

ARKANSAS RAZORBACK MEN'S BASKETBALL

2016-17 SEASON TICKET RENEWAL FREQUENTLY ASKED QUESTIONS

1. How do I renew my Razorback Men's Basketball season tickets?

You can renew by mail, phone at 800-982-HOGS or online at ArkansasRazorbacks.com. For accuracy, we encourage online renewals; this method has been extremely effective and efficient for our patrons.

2. I want to renew, but how do I make a change to my 2016-17 season ticket order (i.e. adding seats, moving, sitting near another patron, etc.)?

Please use the Location Preferences drop down menu on your renewal application to indicate your request. You may also use the comments box to make a specific request not listed in the drop down menu. While in your eTicket renewal application, you will also be able to add additional season tickets to your order.

Special requests will also be accepted in writing on your paper application. Please use the request box to list your request.

3. How do I turn my tickets over to another person/get tickets from another person?

Season Ticket Holders may transfer their seat(s) at any time to immediate family members only; however, the new account holder must meet or exceed the same total dollar amount contributed to the Razorback Foundation by the previous account holder to retain the same seating. At the time of transfer, the account must be in good standing and the transfer request must be submitted in writing to the Razorback Foundation. *Please note: suites are not eligible for transfer.*

4. If I take over another person's tickets do I get their Razorback Foundation points?

In the event of the death of an account holder, the surviving spouse retains the priority points and season ticket priority, provided they maintain the previous year's total annual fund contribution.

5. When is my Razorback Foundation donation due? If I do not pay it by the September 30th deadline are my tickets still reserved?

Your Razorback Foundation Letter of Intent was due by March 31st and the balance on your men's basketball payment must be made by September 30th. Your tickets are subject to relocation if you fail to comply with these dates.

6. What if I pay in full for my season tickets (or setup a payment plan), but do not pay my basketball pledge by the September 30th deadline?

Your season tickets and applicable parking pass(es) will not be shipped or released to you until all Razorback Foundation pledge balances are paid by the established deadlines.

7. If my donation record or Razorback Foundation priority points ranking is incorrect, or I have a question regarding my Razorback Foundation points/and or rank, who do I call?

Please call the Razorback Foundation at 479/443-9000.

8. When will the schedule be released?

We anticipate the complete men's basketball schedule will be released in late August/early September.

9. How do I get parking?

To be eligible for priority men's basketball parking, a Razorback Foundation member must be a season ticket holder and designate a minimum of \$200 to men's basketball. Parking assignments are made **annually** based on priority points rank within a member's current classification. All parking assignments are based upon availability. Please refer to the Razorback Foundation guidelines for more information.

Parking passes will be mailed with your season tickets.

10. How do I order single-game, neutral site or away game tickets?

To order single-game, neutral site tickets before they go on sale to the general public, you must be a current season ticket holder or member of the Razorback Foundation. Single-game & neutral site game pre-sale dates will be announced at a later date via e-mail.

The Razorback Ticket Center does not receive an allotment of tickets for men's basketball regular season away games. Please contact the host school for ticket availability.

11. What is Ticket Transfer/Razorback Giveback?

The Razorback Ticket Center offers online Ticket Transfers and Razorback Giveback to season ticket holders starting the week of the first home game.

- To transfer tickets, season ticket holders need to log into their eTicket account at ArkansasRazorbacks.com, click on Manage My Account and select the Razorback Ticket Transfer option. Select the game you would like to transfer, insert the name and e-mail address of the recipient and for a small fee, the recipient then receives an e-mail notifying them of the transfer and instantly receives the tickets via print-at-home (e-mail) delivery. It's that easy!
- To give back your tickets, season ticket holders need to log into their eTicket account at ArkansasRazorbacks.com, click on Manage My Account and select the Razorback Giveback option. Select the game you wish to give back and confirm the seat locations. Razorback Giveback provides an opportunity to give your unused tickets to local charities and non-profit organizations so a group that would otherwise not be able to attend Razorback Athletics events can be a part of the team.

12. How does the Season Ticket Payment Plan work?

The Razorback Ticket Center offers a payment plan option exclusively to season ticket holders.

- Enrollment requires a valid credit/debit card through October 2016.
- A 33% payment on your season ticket total is due at the time of sign-up.
- The card used at sign-up will be automatically charged equal installments on August 31st and September 30th.