

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: <https://ticketreturn.com/UNF/>

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 UNF Arena for men's basketball games?

Students will need their student ticket and Osprey1Card to be admitted at the student entrance 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 Osprey1Card. 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?

For Men's Basketball, students should enter at the Student Entrance located at the Southeast corner of UNF Arena closest to the intersection of UNF Drive and Varsity Lane.

For Women's Basketball, all entry will be through the main entrance to UNF Arena.

5. Which students will be able to sit in the lower level student section?

Seating in the lower level is limited to the first 180 students who arrive to the game. After the lower level student sections are full, all remaining students will be directed upstairs to sit in the general admission sections (31-37).

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

All student seating sections are general admission seating. Due to Covid-19 Social Distancing protocols, students will be allowed to sit in groups of 2 in the student section and will always have to remain in those pairings and wear a mask unless they are actively eating or drinking.

13. Why can't all students who want to attend games be allowed into UNF Arena?

Due to health and 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.

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

If no longer able to attend, students can cancel tickets through their online account.

20. How many times can I access my mobile ticket?

Students can access their tickets an unlimited number of times; however, if sent to someone else, only the first ticket scanned at the entrance will be accepted and all other copies of the ticket will then be rejected.

22. What are my rights and responsibilities as a UNF 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 (UNF 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 Osprey1Card, or the ID of another student, at the student entry gate or elsewhere in UNF Arena.
- Gaining or attempting to gain unauthorized access to the online student ticket distribution system or the personal account of another student.
- Violations of UNF Arena policies.

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 ability to attend future events, 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, print out tickets, or display mobile tickets
- Quick hand-held scanning of tickets at the student gate entrance
- Ability to know before going to the game that you have a ticket

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

Students may send e-mails to [ospreytickets@unf.edu](mailto:ospreytickets@unf.edu).