots.com.
- 2.) Click "View Your Men's Basketball Sabre Points" to view points earned by having men's basketball student tickets scanned at games.
- 3.) Click "View Your Orange Passport Sabre Points" to view points earned by having your Hoo Crew Orange Passport card scanned.

Both groups of points are added together and used in the lottery process to determine which students will receive men's basketball tickets (when there is a lottery held due to high demand).

Q: What happens if students selected in the lottery do not claim their tickets?

A: Tickets not claimed during the first claim period following the lottery will be automatically offered to students who have requested a ticket but were not awarded a ticket in the lottery. These students will be offered tickets in Sabre Point order, with the student holding the largest number of Sabre Points to receive the first available ticket. Students selected to receive a ticket are contacted automatically by e-mail and must claim their ticket during the second claim period.

Q. Why can't all students who want to attend games be allowed into the arena?

A: There are designated seating sections for students in John Paul Jones Arena. Unfortunately, there are not enough seats available for every registered student.

Q: How does the entry process work on game day?

A: Gates will open 90 minutes prior to all men's basketball games at John Paul Jones Arena. Students with tickets for each game are divided into 10 entry groups, based on the order in which they were selected to receive a ticket (with those selected to receive a ticket first placed in entry group #1). Each entry group will enter 5 minutes after the previous one, with the first group entering when gates open. Students may enter at any time after the entry time printed on their ticket.

Q: I arrived at the gate after the game started. Can I still receive Sabre Points for attending the game?

A: Student ticket scanning continues through the first half and is completed by the end of halftime. Students who wish to earn Sabre Points for attending the game must arrive and have their ticket scanned by that time. No Sabre Points will be awarded to students who do not arrive and have their ticket scanned by the end of halftime.

Q: Why are students with high numbers of Sabre Points not guaranteed tickets?

A: 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.

Q: What if my ticket gets damaged before entering John Paul Jones Arena for basketball games? Will I still be able to get in?

A: In the event that a student's ticket is damaged to the point of being unreadable, they can go to the Student Ticket Services area inside the student gate. The student must show the damaged ticket in order to be credited with Sabre Points and to be given a new, temporary ticket. This ticket will allow the student to access the student seating area.

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 stadium and kept in a safe, dry place. Alternatively, the student may visit one of any available University of Virginia computing labs to re-print their ticket by logging into their SHOTS online account.

Q: How many times can I print out my ticket?

A: Students can print out their tickets an unlimited number of times; however, only the first ticket scanned at the arena will be accepted. All other copies of the ticket will be rejected, and admission will not be provided for these tickets.

Q: How can I purchase a Student Guest ticket for a men's basketball game?

A: Students are able to purchase guest tickets for men's basketball games, subject to availability. Student Guest tickets will only be available at the beginning of the On Demand period if the number of tickets available has not been fully claimed by students. Guest tickets are priced the same as all public tickets for each game, and are limited to a maximum of 3 per student per game.

Please note that if the number of ticket requests in the Request phase does not exceed the number of tickets available, the On Demand phase will begin at 3:01 am on the first day of the Claim phase.

Q: What items should I not bring to the arena?

A: Among the items prohibited at John Paul Jones Arena are the following:

- Horns, whistles or artificial noisemakers of any kind
- Alcoholic beverages
- Bags and Backpacks
- Balls of any type
- Containers (ie, bottled water, etc.)
- Coolers (hard- or soft-sided)
- Food and beverages of any kind
- Glass bottles
- Strollers
- Tripods
- Umbrellas
- Video/movie cameras

Q: What will happen if I give someone my ID or ticket?

Students who violate provisions of the student ticket distribution policy will be referred to the Student Affairs Office and, when necessary, to the UVA Police Department.

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 UVA Student ID, or the UVA Student ID of another student, at the student entry gate or elsewhere in John Paul Jones Arena.
- Gaining or attempting to gain unauthorized access to the online student ticket distribution system or the personal account of another student.
- Violations of arena rules.

Students found "responsible" for violations of the student ticket distribution policy by the Student Affairs Office or convicted of a criminal act related to the student ticket distribution policy, face the loss of all accumulated Sabre Points in men's basketball, in addition to other penalties.

Q: What are my rights and responsibilities as a UVA men's basketball student ticket holder?

A: Student tickets give the owner the right to view the event described from the student section.

Student ticket holders cannot enter the 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.

The University of Virginia athletics department is striving to create a unified, positive and intimidating home court advantage for our basketball programs. As a Hoo Crew member, you are expected to wear the official 2009-10 Hoo Crew t-shirt when sitting in lower level seats for men's and women's basketball games at the John Paul Jones Arena.

Simultaneously, the University of Virginia athletics department expects your cooperation in promoting good sportsmanship. Out of concern for the safety and respect of our coaches, players and officials, those individuals who sit in close proximity to the playing court must be held to a higher level of responsibility for actions and conduct, before, during and after games. The University expects game management personnel and our game officials to continue our "zero tolerance" policy toward individuals who engage in profanity, racial or other taunting or threatening remarks or actions.

Guests who do not conduct themselves in the appropriate manner will be subject to ejection and revocation of attendance privileges.

Q: Who developed the online student ticket distribution system for men's basketball?

Student leaders and focus groups worked with administrators from Student Affairs and Athletics to develop the online ticketing system.

Q: What are the advantages of the SHOTS ticketing system?

The previous ticketing system was not the most convenient for our students. They often had to stand in long lines and rearrange their schedules to get tickets. 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
- Quick hand-held scanning of tickets at the student entrance gate of John Paul Jones Arena
- Ability to reward the fans who have attended University of Virginia athletics events