

Instructions for participating in the 2020 Georgia Football Secondary Optional Seat Selection Process

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

1. The interactive seat 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 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.
2. Once the selection process starts on June 15th, 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 to select prior to your appointment time.
3. **The seat selection webpage is NOT mobile device friendly.** In order to participate in the Optional Seat 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 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, 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 seat 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 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 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, June 11th, if not sooner, to execute the selection process.
 - a. **Prior to Thursday June 11th:** 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 June 11th:** 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 secondary seat selection process is taken offline at 11:59PM on June 16th 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 already had season tickets prior to this secondary process, you will see them on your account, but will not be able to relocate or alter your existing season tickets.
3. 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.
4. ***Any existing seats and parking (if applicable) that were on your account this past season, or from the original 2020 seat selection process will remain the same for the upcoming season.***
5. For the secondary seat selection process, appointment times were assigned based on cumulative TGBC priority points with those who do not currently have football season tickets selecting new seats followed by current season ticket holders exploring additional season ticket opportunities.
6. 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.
7. 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.
8. **Participation in this process is totally optional.** If you log in during your appointment time and do not see any seats that you wish to add to your account, you do not need to take any further action.
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.
10. In order to give as many donors the opportunity to select adjacent seats, while also maximizing inventory, the seat selection website will not allow you to leave a single seat in a row. For example, you cannot select two seats in a location where there are only 3 seats next to each other, as that would strand a single seat.
11. In the event that no tickets are available at your priority, you will be eligible to request a refund for your recent donation (this is abnormal only for this year due to COVID-19, as our longstanding policy are that donations are non-refundable). If there are tickets available at your appointment time and you do not select seats, you are not eligible for a refund.