

2009-2010 RUTGERS FOOTBALL STUDENT TICKET POLICY

In order to claim or purchase a student football ticket, you must first register (link) your RU ID account to your Ticket Office account. Please read the following information and regulations carefully.

- Students have secure, personal accounts from which to manage their account information and request a ticket.
- By linking their account online with the ticket office, students consent to receiving emails with information related to their student tickets.
- Students can register online through the tickets link at www.scarletknights.com or by [clicking here](#).
- When accessing the online services for the first time, select the "Register" option.
- Students then enter their Student ID number and click "Activate". Once activated, students must input their personal information, including the email address to use for all future communications regarding football tickets.
- Students who have previously registered their account online can utilize the "Already Registered" link to proceed with their ticket request.

Rutgers University Students must meet the following criteria to be eligible to claim/purchase a student ticket for games at Rutgers Stadium:

- Must be enrolled full-time at the New Brunswick/Piscataway Campus.
- Must be enrolled in an undergraduate degree program where an athletic fee is paid.

The list of students who meet the criteria is provided by University Registrar. These students are eligible to receive one (1) ticket to each Rutgers home football game.

Eligible students have two options when choosing to attend games at Rutgers Stadium:

OPTION 1: PURCHASE STUDENT SEASON TICKETS

- Student season tickets go on-sale (online only) **Wednesday, May 6th at 8:00 a.m.** A total of 4000 student season tickets will be available. The first 3000 student season tickets will be made available to returning full-time, athletic fee paying students from May 6 - May 27. If any tickets remain after May 27, they will be made available again in August when the remaining 1000 go on-sale to incoming full-time, athletic fee paying students.
- The cost of a student season ticket is \$77.00. This includes all processing and delivery fees. Tickets will be delivered by email via the Print-at-Home delivery method. Each ticket will appear as a PDF attachment on the email. Tickets will not be emailed until late August. You will receive a confirmation email when your order is completed, please note that your tickets are not attached.
- To purchase tickets, students must logon to www.scarletknights.com under the "Tickets" section. From that point follow the links to purchasing Student Season Tickets.

OPTION 2: FREE SINGLE GAME DISTRIBUTION

- Single game tickets will be distributed on a first-come, first-served basis
- To claim a free ticket for a specific home football game, students must first register (link) their account. Once registered (linked) proceed with the following steps:
 - Select the "Student Tickets" option.
 - Select the game interested in attending.
 - Enter the number 1 under quantity and add to cart.
 - Finalize the request: verify order, check out, and print ticket (once email is received).

SCHEDULE FOR SINGLE GAME STUDENT TICKET DISTRIBUTION

Game	Start Date
Cincinnati	August 27, 2009
Howard	September 1, 2009
Florida International	September 8, 2009
Texas Southern	September 22, 2009
Pittsburgh	October 5, 2009
South Florida	November 1, 2009
West Virginia	November 24, 2009

All start times are 10:00 PM for the days listed. Dates and times subject to change.

- Please note: A student cannot purchase a season ticket and claim a free single game ticket.
- Once a ticket is claimed and the order is verified, students should check out and print the ticket immediately after the email arrives.
- Students must bring their printed ticket and valid Rutgers ID in order to enter the stadium.

- If a student claims a ticket, but later decides not to attend the game, the student may choose between the following options to avoid a “no show” being charged to their account:
 - The student may give their ticket to another Rutgers student (Note: if a ticket is given to another student and that ticket is not scanned, the “no-show” will still be charged to the original ticket holder).
 - The student may cancel their ticket with the ticket office no later than 12:00 p.m. (noon) two days prior to game day. Tickets must be cancelled in person at the ticket office located in the lobby of the RAC. Students must bring their Print-at-Home ticket along with their student ID in order to cancel the ticket.
 - For more information on the no-show policy, please read below.

Student Guest Tickets

- If student ticket inventory remains six days prior to the game, students will have the opportunity to purchase Student Guest tickets based upon availability. If all student tickets are taken in the initial claim period, there will NOT be any Student Guest tickets available for purchase. Guest Tickets will cost \$30 each and will be valid for the general admission student sections only. The number of Student Guest tickets a student will be eligible to purchase will be determined by availability for each game. Tickets will only be available online.

SCHEDULE FOR STUDENT GUEST TICKET DISTRIBUTION (if available)

<u>Game</u>	<u>Start Date</u>
Cincinnati	September 1, 2009
Howard	September 6, 2009
Florida International	September 13, 2009
Texas Southern	September 27, 2009
Pittsburgh	October 10, 2009
South Florida	November 6, 2009
West Virginia	November 29, 2009

All start times are 10:00 PM for the days listed. Dates and times subject to change.

Unclaimed Student Tickets Available for Public Purchase

- Four days prior to the game, any unclaimed student tickets (including guest tickets) will be opened up for sale to the public. If any student has not yet claimed a ticket, they may still do so until the supply of student tickets runs out. Students are encouraged to claim and print their ticket before the remaining tickets are made available to the public.

SCHEDULE FOR PUBLIC TICKET PURCHASE (if available)

<u>Game</u>	<u>Start Date</u>
Cincinnati	September 3, 2009
Howard	September 8, 2009
Florida International	September 15, 2009
Texas Southern	September 29, 2009
Pittsburgh	October 12, 2009
South Florida	November 8, 2009
West Virginia	December 1, 2009

All start times are 8:30 AM for the dates listed. Dates and times subject to change.

Student No-Show Policy

- Student tickets are in high demand. The no-show policy was put in place to encourage students to use the tickets they claim, since not all students receive a ticket to each game.
- Students are limited in the number of times per season and the total number of times while enrolled as students that they can be a no-show for games.
- Students who accumulate **two (2) no-shows in one football season** will be ineligible to claim tickets for the remainder of the season.
- Students who accumulate **five (5) total no-shows in football while enrolled as a student** will be ineligible to claim tickets for the remainder of their time as students.

Regulations for Student Admission to Home Football Games

- Admission to all football home games requires that students present:
 - **Your barcoded, Print-at-Home student ticket**
 - **Your valid Rutgers Student ID**
- Each student ticket has printed on it:

- A unique barcode
- The student's name
- The student Entry Gate (*now located in South Endzone*)
- o Student tickets can be used by any full-time Rutgers student with their valid ID.
 - EXAMPLE:** John Rutgers can attend the game with a valid student ticket with Jane Knights' name printed on the ticket to gain admission into the game, but he must show his RU Student ID. The ID used for entry must match the student using the ID.
- o Students cannot sell or transfer student tickets to non-students. Any person caught attempting to sell a student ticket will be prohibited from claiming tickets indefinitely and the barcode of the ticket will be voided.
- o 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.
 - It is in the student's own interest not to duplicate his/her tickets or give anyone access to your email address and personal information.
- o If a student loses or misplaces a ticket, a ticket can be re-issued by calling the Rutgers Ticket Office. A \$5 reprint fee may be assessed. **As soon as the new ticket is issued and emailed to the student, the previous ticket and barcode will be voided.** Any voided ticket will not be able to be used for admission to Rutgers Stadium.
- o All student tickets for football are general admission seating within the student sections designated on your ticket.
 - **NEW FOR '09: Student section is now in South Endzone - sections 134 to 141.**
 - **Students will enter through the new South Endzone entrance.** Gate C will now be a public entrance. All students must enter through the student gate.
 - This enables students to sit with friends and select their preferred seat location within the student sections at Rutgers Stadium. All seating is first-come, first-served.

Abuse of the Student Ticket Distribution Policy

- o Students who abuse the provisions of the student ticket distribution policy face the possibility of being ineligible for any future ticket distributions.