

## **STUDENT TICKET DISTRIBUTION POLICY FOR WEST VIRGINIA UNIVERSITY FOOTBALL HOME GAMES**

### **1.0 ONLINE STUDENT TICKET DISTRIBUTION**

- 1.1 Students register online at [www.wvugame.com](http://www.wvugame.com) for student tickets to regular season football home games.
  - 1.1.1 Students will login using their MIX user name and then type in the last six digits of the WVU ID for the password. *\*Please note that this is not the MIX 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.
    - 1.1.1.1 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](http://www.wvu.edu/~wvucard/ls.html) or by phone at 293-CARD (293-2273).
  - 1.1.2 **Currently enrolled, athletic-fee paying WVU students are eligible to receive one (1) ticket each to football home games.**
  - 1.1.3 Once athletic-fee paying students log-in, depending on their status, they will select a ticket in one of the following areas: **Maniacs** (for fee-paying Maniac members in good standing); **Senior Spirit Section 121** (for students who have achieved senior status of 89 plus credit hours or who are graduate or professional students that have paid the necessary fee); or **Upper Deck or Lower Deck** (open to all students).
- 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 their ticket (e) cancel a previously claimed ticket, and (g) purchase student guest tickets for football, if available (*see 5.0 for details*).
- 1.3 Registration for each football home game will start eight days before the game at 4:01 p.m. and be open for four (4) days. 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 by printing the ticket.
  - 1.4.2 Additional students who desire to attend the game can claim any available tickets during the print-on-demand period up until kick-off on gameday by printing out the ticket, unless Loyalty Distribution is activated. (*see 2.5 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 12:00 Noon one day prior to gameday 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 football season.
  - 2.2.2 Maniacs are not affected by Loyalty Distribution, since their tickets are reserved for the entire season; however, Maniac seats not claimed in the first two-day claim period 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 up until kick-off on gameday by printing out the ticket.

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 12:00 Noon one day prior to gameday to avoid losing Loyalty Points (*see 3.2 for details*).

**3.0 LOYALTY POINTS AWARDED FOR ATTENDANCE AT HOME FOOTBALL GAMES; 20% OF TOTAL POINTS CARRY OVER EACH YEAR; POINTS ALSO GIVEN AT START OF SEASON BASED ON SENIORITY**

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 5 points

3.1.2 Juniors received 3 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 games, which is tracked via handheld scanners at the student entrance at Milan Puskar Stadium.

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 Milan Puskar Stadium 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 for 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 12:00 Noon one day prior to gameday 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 kick-off on gameday, but after the ticket cancellation deadline of 12:00 noon one day prior to gameday.
- 3.3.2 Two (2) Loyalty Points are deducted if a student claims a ticket but (a) does not to attend the game and (b) does not cancel the ticket prior to kick-off on gameday.
- 3.4 Loyalty Points are sport-specific (meaning points earned for attending football games would not count towards points earned for attending basketball games, etc., if this system would eventually be put in place for sports other than football).
- 3.5 20% of Loyalty Points are retained from one academic year to the next on a sport-specific basis.
- 3.6 Students who attend games as official members of the WVU Marching Band, football team, cheerleading squad, 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.
- 3.7 Students have five (5) working 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 FOOTBALL HOME GAMES**

- 4.1 **Basic Requirements:** admission to all football home games requires that students present: (a) their **valid student ticket** and (b) their **valid, WVU Student ID**. **Students will not be admitted with out 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.
- 4.1.1 **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.
- 4.1.1.1 Student A cannot gain admission using the student ticket of Student B.
- 4.1.1.2 Student A cannot gain admission using the WVU Student ID of Student B.
- 4.1.1.3 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.
- 4.1.1.4 The section location will be noted on the tickets.
- 4.2 All student seating sections are general admission seating. This enables students to sit with friends and select their preferred seat locations within their designated sections. We cannot guarantee that students will be ticketed for the same section unless they have Maniac tickets.
- 4.3 Students will select seats from one of the four options listed on the Web site, depending on their eligibility and/or preference. The four options include:
- **Maniacs** (for fee-paying Maniac members in good standing)
  - **Senior Spirit Section 121** (for students who have achieved senior status of 89 plus credit hours or who are graduate or professional students)
  - **Upper Deck** (open to all students)
  - **Lower Deck** (open to all students)
- 4.4 Students should enter on East side of the stadium. Gates there will be marked either Maniacs/Upper Deck or Lower Deck/Senior Spirit and students should be certain to get into the proper line. Students sitting in either the Lower Deck or in Senior Spirit Section 121 will receive wristbands as they enter the student gates marked for their sections. Students in the Upper Deck and Maniac sections will not receive wristbands, but should be ready to present their tickets 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](http://www.wvugame.com).

5.1.2 Student guest tickets are general admission seating in either the **Upper Deck** or **Senior Spirit Section 121**. 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 11,000 student seats for football home games at Milan Puskar Stadium, but due to consistent no-show rates, up to 12,500 tickets will be distributed.

6.2 Loyalty Distribution, when triggered, is conducted separately within these categories: Lower Deck, Upper Deck, and Senior Spirit Section 121, and then where seating is available.

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 football ticket holder?**

Student tickets give the owners the right to view the event described from their assigned section. Student ticket holders cannot enter the playing field, 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 Student Affairs Judicial Office 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 Milan Puskar Stadium.

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 Student Affairs Judicial Office or convicted of a criminal act related to the student ticket distribution policy, face the loss of all accumulated Loyalty Points in football, 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 improvement to [OnlineTicketing@mail.wvu.edu](mailto:OnlineTicketing@mail.wvu.edu).