

Season Tickets & Parking Policies and Information

How to Renew

The easiest way to renew your season tickets is online at www.bluehens.com. You may also renew your season tickets over the phone by calling (302) 831-2257 or by mailing this invoice with payment before the renewal deadline. **Your season ticket renewal invoice is not a legal contract nor does it entitle you to ownership of specific seats and parking spaces.**

Deadline for Renewals

Any orders received or postmarked after the renewal date indicated on this form will be subject to the loss of seats and/or parking. This deadline exists to offer seats and/or parking to customers requesting seat changes and new season ticket holders. Late orders cannot be guaranteed the same seats and/or parking.

Deadline for UDAF Blue Hen Club Donation

The deadline for your University of Delaware Athletic Fund Blue Hen Club donation is April 30, 2010. If you have any questions regarding giving levels and benefits, please visit www.udaf.udel.edu or contact the UDAF Office at (302) 831-6276.

Seat Transfers

A one time, limited opportunity is being allowed for the 2010 season for current season ticket holders to apply to transfer their season tickets to family and/or friends. Please refer to enclosed materials for further information and directions.

Seat Improvement Requests

Please note your seat relocation request in concise detail on your renewal form or online renewal. Seat relocations are subject to availability. While requests are not guaranteed, the UD Athletics Season Tickets and Group Sales Office will review each request and make every effort to comply with your seating preference. Requests will be considered based on your current priority points standing within the UDAF as of April 30th.

Parking Requests

Season parking requests will be based on availability and your priority points standing with the UDAF. VIP Parking requires a minimum annual gift/donation of \$1,000 to the UDAF. The number of UDAF memberships purchased determines the number of reserved parking spaces allowed per account holder. Season parking, non-bumper, lots are also available for purchase to donors at the \$500 and \$100 donor levels.

Purchasing Additional Season Tickets or Reducing Your Current Order

If you are a current season ticket holder and would like to purchase additional season tickets or reduce your current order, please call the UD Athletic Ticket Office at (302) 831-2257. We will make every effort to comply with your seating request. It may be easier to move your old seats to a location next to your new seats, especially if your old seats are in a popular season ticket area.

When will I receive my season tickets?

Season Tickets should be received by mail at least two (2) weeks prior to the first home game. If you do not receive your tickets by this time, please contact us at (302) 831-2257. Season tickets that are ordered less than 10 days before the first home game will be available at the UD Athletic Ticket Office for pick up or at the "General Will Call" window for the first home game.

Refunds/Exchanges

There are no refunds or exchanges unless there is a medical reason for withdrawal or you are relocated out of the area due to your employment.

Duplicate Ticket Policy

Tickets that are lost in the mail must be reported to the UD Athletic Ticket Office before duplicates can be made. If tickets are stolen, it must be reported to the UD Athletic Ticket Office in advance of the game day and a stolen property report filed with the police before duplicates can be issued. If tickets are left home or lost, the season ticket holder must provide a deposit equal to the value of the tickets which will be refunded to them if original unused tickets are returned within 5 business days to the Athletic Ticket Office.

Game Times

All game times are subject to change to meet NCAA, CAA Conference, or television commitments. Notice will be provided by media and through e-mail. You may also visit www.bluehens.com for updated game day information.