

For the 2015 WVU football season, the West Virginia University Department of Intercollegiate Athletics and the Mountaineer Athletic Club (MAC) will be providing MAC members and football season ticket holders with the opportunity to participate in an OPTIONAL online seat selection process. Renewing season ticket holders will have the option to upgrade/relocate their current seats and/or add additional seat locations. New season ticket holders will also have the opportunity to select seat locations.

This is NOT a Reseating Process. All renewing season ticket holders will have the opportunity to maintain their 2014 seat locations as long as the per-seat minimum MAC contribution and season tickets are renewed by the May 1 priority deadline.

Below are some frequently asked questions regarding the optional online seat selection process.

**WHY ARE WE CONDUCTING AN OPTIONAL SEAT SELECTION PROCESS?**

To provide an added level of customer service and greater transparency for all MAC members and football season ticket holders by giving the opportunity to potentially improve season ticket locations and/or purchase new/additional season tickets.

**HOW WILL THE OPTIONAL SEAT SELECTION PROCESS TAKE PLACE?**

The WVU football Optional Seat Selection Process will utilize the services of Ballena Technologies to assist with the process. A 3-D view of the Milan Puskar Stadium will be available online for seat previewing and for seat selection. All 2015 MAC members will receive a selection time based on their annual giving level and priority points rank within their respective giving level. Football season ticket holders, who are not MAC members, will be placed in order based on their priority points total and will be given the opportunity to participate after all MAC members participate in the process.

**ARE THERE ANY LIMITS ON THE NUMBER OF SEASON TICKETS I CAN PURCHASE IN ANY PARTICULAR SECTION?**

Yes, limits for new and additional season ticket purchases are based on MAC Annual Giving Level Priority Ticket Limits. Please click [here](#) for a complete list of Priority Ticket Limits. Please note, priority ticket limits only apply to new and/or additional season tickets purchases.

**WILL I BE ABLE TO PURCHASE ADDITIONAL SEASON TICKETS AND/OR MAKE A DONATION DURING THE SEAT SELECTION PROCESS?**

Yes, during your selection time you may purchase additional season tickets using the seat selection software. The total number of additional seats available to you will be based on the MAC Annual Giving Level Priority Ticket limit. If you would like to purchase additional seats in the red and/or blue zones of Milan Puskar Stadium, above and beyond your priority ticket limit, you may make an additional gift by contacting the MAC at 800-433-2072 to increase your priority ticket limit. Additional season ticket locations and per-seat minimum contributions for the gold and orange zones of Milan Puskar Stadium may be purchased during your selection time.

### **WILL I BE ABLE TO VIEW AVAILABLE SEATS IN MILAN PUSKAR STADIUM PRIOR TO THE OPTIONAL ONLINE SEAT SELECTION PROCESS?**

Yes, MAC members and football season ticket holders will be notified when a seat inventory map is available for a preview via Ballena Technologies before the selection process begins.

### **WHAT IF I MISS MY ASSIGNED APPOINTMENT TIME, OR AM UNAVAILABLE DURING MY ASSIGNED APPOINTMENT TIME?**

As a MAC member or renewing season ticket holder, you may log in at any time after your selection time has passed. If you wish to have a proxy select your seats online you may do so. If your proxy would like assistance from a MAC staff member over the phone or in-person, please notify the MAC office in advance of your appointment time. You also may elect to have the MAC staff member upgrade your seat location based upon a written request to the MAC and availability.

### **IS THERE AN OPTION TO SELF-SELECT MY SEATS IF I DO NOT HAVE ACCESS TO A COMPUTER?**

Yes, if you do not have access to a computer during your selection time, you may call or visit the MAC office in person at the time of your selection in order to self-select your seats with the assistance of a MAC staff member over the phone or in-person. The MAC office is located on the second floor inside of the WVU Coliseum Blue Gate.

### **HOW MAY I POSITION MYSELF TO SELF-SELECT THE BEST POSSIBLE SEATING LOCATION?**

Increasing your 2015 MAC Annual Giving Level and/or increasing your Priority Points ranking by making an additional MAC Annual Fund gift is the best way to improve the seating opportunities available to you. ***It is important to note, following the 2015 football season, the annual fund giving level at which seats are self-selected must be maintained in subsequent years in order to retain priority on self-selected seat locations.*** If you choose to reduce your MAC Annual Giving Level in subsequent years, the number of allowable priority season tickets purchased may be reduced and/or you may be assigned new season ticket locations.

### **WHO DO I CONTACT WITH QUESTIONS ABOUT THE OPTIONAL SEAT SELECTION PROCESS?**

You may contact the MAC by calling 800-433-2072 or via e-mail at [MAC@mail.wvu.edu](mailto:MAC@mail.wvu.edu).

### **WHAT IF I HAVE NEVER LOGGED IN TO MY ACCOUNT ONLINE?**

If you have not yet logged in to your account on WVUGAME.com, you may do so any time before May 1 to renew your football season tickets and/or MAC Annual Fund donation. Simply visit [WVUGAME.com](http://WVUGAME.com) and click "GET TICKETS" then click "Season Renewals."

a) If you have not previously activated your online account using your Customer Number and one-time PIN, click on Activate Now and complete your online registration. You can find your Customer Number and one-time PIN located on your 2015 WVU Football renewal application. If you are a new season ticket holder, please contact the MAC for your customer information at 800-433-2072.

b) If you have already activated your online account with your Customer Number and one-time PIN, simply login with the email address and password you used to set up your account. If you have forgotten your password, please click on "Forgot My Password," enter your email address, and your password will

be emailed to you. Since you have already activated your online account there is not a PIN number on your renewal form.

**---- Renewing WVU Football Season Ticket Holders ----**

**IS THIS A RESEATING PROCESS? AM I GOING TO LOSE MY SEASON TICKET LOCATIONS?**

No, this is not a Reseating Process. All existing and/or season ticket holders will be given the first opportunity to maintain their 2014 seat locations as long as the per-seat minimum contribution is met and your season tickets are renewed by the May 1 priority deadline.

**I HAVE MORE SEATS IN BLUE AND/OR RED ZONE SECTIONS THAN ALLOWED BY THE MAC ANNUAL GIVING LEVEL PRIORITY TICKET LIMITS. WILL I BE FORCED TO REDUCE OR MOVE MY SEASON TICKETS?**

No, MAC Annual Giving Priority Ticket limits only apply to new and/or additional season tickets purchases. You will be able to maintain your 2014 seat locations as long as the per-seat minimum MAC contribution and season tickets are renewed by the May 1 priority deadline.

**AS A RENEWING SEASON TICKET HOLDER, I DO NOT WISH TO PARTICIPATE IN THE OPTIONAL SEAT SELECTION PROCESS. WILL I STILL GET A SELECTION TIME?**

Yes, you will still get a selection time. However, the seat selection process is totally optional. If you may choose not to utilize your selection time, you will maintain your seat locations as long as the per-seat minimum MAC contribution and season tickets are renewed by the May 1<sup>st</sup> priority deadline.

**--- New Season Ticket Holder ----**

**IF I DID NOT HAVE SEASON TICKETS LAST SEASON, HOW DO I GET INVOLVED IN THE SEAT SELECTION PROCESS?**

All MAC Annual Fund donors will be placed in rank order based on annual giving level and priority points within each level. You will be assigned a seat selection time where you can self-select the location of your new football season tickets. In order to maximize seating opportunities that are available to you, it is in your best interest to make an annual fund gift at the highest level you feel comfortable maintaining on an annual basis by the May 1 priority deadline. Football season ticket holders that are not members of the MAC will be assigned seat selection appointment times based on their priority points ranking.

**I AM A 2015 MAC MEMBER, BUT I DO NOT WISH TO PURCHASE FOOTBALL SEASON TICKETS. WILL I STILL GET A SELECTION TIME?**

Yes, all 2015 MAC Annual Fund donors will receive a selection time, but if you have not pre-paid for season tickets and do not wish to participate, you are not required to do so. However, you may log in to view seat availability with or without purchasing season tickets.