



# North Texas Ticket Office Policies

## **Ticket Account Updates**

Please keep the North Texas Ticket Office informed of all account updates, such as change of mailing address, phone number, email address, and/or contact person for corporate accounts. These changes can be made in person at the Apogee Stadium Ticket Office; by phone at 940.565.2527 or 800.868.2366; via mail to Attn: North Texas Ticket Office, 1155 Union Circle P.O. Box 311397 Denton, TX 76203; or by email at [ticketoffice@unt.edu](mailto:ticketoffice@unt.edu). The ticket office is not responsible for tickets that are sent to wrong address, so please update your account when changes occur.

## **Ticketmaster**

Buy tickets for UNT football, volleyball, soccer, men's and women's basketball, and softball through the North Texas Ticket Office or at [www.meangreensports.com/tickets](http://www.meangreensports.com/tickets).

## **Away Game Tickets**

North Texas away tickets will be made available on a limited basis. Pricing varies and availability is subject to change.

## **Disabled Seating**

Please call 940.565.2527 or visit the North Texas Ticket Office (Gate 2) at Apogee Stadium for ADA/wheelchair accommodations. CSC staff will accommodate ADA seat when requested and available on game day.

## **Inclement Weather/Natural Disaster**

If inclement weather or natural disaster occurs, your game ticket will be valid on the rescheduled date and time. Game cancellations qualify for a future game ticket or possible refund. If game is

relocated from the primary venue, tickets will be allocated in new stadium/arena and are non-refundable.

### **Lost or Stolen Tickets**

Season tickets or single-game tickets that are lost, stolen, or destroyed may be replaced free of charge at the box office. Tickets may be reprinted via print at home tickets, mobile ticket feature, or forwarded using Ticketmaster Account Manager. You may call the North Texas Ticket Office at 940.565.2527 prior to the game date and arrange to pick up the tickets at will call on the day of the game, or the ticket holder of record can come to the customer service/will call window on game day. Those attempting to use stolen or fraudulent tickets will be removed from the game and referred to Denton Police Department.

### **Dynamic & Variable Pricing Model**

The University of North Texas Athletics Department uses both variable and dynamic pricing models depending on the event and are subject to change without notice.

*Dynamic Pricing:* The University of North Texas Athletics Department Ticket Office sets an initial price. However, it is not fixed. Between the moment the tickets go on sale and the game starts, the price may increase due to inventory/availability. This is a practice that is seen regularly in professional and intercollegiate athletics.

*Variable Pricing:* Ticket prices are set in advance based on factors such as opponent, competition, or day of the week. After they are made available to the public there are no changes.

### **Ticket Terms**

This ticket is a revocable license. The ticket holder assumes all risk occurring prior to or at any time during or after the event. Use of abusive language, interference of play, entry into playing field/stage, and drunken/disorderly conduct is prohibited. Violators are subjected to ejection and/or arrest and/or revocation of ticket without refund. Ticket holders may not bring alcoholic beverages, bottles, cans or containers, umbrellas, laser pointers, noise makers, or other unauthorized items onto premises. Ticket holders consent to reasonable search of all items being carried. Event date and time are subject to change without notice or refund. Ticket may not be resold on the University of North Texas premises.

### **Payment of Tickets**

Payment for University of North Texas season, group, single game, postseason tickets, and Mean Green Club memberships may be made by MasterCard, VISA, American Express, Discover, cashier's check, money order, personal check, or cash. Checks are not permitted on game day.

### **Refunds**

No refunds or ticket exchanges are permitted.

### **Stadium Locations**

Football: Apogee Stadium, 1251 South Bonnie Brae, Denton, Texas 76207

Men's and women's basketball: Super Pit, 600 Avenue D Denton, Texas 76201

Softball: Lovelace Stadium, 1500 South Bonnie Brae, Denton, Texas 76201

Volleyball: Volleyball Center, 1536 South Bonnie Brae, Denton, Texas 76207

Soccer: Mean Green Soccer Stadium, 1500 South Bonnie Brae, Denton, Texas 76207

### **Ticket Office Contact Information & Hours**

Apogee Stadium Ticket Office: Monday-Friday, 9 a.m.-5 p.m.

Fridays on home football weeks: 9 a.m-6 p.m.

Email: [ticketoffice@unt.edu](mailto:ticketoffice@unt.edu)

Phone: 940.565.2527 or 800.868.2366