



GUIDE TO GAMEDAY

PRESENTED BY AUBURN SGA
AUB.IE/TICKETING



STUDENT INVOLVEMENT
STUDENT AFFAIRS



SERVE · PROMOTE · UNIFY

GUIDE TO GAMEDAY 2019

WEEK OF GAME TIMELINE

SUNDAY

12 P.M.
GUEST PASS
REQUEST OPENS
11:59 P.M.
RETURN TICKET
FOR 0 PENALTY
POINT

MONDAY—THURSDAY

9 A.M.
GUEST PASS REQUEST CLOSES
CONTINUE RETURNING TICKETS TO
TICKET POOL FOR 1 PENALTY POINT

FRIDAY

5 P.M.
GUEST PASS
PAYMENT DEADLINE
5 P.M.
RETURN TICKET
FOR 1 PENALTY
POINT

GAMEDAY

ARRIVE BY
SECOND
QUARTER
TO AVOID
RECEIVING
2 PENALTY
POINTS

DO THIS SUNDAY

- Request guest pass at aub.ie/aufstc beginning at noon.
- Return ticket to ticket pool at aub.ie/aufstc for 0 penalty points if not attending game.

Priority for post-season football games will be given to those on a credit hour and loyalty based system. The lower the number of penalty points one has increases the likelihood of receiving post-season tickets. **For more information, visit aub.ie/ticketing.**

- Review Ignited Card policy and plan to obtain one if needed.



An Auburn Ignited Card is required for student admission to ALL ticketed athletic events. Students may collect their Auburn Ignited Card at the Auburn Arena Box Office, Monday-Friday from 7:45 a.m. to 5 p.m. Students must present their Tiger Card to collect their Ignited Card. A student's first Ignited Card is free of charge. Students can scan their Ignited Card at the ticket booth next to Gate 6 beginning on Wednesday the week of each home game. Students are responsible for checking the validity of their Ignited Card prior to football game days.

Lost Ignited Cards:

Replacement fees during football season (June 7 - end of season) are \$50 for the first replacement and \$100 for each replacement after. The replacement fee outside of football season is \$25. Replacement fees cannot be added to a student's eBill and are cumulative for a student's entire Auburn academic career.

DO THIS MONDAY-THURSDAY

- Continue requesting guest passes, if desired, at aub.ie/aufstc.
- Continue returning tickets to ticket pool at aub.ie/aufstc for one penalty point if not attending game.
- Review Friday's campus parking lot closures.

CAMPUS LOT CLOSURE TIMES

Coliseum Lot (PC1).....	11 AM
Stadium Deck (B zone).....	10 PM
Arena Lot (PC2).....	10 PM
West Village Lot (PC4).....	10 PM
Magnolia/Donahue Lot (PC3).....	10 PM
West Village Extension (C zone).....	10 PM

Additional PC1 parking is available in RO/C parking lot(s) off West Thach. This lot opens at noon the Thursday before each game and closes at noon Sunday after each home football game.

Additional RX parking is available at the lot in front of and behind the College of Poultry Science off Lem Morrison Drive. Opens at 5 p.m. the day before and closes at noon the Sunday after each home football game.

- Review Jordan-Hare Stadium's clear bag policy and ensure all bags meet this policy:

AUBURN CLEAR BAG POLICY



- ✗
- BACKPACK
 - BINOCULARS CASE
 - CAMERA CASE
 - CLEAR BACKPACK
 - DIAPER BAG
 - FANNY PACK
 - MESH BAG
 - OVERSIZED TOTE BAG
 - PATTERN PLASTIC BAG
 - PURSE
 - TINTED PLASTIC BAG



AUBURNTIGERS.COM/CLEARBAG

For those with a documented medical need, medical bags are permitted through gates 5 and 18 and subject to a thorough inspection.

GUIDE TO GAMEDAY 2019

CONTINUED WEEK OF GAME TIMELINE

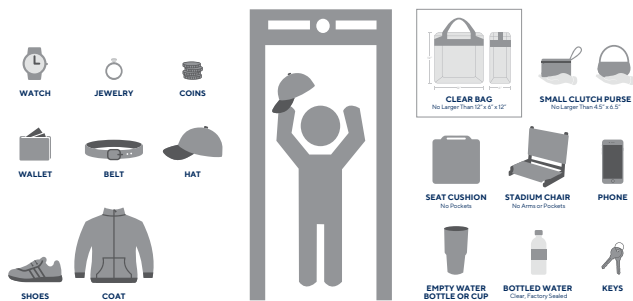
DO THIS FRIDAY

- Pay for guest pass by 5 p.m.
- Return ticket to ticket pool at aub.ie/aufstc for 1 penalty points by 5 p.m.
- Review new 2019 policy: metal detectors

JORDAN-HARE STADIUM SECURITY SCREENING

KEEP Items on your person while passing through

PLACE Items in the container provided before passing through



PROHIBITED ITEMS




In an effort to continue Auburn University's long-standing commitment to provide a safe and secure environment for all fans, coaches and student-athletes, walk-through metal detectors will be implemented at all gates of Jordan-Hare Stadium on football game days beginning Sept. 7, 2019.

When fans arrive at the gates of Jordan-Hare Stadium, they will be asked to follow the instructions of the security screening staff and place large metal objects such as phones, keys, cameras, and approved seat cushions in containers or in their clear bag on screening tables before passing through the walk-through metal detectors. Fans will not be required to remove belts, watches, wallets, jewelry, shoes, jackets, coins or other small objects.

Fans are encouraged to arrive at Jordan-Hare Stadium gates approximately 30 minutes earlier than normal to ensure a smooth entry. A complete FAQ on the walk-through metal detectors process at Jordan-Hare stadium is available below. The SEC clear bag policy will continue to be in effect at Jordan-Hare Stadium. To expedite the screening process, fans are urged to use their approved clear bag to carry permitted items into the stadium rather than placing them in the screening table containers.

Visit aub.ie/fanguide for full metal detector information.



Fans are allowed to bring in one unopened, factory sealed bottle of water (up to one liter in size) or one empty water bottle which can be filled at multiple water stations throughout the stadium.

All water stations offer filtered water free of charge.

GAMEDAY

- Arrive by the second quarter to avoid receiving penalty points.
- Student entrances are located at Gates 5, 6, 7 and 8. Students with priority seating in the Organizational Seating Program should enter in Gates 5 and 6 and students bringing a guest should enter in Gate 6. All remaining students should enter in Gates 7 and 8.
- Abide by the student conduct policy.

Individuals found in possession of alcohol or visibly intoxicated will not be permitted to enter an event and /or will be removed from the event. Violators face possible student discipline action, and loss of season ticket privileges. For more information, view the Alcohol Policy online. Students are **not permitted** to bring pocket knives in Jordan-Hare Stadium.

- Students should not line up outside the student gates at Jordan-Hare Stadium earlier than 4 hours prior to kickoff. Students who congregate outside the gates before 4 hours prior may be relocated and lose their place in line in order for University staff to prepare for a safe and orderly entry process.
- Metal detector scanning will begin two and a half hours before kickoff, and gates will open two hours before kickoff.
- Student entrances are located at gates 6, 7, 8.
- Arrive at least 1 hour before the game. The closer you arrive to kickoff, the better of an idea it is to continue down the concourse upon entering the stadium, and enter through one of the portals below the jumbotron. This will help you avoid congestion and get you in your seat as quickly as possible.
- Students with disabilities should proceed to Gate 6.
- The student section includes sections 17-27 and part of section 28. Wheelchair seating is available for students in section 25.



GET TO KNOW THE

FOOTBALL STUDENT TICKETING CENTER

AUB.IE/AUFSTC

The football student ticketing center was established to provide a platform where students could access all needed information regarding student football tickets. On this platform you can view your current ticket status, give to the ticket pool, request a ticket, access guest pass information, view any current penalties, and submit penalty appeals.

HOME PAGE

The 2018 season schedule is on the home page. Below the each opponent is a student's current ticket status. No icons below the opponent name represents that the student has neither requested or been awarded a ticket.

- A ticket icon shaded orange represents the student possessing a ticket for that particular game.
- A ticket icon shaded gray represents a ticket requested from the pool.
- A blue guest icon represents a guest pass awarded.
- A gray guest icon represents a guest pass requested.

GIVE TO POOL

This page allows students to return awarded tickets to the ticket pool. This ticket will then be redistributed to a student who requested a ticket for that particular game. Returned tickets give students without a game ticket an opportunity to attend the game. Returned tickets are not eligible for a refund. To review the terms and conditions for ticketing, please utilize the link entitled "Terms and Conditions" at the bottom of the aub.ie/aufstc site.

REQUEST A TICKET

Is there a game that you want to go to but you don't have a ticket? Simply request a ticket through the ticketing center and you will be placed on a first come-first serve waiting list for that ticket. Students who receive a tickets will be notified, and the ticket will be free of charge. However, the student will be responsible for using the ticket and will be subject to penalty points if not used.

To request a ticket:

- Log onto aub.ie/aufstc and navigate to the "Request Ticket" page
- Select the game to which you would like to request a ticket
- Confirm this request by selecting "okay" when prompted

To cancel a ticket request:

- Simply navigate to "Request Ticket" page and find game to which you have requested a ticket
- Select Cancel Request
- Confirm this request by selecting "okay" when prompted

GUEST PASSES

Guest passes allow students to bring guests in the student section. A minimum of 250 guest passes are available each game. Only students who have a ticket may request a guest pass. Requests begin Sunday at 12 p.m. and end Thursday at 9 a.m. the week of each home game. Students who receive guest passes may purchase the pass beginning Thursday at 12

GUEST PASSES (cont.)

p.m. and ending Friday at 5 p.m. Students may only receive one guest ticket per game unless the Athletics Ticket Office makes an alternate announcement. To claim their guest, students must pay the guest pass fee online at www.AubTix.com using their banner number and password. If you do not have a registered account, you will be provided a pin in your email. Guest pass fees must be paid by credit card and cannot be billed to a student's e-Bill. All guest passes must be claimed during this process. No exceptions.

All unclaimed guest passes from the ticket pool will be forfeited after 5:00 p.m. on Friday the week of the game.

PENALTY POINTS

Penalty points act as an accountability system to ensure that students are either utilizing their ticket or returning it to the pool. A student can view their current penalty points by selecting the "My Penalties" page. A clear description of why a student received penalty point(s) is provided on the top of the pop up window. The penalty structure is as follows:

- **0 Point Penalty:** Ticket was returned before 11:59pm on the Sunday before the game.
- **1 Point Penalty:** Ticket was returned after Sunday at 11:59pm but before Friday at 5pm prior to the game.
- **2 Point Penalty:** Student failed to attend the game or failed to arrive to the game by the beginning of the second quarter

Penalty points affect post season ticket distribution. The distribution is based on a penalty point-credit hour basis. Penalty points reset after every season.

APPEALS

In the event a student acquires penalty points they would like to appeal, the student can utilize the "appeals" page. On this page, a student can see that particular game to which they are eligible for an appeal. New appeals may only be submitted a maximum of six days after the penalty was initially assigned. After six days, the penalty will be finalized and will no longer be eligible for an appeal. All appeals are reviewed by the appeals committee consisting of both staff and students representatives. Students who submit appeals are encouraged to submit as much supporting information as they can provide such as clear game-day pictures, etc. The more proof a student can provide to why the point(s) were awarded unjustly, the better. For more information about Frequently Asked Questions, Terms and Conditions, paying for a guest pass or submitting feedback, please visit aub.ie/aufstc

