

IMPORTANT SEATING & PARKING INFORMATION 2016-2017



Continuing with the 2016-2017 basketball season, all seat improvements and new season ticket allocations will be selected using Ballena's online selection technology. It will allow for real time assignment of seat locations for all ticket holders. In August, all qualifying patrons who have ordered season tickets will be assigned a selection date and time that will allow them entrance into the system based on their Hokie Club point priority ranking.

RENEWING SEAT PATRONS

Patrons that wish to retain the same seat location from 2015-2016 need not do anything. Your 2015-2016 seat assignment will be locked in prior to the start of the process, and can only be changed if you wish to change it for 2016-17.

NOTE: If your Hokie Club membership became inactive or downgraded as of December 31, 2015, see information below.

SEAT IMPROVEMENT PATRONS

Any patrons that wish to improve their current seat location will log into the system using their customer number and provided personal access code at their selection date and time. Once logged in, it will be up to the patron to decide if any of the available green seat dots are better than their current seats. If they believe they are and wish to change

locations, they simply click on the green seat dots to select their new seat location. These seats will then be added to their cart. Once the full allocation of seats has been selected, each patron will be asked to confirm which of the seats in their cart they wish to retain for the new season. To drop a seat from their cart, the patron simply clicks on the red 'X' next to the unwanted seats to release them from their cart.

NOTE: Once you release seats, they may be selected by someone else in the system.

NEW SEAT PATRONS

Patrons ordering tickets for the first time or that increased the number of season tickets they purchase (based on availability) will log into the system using their customer number and provided personal access code during their selection date and time. Once logged in, it will be up to the patron to choose a seat location from any of the available green seat dots.

INACTIVE AND DOWNGRADED MEMBERSHIPS

Hokie Club members who downgraded their membership level or became inactive as of December 31, 2015 will have to reselect new seats during their selection date and time as their 2014-2015 season tickets will be released and available in the system.

ALL PARKING PATRONS

Parking is available for qualifying members based upon their Hokie Club point priority ranking as of December 31, 2015 and automatically assigned (based on availability) for you to the corresponding lot following the seat confirmation/selection process. Parking lot assignments will be a coordinated effort between the Hokie Club and Athletics Ticket Office.

