Student Football Ticket Policy

Student Football Ticket Policies and Procedures

NOTE: The policies and procedures below are current as of Sept. 29, 2014. Policies and procedures are still being developed, and are subject to change without notice.

Eligibility

- **Students** – Students must be currently enrolled and have paid the full University Programs and Services Fee to be eligible for the opportunity to purchase student football tickets. Eligible students are not guaranteed a ticket. Students who have not paid the full University Programs and Services Fee but are enrolled in at least 6 hours may opt to pay the full fee to become eligible for the opportunity to purchase student football tickets.

- **Plus Card** – Eligible students may pay a fee and obtain a Plus Card through the Volcard Office to provide an individual 18 years or older, living in their household the opportunity to purchase student football tickets. Purchasing a Plus Card does not guarantee the Plus Card Holder a ticket.

Cost

Home student football tickets are discounted and sold at $10.00 per ticket. Student guest tickets and away game tickets are sold at face value.

<table>
<thead>
<tr>
<th>Home Games</th>
<th>Student Tickets</th>
<th>Guest Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oklahoma</td>
<td>$10</td>
<td>$105</td>
</tr>
<tr>
<td>Western Carolina</td>
<td>$10</td>
<td>$40</td>
</tr>
<tr>
<td>Arkansas</td>
<td>$10</td>
<td>$70</td>
</tr>
<tr>
<td>Georgia</td>
<td>$10</td>
<td>$90</td>
</tr>
<tr>
<td>South Carolina</td>
<td>$10</td>
<td>$80</td>
</tr>
<tr>
<td>North Texas</td>
<td>$10</td>
<td>$40</td>
</tr>
<tr>
<td>Vanderbilt</td>
<td>$10</td>
<td>$60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Away Games</th>
<th>All Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bowling Green</td>
<td>$55</td>
</tr>
<tr>
<td>Florida</td>
<td>$80</td>
</tr>
<tr>
<td>Alabama</td>
<td>$90</td>
</tr>
<tr>
<td>Kentucky</td>
<td>$75</td>
</tr>
<tr>
<td>Missouri</td>
<td>$75</td>
</tr>
</tbody>
</table>
Season Tickets

In order to provide the greatest number of students the opportunity to purchase tickets, student season tickets are not available. Tickets are sold on a game by game basis only.

Student Ticket Accounts

Students have secure, personal accounts in the student ticket system from which to: (a) manage their account information, (b) track their attendance history, (c) view their Loyalty Point total, and (d) print their ticket.

- **Initial Login** - The first time students log in to the student ticketing system, they will need to use their NetID username and the password ‘guest’ (password is case-sensitive). They will then be prompted to change the password so that it will be unique to their account.
- **Email Opt-Out** - By registering for tickets, students consent to receiving emails related to their ticket requests. Students can elect to opt-out of receiving additional emails regarding athletics events by checking the disable emails button under their Student Status Information on the Student Information page of the online student ticket system. Students will then only receive those emails related to their ticket requests (e.g. email notification of being awarded a ticket, etc.).
- **Reminder Emails** - Students can elect to receive an automatic email reminder at the beginning of each ticket Request Period by checking the reminder email button under their Student Status Information on the Student Information page of the online student ticket system.

Home Game Ticket Process

Student home game football tickets will be purchased through an on-line ticketing system. The home game ticket purchase process is a three step process.

1. **Request a Ticket**
   - The first step to obtaining a home game ticket is to request one. There is a two day Request Period typically beginning at 8:00am ten (10) days prior to the game (Wednesday) and ending two days later (Thursday) at 11:59 PM. There is no advantage to being the first student to request a ticket, nor is there a disadvantage to being the last student to request a ticket.
During the Request Period, eligible students may request 1 student priced ticket and up to two face value home game guest tickets. The request does not guarantee a ticket. It is only a request for the opportunity to purchase tickets.

Tickets are requested by going to [http://bigorangetix.utk.edu](http://bigorangetix.utk.edu) following the links for purchasing home game tickets, and making the necessary entries for student and guest tickets.

Students wishing to sit with other students must identify a group leader and request to be seated with the group leader during the Request Period. (See also: Seat Assignment/Location)

Special Note: If the number of student and guest tickets requested during the period exceeds the number of tickets available, then the guest ticket portion of the requests will be cancelled and the process will continue with only the student ticket requests.

2. **Purchase a Ticket**

Once the Request Period ends, a selection/seat assignment process, based on loyalty points, is run to identify the students/groups who will have the opportunity to purchase tickets during Claim Period 1 and determine the location of their seats. The more loyalty points held by a student/group, the earlier that student/group will be assigned ticket(s) during the assignment process. After the selection/seat assignment process is run, students who requested tickets will be notified through email as to whether or not they have been selected and are being given the opportunity to purchase the tickets they have requested. The opportunity to purchase a ticket is split into three time periods: Claim Period 1, Claim Period 2 (waiting list), and Open Sales Period.

**Claim Period 1**

- Students who request tickets will be sent an email the day after the close of the Request Period. The email will indicate that either they have been selected and now have the opportunity to go purchase (claim) their tickets, or they have been placed on a waiting list.
- The students selected will have until Monday at 11:59 pm to purchase (claim) their tickets (Holidays may affect schedule).
- Tickets are purchased by going to [http://bigorangetix.utk.edu](http://bigorangetix.utk.edu), following the links for purchasing home game tickets, and completing the necessary payment information. Acceptable forms of payment are Visa or Mastercard.
- Students, who fail to purchase their tickets by the deadline, forfeit their Claim Period 1 purchase opportunity.

**Claim Period 2** (Waiting List)

- Claim Period 2 takes place only if the following two things occur. First, the number of student tickets requested exceeded availability. Second, tickets remain unclaimed after Claim Period 1.
- If the scenario outlined above occurs the system will take the remaining tickets and reassign them to students/groups in the order they are on the waiting list. The waiting list is in **loyalty point** order.
- These students will receive an email indicating that they have been selected and now have the opportunity to go to the website and purchase (claim) their ticket.
- The students selected will have until Tuesday at 11:59 pm to purchase (claim) their tickets (Holidays may affect schedule).
- Tickets are purchased by going to [http://bigorangetix.utk.edu](http://bigorangetix.utk.edu), following the links for purchasing home game tickets, and completing the necessary payment information. Acceptable forms of payment are Visa or Mastercard.
- Students who fail to purchase their tickets by the deadline forfeit their Claim Period 2 purchase opportunity.

**Open Sales Period**

- An Open Sales Period, beginning the Thursday after the end of Claim Period 2, may occur if tickets are available.
- Any tickets available after the close of Claim Period 2 are sold on a first-come, first-served basis during this period.
- Guest tickets may be purchased during this period.
- If the number of student tickets requested is less than the number of student tickets available, then the Open Sales Period will open early and begin simultaneously with the start of Claim Period 1.
- The Open Sales Period will continue until one hour after kick-off.
- Tickets are purchased by going to [http://bigorangetix.utk.edu](http://bigorangetix.utk.edu), following the links for purchasing home game tickets, and completing the necessary payment information. Acceptable forms of payment are Visa or Mastercard.

3. **Print Ticket**

- You will need access to a printer to print your UT football game ticket. Please use white paper only when you print your football ticket. Do not use colored, textured or watermarked paper. Be sure that the ink or toner cartridge in your printer is not low. Incomplete, lined, streaked or faded (red/pink in color) barcodes will not scan properly.
- The ticket will bear the student’s name, event description, event date, the assigned seat, and a verification barcode. (Guest tickets will have the word ‘GUEST’ on them)

**Away Game Ticket Process**

Student away game football tickets will be purchased through an on-line ticketing system. The away game ticket purchase process is a four step process.
1. **Request a Ticket**
   - The first step to obtaining an away game ticket is to request one. There is a two day Request Period beginning at 8:00am on a Wednesday and ending the following Thursday at 11:59 PM. The exact schedule of away game sales can be found on the [Ticket Sales Schedule](#) page.
   - During the Request Period, eligible students may request 1 student ticket and 1 away game guest ticket. The request does not guarantee a ticket. It is only a request for the opportunity to purchase tickets.
   - Tickets are requested by going to [http://bigorangetix.utk.edu](http://bigorangetix.utk.edu), following the links for purchasing away game tickets, and making the necessary entries for tickets.

2. **Purchase a Ticket**
   - Once the Request Period ends, a selection process, based on [loyalty points](#), is run to identify the students who will have the opportunity to purchase tickets during Claim Period 1. The more loyalty points held by a student, the more opportunities for being selected. After the selection/seat assignment process is run, students who requested tickets will be notified through email as to whether they have been selected and are being given the opportunity to purchase the tickets they have requested. The opportunity to purchase a ticket is split into three time periods: Claim Period 1, Claim Period 2, and Open Sales Period. These time periods are outlined below.

   - **Claim Period 1**
     - Students, who request tickets, will be sent an email the day after the close of the Request Period.
     - The email will indicate that either they have been selected and now have the opportunity to go purchase (claim) their tickets, or they have been placed on a waiting list.
     - The students selected, will have until Monday at 11:59 pm to purchase (claim) their tickets.
     - Tickets are purchased by going to [http://bigorangetix.utk.edu](http://bigorangetix.utk.edu), following the links for purchasing away game tickets, and completing the necessary payment information. Acceptable forms of payment are Visa or Mastercard.
     - Students who fail to purchase their tickets by the deadline forfeit their Claim Period 1 purchase opportunity.

   - **Claim Period 2** *(Waiting List)*
     - Claim Period 2 takes place only if the following two things occur. First, the number of student tickets requested exceeded availability. Second, tickets remain unclaimed after Claim Period 1.
     - If the scenario outlined above occurs the system will take the remaining tickets and reassign them to students in the order they are on the waiting list. The waiting list is in [loyalty point](#) order.
• These students will be sent an email indicating that they have been selected and now have the opportunity to go to the website and purchase (claim) their ticket.
• The students selected will have until Tuesday at 11:59 pm to purchase (claim) their tickets.
• Tickets are purchased by going to http://bigorangetix.utk.edu, following the links for purchasing away game tickets, and completing the necessary payment information. Acceptable forms of payment are Visa or Mastercard.
• Students who fail to purchase their tickets by the deadline forfeit their Claim Period 2 purchase opportunity.

Open Sales Period
• An Open Sales Period, beginning the Thursday after the end of Claim Period 2, may occur if tickets are available.
• Any tickets available after the close of Claim Period 2 are sold on a first-come, first-served basis during this period.
• Guest tickets may be purchased during this period.
• If the number of student tickets requested is less than the number of student tickets available, then the Open Sales Period will open early and begin simultaneously with the start of Claim Period 1.
• The Open Sales Period will continue according to the posted schedule.
• Tickets are purchased by going to http://bigorangetix.utk.edu, following the links for purchasing away game tickets, and completing the necessary payment information. Acceptable forms of payment are Visa or Mastercard.

3. Print Ticket Voucher – AWAY GAMES ONLY
• You will need access to a printer to print your UT football game ticket. Please use white paper only when you print your football ticket. Do not use colored, textured or watermarked paper. Be sure that the ink or toner cartridge in your printer is not low. Incomplete, lined, streaked or faded (red/pink in color) barcodes will not scan properly.
• The voucher will bear the student’s name, event description, event date, and a verification barcode.

4. Pick-Up Ticket – AWAY GAMES ONLY
• Once the student has printed the voucher, s/he must take the voucher to the Central Ticket Office, located on the first floor of the Panhellenic Building.
• The student will need to present his/her Volcard along with the voucher to obtain the ticket.
• The ticket(s) must be picked up during the times specified on the schedule.
Loyalty Points

A Loyalty Point system is used as part of the student ticketing process. Loyalty Points will be used to help determine the opportunity for purchasing tickets and seat location.

Initial Load of Loyalty Points
Returning students will be awarded points based upon previous season attendance. The number of points awarded to returning students will be approximately 1/3 the number of total loyalty points earned during the past season.

- **Earning Loyalty Points**
  Attending Football Games - The primary method of earning Loyalty Points is through attendance at home football games. This is tracked via handheld scanners at the student entrances at Neyland Stadium. Students must enter the stadium by half time to earn Loyalty Points. Attendance is required to earn Loyalty Points. Zero (0) Loyalty Points are earned simply for registering for a student ticket or purchasing a student ticket.

- **Posting of Loyalty Points**
  Loyalty points earned at football games will be posted to student accounts by noon the Wednesday following the game.

Seating Assignment/Location

- **Seating Assignment** – Student seating for football is reserved seating. A loyalty point selection process is used to determine seat assignment. Seats are assigned from best to worst in the order that students/groups are selected. The more loyalty points held by a student, the better their seat will be. Students must sit in the seat designated on their ticket.

- **Seating Location** – Student seating is located in sections D, E, F, G, H, I, J & K.

- **Sitting Together** – To sit together, students must form groups. Groups can be created only during the Request Period of the ticket purchase process.

  - Groups are defined as two or more individuals.
  - The maximum group size is 250.
  - To form a group, one individual in the group must be identified as a Group Leader.
• Group Leaders will identify themselves by checking a box in their on-line account which states the following:
  “I consent to serve as a Small Group Leader for up to 249 other students who may request to be seated with me. Any student may join my seating group by entering my NetID when s/he requests tickets for an upcoming event. I understand that a group’s loyalty point standing will be the average of the loyalty points held by the group”

• Students wishing to sit with someone identified as a Group Leader must enter the Group Leader’s NetID in the Group Field (NOTE: The Group Leader must enter their NetID in the Group Field or they will not be placed with the group) and enter the Group password (The password is set by the Group Leader).

• If a student requests to be seated with someone who has not accepted Group Leader responsibility, or who has lost Group Leader eligibility, the student will be notified on-screen that the person they selected is not a valid Group Leader.

• Students who request to be seated with a group that has exceeded its maximum size of 250 will be notified on-screen that the group is full.

• For loyalty point selection purposes, A group’s loyalty point standing will be the average of the loyalty points held by the group (Guest tickets included as part of the group have a value of zero).

• Students who request to be seated with a group acknowledge that their chances of being selected during the loyalty point selection process are now dependent on selection of the Group in the process.

• Each group member must purchase (claim) their individual ticket if the group is selected.

**Stadium Access**

To gain access to the stadium on game days, students will need to bring the ticket with their name printed on it and their Volcard. Students must enter the stadium through either gate 4 or 23.

**SPECIAL NOTE:** There are two entrance locations to gate 4.

**Guest Tickets**

For those games, when student ticket demand is less than the number of student tickets available, students may have the opportunity to request guest tickets.
If tickets are available, and if chosen in the lottery, students may purchase up to two guest tickets. Guest tickets are sold at the ticket face value.

Students may request guest tickets during the Request Period. If the total number of tickets requested (student & guest) is less than or equal to the number of student tickets available, and if selected, the student will be given the opportunity to purchase the requested guest ticket(s) with their ticket during Claim Period 1. If the total number of tickets requested (student & guest) is greater than the number of student tickets available then student guest tickets will only be sold, if available, during an Open Sales Period. Sales during an Open Sales Period are on a first-come, first-served basis.

If a student wishes to cancel a guest ticket request, the student can do so by cancelling their request during the request period and then resubmitting a new request before the request period has elapsed. Once a student requests a guest ticket, the guest ticket request cannot be cancelled at any time without also cancelling the student ticket request (removing the student from any group seating arrangement).

If a student cancels a guest ticket after the request period, the student's ticket will also be cancelled.

Guest tickets are nonrefundable once purchased.

Guest tickets are not guaranteed, and any students that remain on the waiting list will be given the opportunity to purchase a student ticket prior to any guest ticket sales.

**Transferability**

If, after purchasing a ticket, a student determines that he or she no longer needs the ticket, they may transfer it to another eligible student. The transfer must be done through the on-line student ticketing system. Once a student has purchased a student ticket, he or she may not receive a transferred student ticket. Each student may only have one student ticket in his or her account for a given game.

Students may transfer one or all of the tickets they purchase to another eligible student(s).

A student is eligible to receive a transferred ticket if they are enrolled, have paid the full University Programs and Services Fee, and have not yet purchased the maximum number of tickets permitted for the ticket type they are to receive (1 student – 2 guest).

The on-line student ticketing system transfers the ticket only. NO MONEY IS TRANSFERRED. It is the responsibility of involved parties to make arrangements for payment.

Once a ticket is transferred it is moved from the original student’s account to the new student’s account and receives a new barcode. Any previously printed versions of the ticket become invalid and the previous owner can no longer print copies of the ticket.

Students who receive a transferred ticket must reprint the ticket with the new barcode and their name on it and bring it, along with their Volcard, to the proper stadium gate for entry to the game. Students may only enter the game with the ticket with their name on it. NOTE: Altering the name, or any other
information on A ticket, is a violation of the Student Standards of Conduct, and may result in student
disciplinary action up to and including exclusion from the University. When the student ticket is scanned
at the stadium, the scanner will show the name of the current owner. If the name on the ticket has been
altered, the ticket will be confiscated and the student attempting to use the ticket will be reported to
Student Conduct & Community Standards.

- Once tickets have been transferred from a student’s account, the student will immediately become eligible
  for the purchase of additional tickets.

**Cancellation**

**Ticket Requests** – Ticket requests may be cancelled at any time during the Request Period.

**Ticket Purchases** – **TICKET PURCHASES ARE NON-REFUNDABLE.**