



2009 Season Tickets & Parking Policies and Procedures

How to Renew

The easiest way to renew your season tickets is online at www.bluehens.com. Please refer to the online renewal instructions enclosed with your invoice. You may also renew your season tickets over the phone by calling (302) 831-2257 or by mailing your 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

The deadline for your season ticket and/or parking renewal is April 30th of each calendar year. Any orders received or postmarked after this date 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.

UDAF Blue Hen Club Donation Deadline and Tax Information

The deadline for your University of Delaware Athletic Fund Blue Hen Club donation is April 30th of each calendar year. 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. In addition, please note that information regarding your priority point status will be sent under separate cover at a later date.

Your gift is tax deductible as provided by law. Any portion of your gift that is designated to athletics gives you the right to purchase priority seating at an athletic event and is subject to IRS rules (IRC 170(1) and Publication 526) that limit the tax deductible portion of that gift to 80 percent of the amount contributed. Purchasing UD athletic tickets automatically enrolls you in the UDAF Priority Point System. Waiving of athletic benefits only applies to those not purchasing tickets or parking. We recommend you consult your tax advisor to determine how the tax laws may affect you.

Seat Improvement Requests

Please note your seat relocation request in concise detail on your renewal invoice 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 point level within the UDAF as of April 30th.

Parking Requests

Reserved (VIP and Patron) season parking requests will be based on availability and your priority points level with the UDAF. VIP Parking requires a minimum annual gift/donation of \$1,000 (Coach's Circle Silver level) to the UDAF. The number of UDAF memberships purchased determines the number of reserved parking spaces allowed per account holder.

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 Athletics Season Tickets and Group Sales 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.

Seat Transfers and UDAF Priority Point Transfers

Seat transfers and priority point transfers are not permitted.

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 the UD Season Tickets & Group Sales Office at (302) 831-2257. Season tickets that are ordered less than 10 days before the first home game will be available at the UD Season Tickets & Group Sales 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 Season Tickets & Group Sales Office before duplicates can be made. If tickets are stolen, it must be reported to the UD Season Tickets and Group Sales 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 pay a processing fee in order for duplicate ticket(s) to be issued.

Game Times

All game times printed on tickets 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.
