

Instructions for participating in the 2020 Georgia Football

Optional Seating and Parking Selection Process

In order to best prepare for your selection time in advance:

1. The interactive seat and parking selection site will be made available prior to the start of the selection process in order for you to familiarize yourself with the website. You will be able to log in, view the open seat and parking inventory and we encourage you to watch the instructional video that will walk you through the step-by-step process to exploring open inventory options and making selections. We anticipate the site going live no later than Friday, May 15th.
2. Once the selection process starts on May 18th, you will be able to log in using your credentials and track availability leading up to your appointment time. In order to be best prepared to take action at the time of your appointment, we recommend that you identify open seats and/or parking options for you to select prior to your appointment time.
3. **The seat and parking selection webpage is NOT mobile device friendly.** In order to participate in the Optional Seat & Parking Selection Process, please make sure you have the “Google Chrome” browser installed. If you do not, and you are using another browser such as Safari, please download Chrome.

You will have two options to complete your selection:

Option 1: Online without Assistance at Your Selection Time (Recommended):

1. Log in a minimum of ten (10) minutes prior to your selection time via your account on the TGBC website using your account number or email, and Password in order to familiarize yourself with the process and open inventory.
2. **Once logged in, go to your “My Account” page and click “2020 Football Selection Process” at the top right corner of the screen to enter the seat selection process web page. This will take you directly to an instructional page, which includes a video that will walk you through the process.**
3. After selecting any open inventory, seats and/or parking will remain in your cart for you to complete the checkout process for ten (10) minutes from the time you make your first selection.
4. At checkout, you can make any seating and/or parking adjustments (IE: dropping unwanted seats/parking). Be sure to click the “submit selection” button in order to complete the process.
5. An email confirmation will be sent to you detailing your selections. This will include seating and parking locations as well as a receipt for any additional payments made during the checkout process, as applicable.

Option 2: Online with Phone Assistance at Your Selection Time:

1. Five (5) minutes prior to your selection time, call 877-GA-DAWGS for selection assistance. A UGA Athletics Association representative will help guide you through the selection process.
2. A UGA Athletic Association representative will log in to the live selection webpage and discuss available seating and/or parking options in your preferred locations for you to choose from.
3. A UGA Athletic Association representative will be able to make selections on your behalf or help ensure that you do so correctly during the phone call based on your preferences. If there are any additional payments needed, this will be completed via credit card over the phone at the time of checkout.
4. An email confirmation will be sent to you detailing your selections. This will include seating locations and parking, if applicable, as well as a receipt for any additional payments made during the checkout process, as applicable.

***Should you exercise the option of having a UGA Athletic Association representative make selections for you, please note that you will not be able to log in and view the site at the same time. You can however make self-selections with phone assistance. Regardless, please have desired options in mind before you call to give ample time to make the best selections for you.*

COVID-19 STAFFING PLANS

1. *Please be advised that due to COVID-19 and social distancing efforts, we unfortunately will not be able to accept walk-in appointments for the optional seat/parking selection process this year. Please call our staff to discuss options if you need additional assistance in preparing for your online appointment time.*
2. The UGA Athletic Association is practicing safe social distancing and is currently working remotely. We do however plan on returning to the office on Thursday, May 14th, if not sooner, to execute the selection process.
 - a. **Prior to Thursday May 14th**: email us at seats@sports.uga.edu, call and leave a message at 877-GA-DAWGS, or contact us via online chat on our website, thegeorgiabulldogclub.com.
 - b. **Starting May 14th**: call us at 877-GA-DAWGS and a staff member will be available to assist you. You may also reach out to us at seats@sports.uga.edu or via online chat on our website, thegeorgiabulldogclub.com

IMPORTANT NOTES

1. If you miss your selection time, but still wish to participate in the process, you will be able to log in any time after your allotted time, up until the process is completed at the end of May, to make selections. Please note you will sacrifice your priority place in line if you miss your appointment, as others will be logging in for selection throughout each day.
2. If you know in advance that you are going to miss your selection time, you may entrust your seat selection to an individual of your choosing. Should your proxy need personal assistance over the phone, you will need to notify The Georgia Bulldog Club in writing ahead of time on whom you have given authorization to make your selection.
3. **This is NOT a reseating or a re-parking process.** All renewing season ticket holders will maintain their 2019 seat and parking locations as long as the minimum per-seat and/or parking contributions are met and season tickets have been renewed by the appropriate deadlines.
4. Selection times have been assigned by ranking Hartman Fund donors, who opted-in to the process, by cumulative priority points.
5. It is feasible that multiple accounts could be making selections simultaneously due to members with earlier appointment times taking more time to make their selections.
6. While we cannot adjust appointment times, if you are looking to select seats with another account, you have the ability to log in at the same time as the account with the later appointment time (lowest priority point total) to simultaneously select your seats and/or parking.
7. **Participation in this process is totally optional.** If you log in during your appointment time and do not see any seats or parking that are more desirable than your existing locations, you do not need to take any further action. If you prefer, you will have the ability to confirm your current seats. If you are a new season ticket holder and do not wish to purchase any of the available inventory, you will receive a refund on the cost of your season tickets purchased or apply this cost towards your 2021 Hartman Fund contribution, per your decision on the season ticket application.
8. While comments submitted on your online football season ticket application are helpful, all seating and/or parking relocation/allocations will be managed through the interactive seat and parking process.
9. In the event of any alterations to the 2020 season, all season ticket purchases and allocations will be upheld for the next football season based on what was renewed, selected and purchased through the Optional Seating & Parking Selection Process.