

# 2019 LANE STADIUM SEATING & PARKING PROCESS



## DETAILED STEPS TO HELP YOU MAKE YOUR SELECTIONS



View available seating in  
Lane Stadium



See panoramic views  
from any section



Make selections by clicking  
on available seats

Visit [www.LaneStadiumSeating.com](http://www.LaneStadiumSeating.com)



# Important Notes and Reminders

***This online process puts the selection of season tickets and parking locations directly in the hands of Hokie Club members and season ticket holders. To expedite your selection, please read these important notes and reminders:***

- During your priority selection time you will only be able to select/improve seats that fall within the priority limits based on your contribution to the Hokie Scholarship Fund. Specific limits can be found by consulting the 2019 Hokie Scholarship Fund Benefits Chart.
- All patrons will receive a letter notifying them of their selection time when they will have an opportunity to select their seats either (1) through the online selection process or (2) via the phone with a Hokie Club/Athletics Ticket Office representative.
- Season tickets exceeding priority limits will be selected apart from in-priority seat locations after all other seats are chosen as detailed in your selection letter.
- All donors that qualify for and order parking will receive a letter notifying them of their selection time when they will have an opportunity to select their parking either (1) through the online selection process or (2) via the phone with a Hokie Club/Athletics Ticket Office representative.
- Customers wishing to sit and/or park with others need to coordinate their selection with the appointment time of the lowest ranked person within their group; and, at that time, each group member can log into the online system and choose their seats and/or parking together. **NOTE:** Since all seats and parking will be selected online, each person in the group will need access to a separate computer when coordinating the location of their seats and/or parking location to simultaneously make their selections.
- Seats and/or parking spaces cannot be held in the system to wait for a lower ranked customer to log in and select their tickets and/or parking space. Therefore, the higher ranked members of a group will need to hold off on selecting seats and/or parking until the selection time of the lowest member of the group.
- Each group member can log in at their assigned time and check the availability of seats and/or parking; and has the opportunity to make their selections at that point should they wish to forgo their group seating and/or parking based on the lowest ranked person's selection time within the group.
- **Customers will not be allowed to choose a seat location that strands a single seat.** For example, if a block of three seats remains in a row you will not be able to select two of them thereby stranding a single seat. This maximizes seating capacity in Lane Stadium and limits the number of unsellable single tickets.
- The Athletics Ticket Office reserves the right to move your seats one to the left or right to avoid stranding single tickets or odd numbers of seats in a row. However, this will not be utilized to move seats off an aisle or if it disturbs a block of seats "stacked" back-to-back on two rows.
- A patron who misses their appointment by more than 30 minutes and/or fails to complete their order, will receive an email from the seating system as a reminder. If the patron still has not selected by the next business day after their appointment time has passed, a seating representative will select for them. In re-seating years, the representative will select the best available seats and parking based on the patron's contribution to the Hokie Scholarship Fund for the current year. In non-re-seating years, the representative will re-confirm the patron's seats and parking from the previous season so long as they have met the total per seat donation required for the seats. For new customers, the best available seats and parking based on the patron's contribution to the Hokie Scholarship Fund will be selected. This will exclude you if your 2019 order form indicated you wished to group seat with others.
- A customer who logs into the system at their appointment time and is not satisfied with the available regular season seat selection may opt to "upgrade" their seats to a premium seating area, such as the Outdoor Club, Zone Club, etc., based on availability by calling the Athletics Ticket Office. Those areas carry an additional "per seat premium" above and beyond the cost of each season ticket. Customers qualifying for this "upgrade" will be billed for the per seat premium by the Hokie Club.
- Season ticket holders will retain their seats in subsequent years by maintaining the per seat donation to the Hokie Scholarship Fund required for the seats selected. For parking, donors must maintain the Hokie Scholarship Fund donation level used to select in the Parking Zone of the space selected. Should a member become inactive, seats and/or parking will need to be reselected during your selection time as the prior seats and/or parking will be released and available in the system.



# Important Notes and Reminders



## Selection of Seats

- Your selection time will be based upon your Hokie Club ranking as of March 31, 2019.
- For patrons with more than one type of seat, the same in-priority limits and selection process will apply to each type of seat you possess.
- Regular season and club tickets exceeding priority limits will be selected apart from in-priority seat locations after all other priority seats are chosen.

## Selection of Parking

- The priority limit and Parking Zone is determined by the patron's Hokie Scholarship Fund level.
- The selection time for qualifying Hokie Club members will be based upon your point priority ranking as of March 31, 2019.
- Parking will now follow the same renewal rules as tickets. Patrons will retain their parking locations in subsequent years by maintaining the Hokie Scholarship Fund donation level used to select in the Parking Zone of the space selected. Should a member become inactive, parking will need to be reselected during your selection time.

## Americans with Disabilities Act (ADA) Seating & Parking

- All ADA customers can select up to four seats together in an ADA location.
- Patrons occupying ADA locations must show the appropriate documentation annually in order to retain these seats. Customers not meeting this requirement will have their seats moved from the ADA location to the best available seats based upon their Hokie Club point priority ranking.
- All qualifying ADA customers can only select one parking space.
- ADA wheelchair accessible customers who identified a need for ADA seating and/or parking, and provided the appropriate documentation with their ticket order, will have their account noted and receive a selection time to pick their seats and/or parking.
- Non-wheelchair customers qualifying for ADA seating will have the ability to select available ADA seats within Lane Stadium. If the patron qualifies by point priority for a better seat than available ADA seats, then they may select that location.
- ADA customers will have to meet the per seat minimum for any seats selected in ADA areas.
- There are a limited number of ADA parking spaces within Hokie Club lots adjacent to Lane Stadium for ADA customers requesting and qualifying for parking. If the patron qualifies by point priority for a space closer than available ADA spaces, then they may select that location.
- There will be a lottery for those ADA patrons who did not qualify for parking by their point priority in a lot adjacent to the stadium. Those patrons selected through the lottery process will have the opportunity to be assigned ADA parking in a remaining space surrounding Lane Stadium.
- Once all ADA spaces within Hokie Club lots have been selected, patrons can then utilize ADA parking off Price's Fork Road adjacent to the Parking Garage. Anyone not eligible to select a parking space or winning the ADA lottery will be refunded for their parking pass.



# The Online Selection Process Step-by-Step

Carefully read the guidelines in this brochure and your selection letter regarding the online process. Knowing how the system works will help make your seat and parking selection easier.

Familiarize yourself with these easy steps to choose your own seating and parking for Hokie football.

## 1 Start Here

Go to  
[www.LaneStadiumSeating.com](http://www.LaneStadiumSeating.com)

## 2 Log In

Login using your Virginia Tech customer number and your previously selected password. Once logged in, click the My Account link, and Access the "2019 Ballena Seat Selection Site Link."

## 3 Watch the Instructional Video

Take a minute to watch the instructional video explaining the online selection process. This video will show how to monitor the selection process and make your selections quickly when your appointment time arrives.

## 4 Find Your Cart

Your "Shopping Cart" for Seats and Parking will appear on each subsequent page. If you are renewing seats from last season, the location from last season will appear in your cart; provided your Hokie Club membership was not downgraded or inactive as of March 31, 2019. You will notice that if you ordered and qualified for a parking pass, there is an empty slot for your parking selection in the cart as well. New customers ordering tickets and/or parking for the first time will simply see a slot for each item ordered.

The screenshot displays the Virginia Tech Lane Stadium Seating website. At the top is a navigation bar with the VT logo and links for BUY/RENEW TICKETS, RESOURCES, MY ACCOUNT, and CONTACT. Below this is a 'Sign In' section. Under 'Returning Online Customer', there is a prompt to enter login information, with fields for 'E-mail or Account #' and 'Password', a 'Forgot Password?' link, and a 'Sign In' button. A note states that email and password are case sensitive. Below the login section are two boxes: 'New Online Customer' with a 'Register Now' button, and 'Existing Box Office Customer' with a 'Link Your Account' button. A large number '2' is overlaid on the bottom left of this section. The bottom part of the screenshot shows a video player for 'VIRGINIA TECH Football Seat Selection' with a play button. To the left of the video is a sidebar with account information and a table for 'Full Season Seats'. A large number '3' is overlaid on the bottom left of this section.

**You are encouraged to become familiar and comfortable with this website!**

Hokie Club members and season ticket holders are encouraged to become familiar and comfortable with this website and its functions. All seat and parking selections will be chosen online. Reviewing the steps and reminders in this brochure and website will make the online selection process more user friendly and a better overall experience for you.

Visit [www.LaneStadiumSeating.com](http://www.LaneStadiumSeating.com)



# The Online Selection Process Step-by-Step *Continued*

## 5 Go to the Map

When you have watched the video, checked out your “Shopping Cart”, and reviewed the documentation, click the “View Available Seats & Parking” link to access an interactive map of Lane Stadium.

## 6 Zoom in for Details

From the interactive map, you can click on a seating area to narrow the map’s presentation. You can also click on a specific section for a detailed map of that section. If you hold your cursor over a section, information on that section will appear in the Information Box.

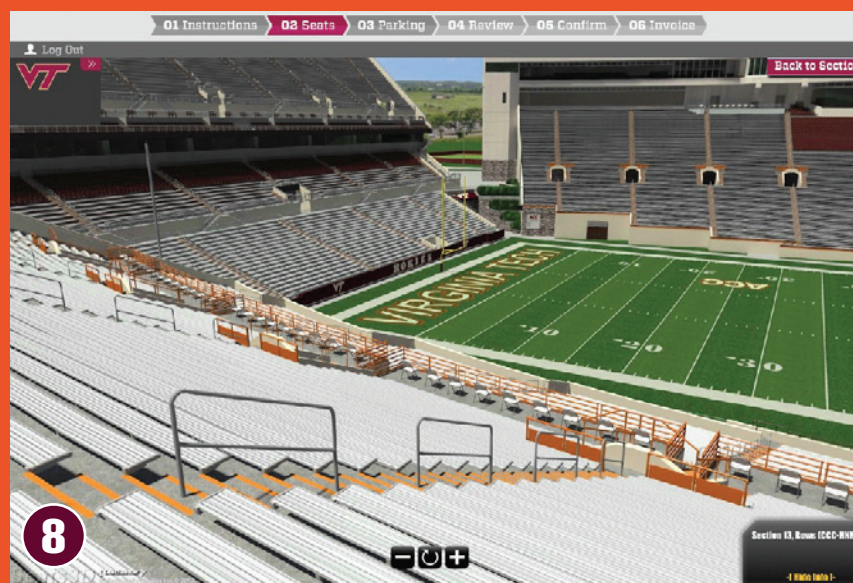
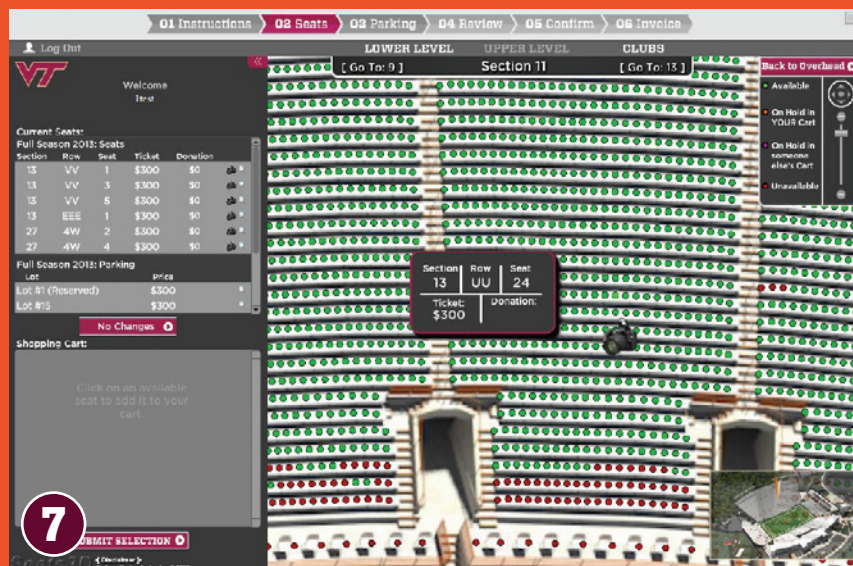
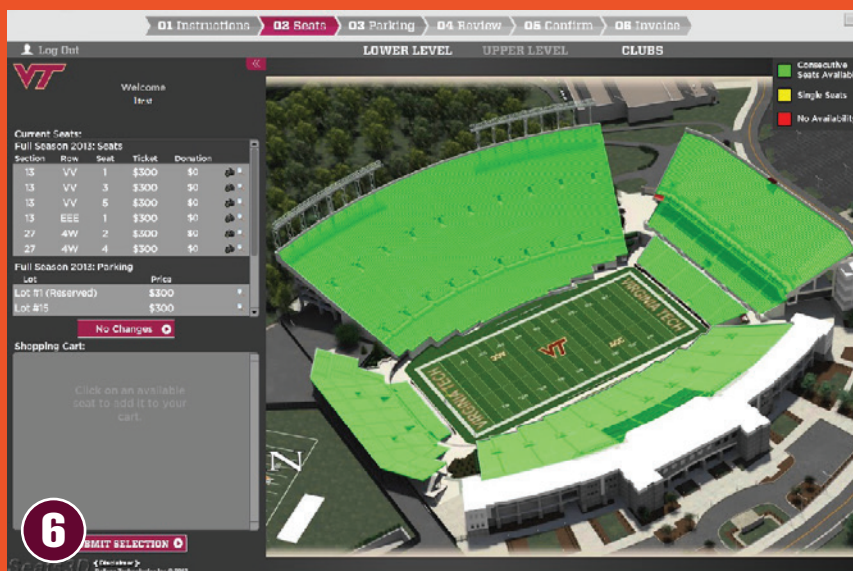
The map used to select parking can be found by clicking the “PARKING” link at the top of the interactive map screen, which will show available parking lots on the 3D map of campus. By holding your cursor over a parking lot, information about that lot will appear in the Information Box. If you click on a reserved space lot, then a detailed map of that lot will be displayed allowing you to select an available reserved space. For general admission lots, no detail is available as all spaces are determined on a first come, first serve basis. Clicking on a general admission lot will assign your parking space in that lot.

## 7 Find Your Seats

The section detail shows all seats in a section. Green dots represent available seats. Red dots represent seats that have been selected by other patrons. Seats you have selected or seats that are already in your cart from last season will be blue.

## 8 Check Out the View

You can see panoramic seat views by clicking on the “Seat View” icon in the appropriate areas. You can see adjoining sections by clicking on the “Go To” buttons at the top of the section image. You can return to the overhead view of the stadium by clicking on the “Back to Overhead” link at the top of the section image.





# The Online Selection Process Step-by-Step *Continued*

## 9 Make Your Selection for Seats & Parking

Your "Shopping Cart" for Seats and Parking appears at the left side of the screen along with your appointment time. When your appointment time begins you will be prompted to begin your selections for the upcoming season.

During reseating years all individuals must select seats and parking.

In non-reseating years, if you are happy with your seats from last year, you do not have to re-select them. They will be renewed automatically. Keep in mind that if you downgraded your Hokie Scholarship Fund Club membership and no longer meet the per seat requirement for the seats you had, you will need to select new seats as your old ones have been dropped.

To select your seats, click on the "Seats" tab at the top of the screen. Once your seats are selected, continue to the "Parking" tab and select your parking location. Click on any available green dots to have the seats added to your cart. On the confirmation screen you will have the option to review your selections for both seats and parking and make any adjustments you wish.

**Note:** Regular season tickets can only be selected in regular seating areas, and club seats can only be selected in the appropriate club seating areas.

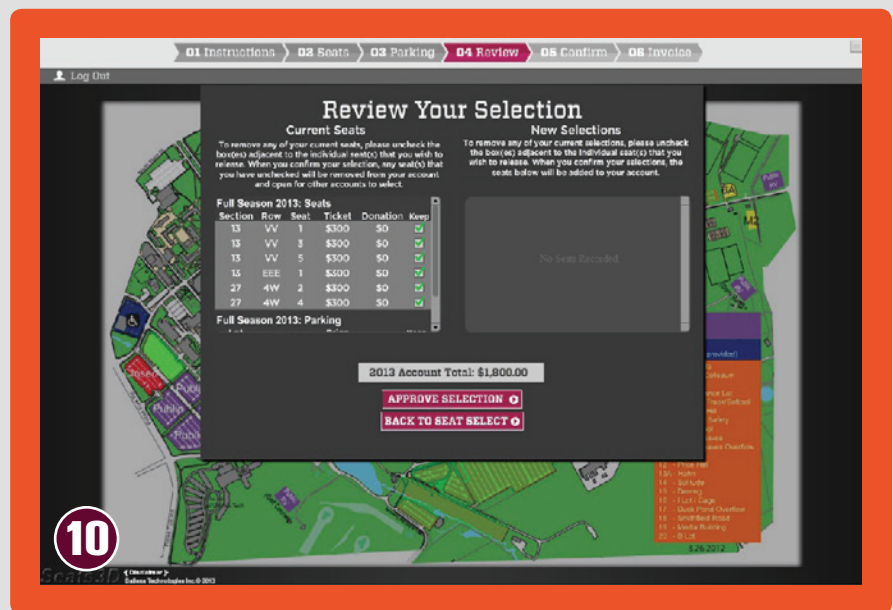
**Note:** For parking, regular car passes can only be selected in car spaces and RV spaces can only be selected in RV spaces.

## 10 Lock Your Selection

Once your shopping cart is "full", finalize your selection by clicking "Submit Selection". This will prompt you through a series of confirmation screens. For customers renewing seats from last year and selecting parking (if applicable) for the upcoming season, you will see those selected items in your cart on the first screen. You may continue to the next confirmation screen.

During non-seating years, renewing customers wishing to change seat locations will see (1) last year's seat location, (2) the new seats you have selected for the upcoming season, and (3) your parking location (if applicable) on the first screen. At this point you will have to choose a final seat location. To release the unwanted seats click on the red "X" next to the assignment on the confirmation screen. Those seats will then be immediately released for others to select. Once you have finalized which selections you wish to retain for the upcoming season, you may continue to the next confirmation screen.

For new customers ordering tickers and/or parking (if applicable) for the first time, you will see the seats and parking location you selected for the upcoming season. You may continue to the next confirmation screen.



On the final confirmation screen all customers will "Approve Selections". **NOTE: Once you "Approve Selections" of an item, SELECTION IS FINAL.** You will have an opportunity to print out your seat and parking selections at this time for your records. Individuals that are group seating and/or group parking should only submit a selection when they are ready to finalize an item. For example, if you are group seating with a lower ranked customer, then you want to finalize your parking pass during your priority selection time. Then at the lower ranked customer's priority selection time you would log back into the system and finalize your seat location by following the steps above and clicking "Submit Selection".

## 11 You're All Done

**NOTE:** All customers must finish checkout to lock in the seats and/or parking you have selected. If the donation required for the seats you selected is less than or equal to your contribution to the Hokie Scholarship Fund, no additional money will be collected. You will need to finish the checkout process to lock in the seats and/or parking you have selected. If your contribution falls below the total donation required for the seats you have selected, you will need to pay for the upgrade during the checkout process. Once checkout is complete, you will receive an email confirmation of your seat selection and any payment. Simply click on the "Place Your Order" button, seen below, to finalize the transaction.

Enter Payment Information

Account Information			Show Details
Item	Seat Location	Edit Seats	
Football Season	Section 13L	Row WW	Seat(s) 8-2
Parking	Section 1	Row 9	Seat(s) 230

Total Cost: \$1,100.00  
Amount Due Now: \$3,100.00

Payment Information

**Credit Card**

Card Type:

Card Number:

Expiration Date:

Name (As it Appears on Card):

Security Code:

**Cancel Order** **Place Your Order**