

ARKANSAS RAZORBACK MEN'S BASKETBALL

2019-20 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 2019-20 season ticket order (i.e. adding seats, moving, sitting near another patron, etc.)?

The Razorback Foundation and the Razorback Ticket Center have partnered with Ballena Technologies to allow our season ticket holders the opportunity to pick their seats through an online virtual venue. All renewing season ticket holders will be given the opportunity to improve their seating location. You will not have to opt into the process. This is NOT a reseating process. All renewing season ticket holders will maintain their 2018-19 basketball seat locations provided their 2019 Letter of Intent has been returned to the Razorback Foundation on/before March 31st in addition to maintaining the previous year's annual fund total. RazorbackSeats3D is 100% optional to add, upgrade, or relocate your seats.

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 paid 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?

The Razorback Ticket Center offers online Ticket Transfers 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!

BILLING PLAN FREQUENTLY ASKED QUESTIONS

1. What is a season ticket billing plan?

Men's Basketball season ticket holders have the opportunity to renew men's basketball season tickets and sign up for a multiple month billing plan. The earlier you renew the longer the payment plan option will be. After the final payment your account will be paid in full.

2. What are the specific dates I will be charged?

The first installment or application fee is paid when the renewal order is processed. The remaining installments will be charged equally at the middle of each month with final payment on August 13th. We are unable to send emails when processing the billing plan payments, please check your credit card statement on the days we are scheduled to charge your billing plan payment.

3. What payment methods can be used to sign up for a billing plan?

Enrollment requires a credit/debit card valid through September 2019. Debit cards can also be used provided that there are enough funds in your account when each payment needs to be processed. We are **NOT** able to process billing plans using cash, check, or reloadable gift cards.

4. I have signed up for a billing plan, can I change the card at a later date?

You may do this by calling the Razorback Ticket Center at 800-982-4647.

5. I have signed up for a billing plan, but I would like to pay off my balance early.

You may do this by calling the Razorback Ticket Center at 800-982-4647.

6. Will signing up for the billing plan have any impact on my seats, or the ability to improve my seats?

No, people who select the billing plan will be treated the same as if they had paid in full. You will have access to the seat improvement process.

7. What if there are any issues that come up when charging my billing plan payments?

Any account the Razorback Ticket Center is unable to process will be contacted by a Razorback Ticket Center via email.

8. Will I receive an email or receipt for each payment made on my billing plan?

We are unable to send emails when processing the billing plan payments, please check your credit card statement on the days we are scheduled to charge your billing plan payment. You can also call us at 800/982-4647 to confirm any charges.

9. Can I use multiple credit cards to split the payments?

No, we are only able to set up one credit card at a time to be used as a part of the billing plan.