

2017-18 MARYLAND STUDENT TICKET DISTRIBUTION POLICY
FOR FOOTBALL AND MEN'S BASKETBALL HOME GAMES

1.0 ONLINE STUDENT TICKET DISTRIBUTION

- 1.1 Students register online at umterps.com/student for student tickets to regular season football men's and women's basketball home games. [Online registration for the NCAA men's and women's basketball tournament and football bowl games is determined on a game-by-game basis.]
 - 1.1.1 Students register initially using their UID number on the front of their UMCP Student ID card. Students will be asked to confirm their email address, and create a password for all future logins.
 - 1.1.2 UMCP students who are currently enrolled and pay the student activity fee are eligible to request one (1) ticket each to football and men's basketball home games.
 - 1.1.2.1 Students at the University of Maryland, Shady Grove campus may become eligible to receive tickets for UMCP football and men's basketball home games by paying the appropriate student athletic fee. Contact the Office of Student Services at Shady Grove at (301) 738-6023 for more information.
- 1.2 Students have secure, personal accounts from which to: (a) manage their account information, (b) view their Loyalty Point total (*see 3.0 for details*), (c) cancel a previously requested ticket, and (d) purchase student guest tickets, if available (*see 6.0 for details*).
 - 1.2.1 By registering for tickets, students consent to receiving emails related to their ticket requests.
- 1.3 **Registration for each football, men's and women's basketball home game is open for two (2) 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 with their ticket attached.
 - 1.4.1 The day following the lottery and notification period for students who registered for tickets, additional students who desire to attend the game can claim any available tickets during the print-on-demand period up until kickoff/tipoff on gameday by printing out the ticket.

1.4.2 Students who claim a ticket but later decide not to attend the game for whatever reason **must return their ticket online no later than noon one day prior to gameday** to avoid losing Loyalty Points (*see 4.1 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 For request periods that occur prior to the first home game lottery entries will be allocated according to the following structure: Freshmen – 1, Sophomores - 2, Juniors – 3, Seniors – 4, Graduate Students – 1. (Adopted October 2015)

2.3 For request periods that occur after the first home game, the number of entries in the lottery is equal to the number of Loyalty Points earned by attending previous games (*see 3.0 for details*). Therefore, students can increase the opportunity to obtain tickets to future games by attending games throughout the football or men's basketball season.

2.3.1 The first distribution awards 25% of the student ticket allotment in straight loyalty point order, and then awards the remaining 75% vial lottery, weighted by loyalty points.

2.3.2 The above distribution best ensures that the most loyal students receive tickets for the most high-profile games, while still providing all students the opportunity to receive tickets to every game since all students pay the student activity fee.

2.4 Students who are awarded tickets via Loyalty Distribution receive email notification beginning at 5pm the day of the lottery.

2.4.1 Tickets will automatically be sent via the delivery method selected during your initial request.

2.4.2 If students are unable to use the ticket, they must return it online at www.umterps.com/student by noon the day prior to the game.

2.5 Following the notification period, additional students who desire to attend the game can claim any available tickets during the print-on-demand period up until kickoff/tipoff on game day by printing out the ticket.

- 2.6 Students who claim a ticket but later decide not to attend the game for whatever reason **must return their ticket online no later than noon one day prior to gameday** to avoid losing Loyalty Points (*see 4.0 for details*) and accumulating no-shows.

3.0 EARNING LOYALTY POINTS BY ATTENDING GAMES

- 3.1 **Loyalty Points are awarded based on attendance at home football and men's basketball games**, which is tracked via handheld scanners at the student entrance at Capital One Field at Maryland Stadium and the XFINITY Center. **Please note that loyalty points are not awarded for women's basketball games.**
- 3.1.1 Zero (0) Loyalty Points are earned simply for registering for a student ticket that has been awarded.
- 3.1.1.1 **Attendance is required to earn Loyalty Points.** Students must have their tickets scanned at the student entry gates at Capital One Field at Maryland Stadium or the XFINITY Center to earn Loyalty Points for attending a game.
- 3.1.1.2 **Scanners remain available at the student entry gates at Capital One Field at Maryland Stadium until the start of the 4th quarter of football games and at XFINITY Center until the 10:00 mark of the second half of basketball games.** Students with valid tickets and UMCP IDs may still gain admission after these times, but will not earn Loyalty Points for having attended the game.
- 3.1.2 One (1) Loyalty Point is earned for attending a game for which Loyalty Distribution occurs because the demand for tickets exceeds the supply.
- 3.1.3 One (1) Loyalty Point is earned for attending a game that is played on an official University holiday or during the official University winter break, irrespective of the demand for tickets, because many students are away from campus.
- 3.1.4 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.
- 3.2 **Loyalty Points are sport-specific.** Points accumulated by attending football games apply only to registration for football games. Points accumulated by attending men's basketball games apply only to registration for basketball games.
- 3.3 **Loyalty Points are not retained from one academic year to the next.** All student accounts begin each academic year with zero (0) Loyalty Points in football and men's basketball.

4.0 TICKET CANCELLATION POLICY

- 4.1 **Students who claim a ticket but later decide not to attend the game for whatever reason must return their ticket online no later than noon one day prior to game day to avoid losing Loyalty Points.**
- 4.1.1 One (1) Loyalty Point is deducted if a student claims a ticket but (a) does not attend the game and (b) cancels the ticket before gates open on gameday, but after the ticket cancellation deadline of noon one day prior to game day.
- 4.1.2 Two (2) Loyalty Points are deducted if a student claims a ticket but (a) does not attend the game and (b) does not cancel the ticket before gates open on game day.

5.0 STUDENT ADMISSION TO FOOTBALL AND MEN'S BASKETBALL HOME GAMES

- 5.1 **Basic Requirements:** admission to all football and men's basketball home games requires that students present: (a) their valid student ticket and (b) their valid, UMCP Student ID.
- 5.1.1 Each student ticket has printed on it a unique barcode and the student's name.
- 5.1.2 **Student tickets are not transferable.**
- 5.1.2.1 Student A cannot gain admission using the student ticket of Student B.
- 5.1.2.2 Student A cannot gain admission using the UMCP Student ID of Student B.
- 5.1.2.3 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.
- 5.2 **All student tickets for football, men's and women's basketball are general admission seating.** This enables students to sit with friends and select their preferred seat location within the student sections at Capital One Field at Maryland Stadium and the XFINITY Center.
- 5.2.1 Students are welcome to reserve one seat for friends with whom they wish to sit during games. **Students are not permitted to save large blocks of seats.**

6.0 STUDENT GUEST TICKETS

- 6.1 **6.1 Football: Students may purchase guest tickets if tickets remain available during the on-demand period. The number of tickets available for purchase will be determined on a game-for-game basis.**

- 6.1.1 Students may purchase student guest tickets online.
- 6.1.2 Student guest tickets are general admission seating.
- 6.1.3 Student guest tickets are non-refundable.
- 6.2 **Men's Basketball: Student may purchase guest tickets if tickets remain available during the on-demand period. The number of tickets available for purchase will be determined on a game-for-game basis.**

7.0 STUDENT TICKET ALLOTMENTS

- 7.1 Students receive 4,000 student tickets for men's basketball home games in XFINITY Center and 10,000 student tickets for football home games at Capital One Field at Maryland Stadium.
- 7.2 The per game allotment of student tickets among the Maryland student body is proportional to the percentage of athletic fee paid by each student enrollment category: (a) fulltime undergraduate students receive 88%, (b) part-time undergraduate students receive 2%, and (c) graduate students receive 10%.
 - 7.2.1 Loyalty Distribution, when triggered, is conducted separately within these categories.
 - 7.2.2 If students in one enrollment category register for fewer than the number of tickets allotted to that category, the tickets automatically roll-over and are awarded to registrants of the other categories until tickets are awarded to all registrants or the supply of tickets is exhausted.
- 7.3 Students can check their enrollment status with the Office of the Registrar in the Mitchell Building, 1st Floor from 8:00 AM to 4:30 PM, Monday through Friday.

8.0 VIOLATIONS OF THE STUDENT TICKET DISTRIBUTION POLICY

- 8.1 **Students who violate provisions of the student ticket distribution policy will receive an automatic suspension from future contests.**
 - 8.1.1 Students will receive a minimum suspension of 1 game, directly following the game in which the violation occurred.
 - 8.1.2 Repeat violators of the student ticket policy will be suspended from all Maryland football and men's basketball games for one calendar year from which the violation occurred.
 - 8.1.3 Students will have the right to appeal all violations of the Student Ticket Policy.

- 8.1.4 Students may also be referred to the Office of Judicial Programs (OJP) and, when necessary, to the Department of Public Safety (UMCP Police) for additional penalties.
- 8.2 Violations that will result in suspension and possible referrals include, but are not limited to:
 - 8.2.1 The sale or attempted sale of student tickets.
 - 8.2.2 The duplication, replication, or alteration of student tickets.
 - 8.2.3 The presentation of a false, duplicated, replicated, or altered UMCP Student ID, or the UMCP Student ID of another student, at the student entry gate or the Terrapin Ticket Office.
 - 8.2.4 Gaining or attempting to gain unauthorized access to the online student ticket distribution system or the personal account of another student.
- 8.3 **Students found “responsible” for violations of the student ticket distribution policy by OJP or convicted of a criminal act related to the student ticket distribution policy, face the loss of all accumulated Loyalty Points in both football and men’s basketball, in addition to other penalties.**