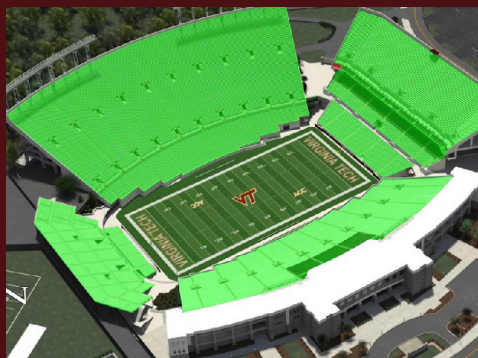


# THIS IS HOME



## 2015 LANE STADIUM SEATING AND PARKING PROCESS

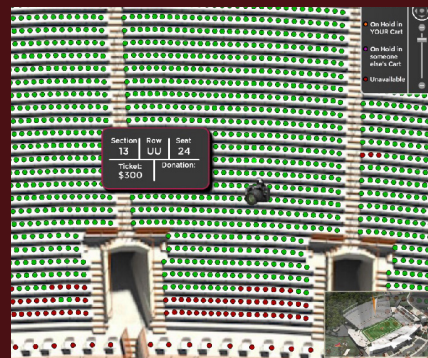
DETAILED STEPS TO HELP YOU MAKE YOUR SELECTIONS



View available seating in Lane Stadium



See panoramic views from any section



Make selections by clicking on available seats

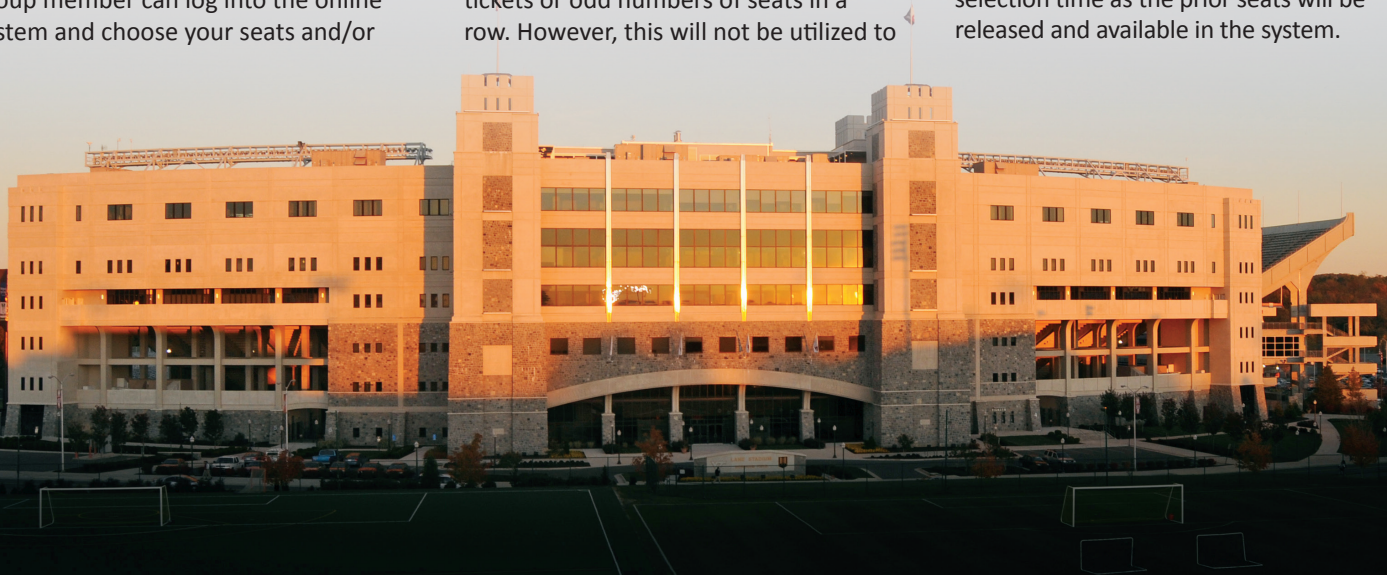
Visit [www.LaneStadiumSeating.com](http://www.LaneStadiumSeating.com)



# 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 note these important notes and reminders:*

- During your priority selection time you will only be able to select/improve seats that fall within the “in-priority” limits. This includes both regular season and premium seating tickets that you purchase. The “in-priority” ticket limit for Benefactors, Century Champion, Golden Champion, Diamond and Platinum Hokies is six season tickets. The “in-priority” ticket limit for all other patrons is four season tickets.
- 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 new 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 new 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 his or her selection with the appointment time of the lowest ranked person within your group; and, at that time, each group member can log into the online system and choose your 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 your seats and/or parking location to simultaneously make your 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 then 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 time by more than 30 minutes and/or fails to complete their order will be contacted by a seating representative. If the representative is unable to make contact with the customer within one hour, the reseating representative will renew last season’s seats and select the parking space as close as possible to last year’s location for renewing customers, or select the best available seats and/or parking for new customers. This excludes customers that have indicated they wish to group seat and/or group park on the renewal form.
- 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.
- Hokie Club members will retain their seats in subsequent years by maintaining an active Hokie Club membership. Should your membership become inactive or downgraded, your seats will need to be reselected during your selection time as the prior seats 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 Dec. 31, 2014.
- The same in-priority limits and selection process will apply to each type of seat you possess.
- If you are a Platinum Hokie or higher with no more than six regular season tickets and/or six tickets in any club section, then you may select all of your tickets in each section at your appointed priority selection time using the online selection process.
- 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 for parking is one parking pass per membership.
- The selection time for qualifying Hokie Club members will be based upon your point priority ranking as of December 31, 2014.
- Parking will continue to be selected annually based on your ranking as of December 31 of the previous year.



## 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 time to be called by the Athletics Ticket Office for assistance in selecting seats and/or parking per their individual needs.
- 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.
- 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

Log in to the system using your Virginia Tech ticket account number and personal access code. This information was in the selection letter and emails. You will be directed to the “My Account” page after logging in.

## 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 Dec. 31, 2014. 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 website's interface. At the top, there is a navigation bar with tabs for '01 Instructions', '02 Seats', '03 Parking', '04 Review', '05 Confirm', and '06 Invoice'. Below this, a 'Log In' section is visible with fields for 'Customer Number' and 'Seat Selection Pin', and a 'LOG IN' button. A large video player is embedded in the center, showing a football game with the text 'VIRGINIA TECH FOOTBALL ONLINE SEAT SELECTION'. To the left of the video player, there is a table for 'Full Season 2013: Seats' and 'Full Season 2013: Parking'. The table for seats is as follows:

Section	Row	Seat	Ticket
13	VV	1	\$300
13	VV	3	\$300
13	VV	5	\$300
13	EE	1	\$300
27	4W	2	\$300
27	4W	3	\$300

The table for parking is as follows:

Lot	Price
Lot #15 (Reserved)	\$300
Lot #15	\$300

At the bottom of the page, there is a 'Seat Selection' section with a list of instructions:

1. You must first select your seats using this website. Check availability and choose desired seats by clicking "Begin".
2. You will see your seat selections on the left hand side in the shopping cart. When you are ready, click "Submit Selection."
3. You will then have an opportunity to review your shopping cart. When you are ready to finalize your seat selection, click "Approve Selection" and then "Confirm Seats."
4. You will receive an email confirming your seat selection.

**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 and actual appointments will run from 9 a.m., to 4 p.m., on weekdays beginning May 4 and ending in June. 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.

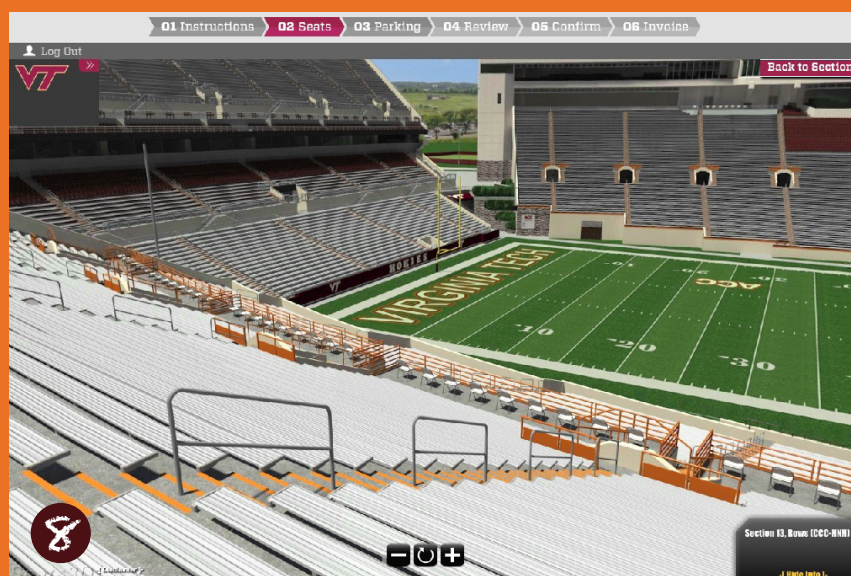
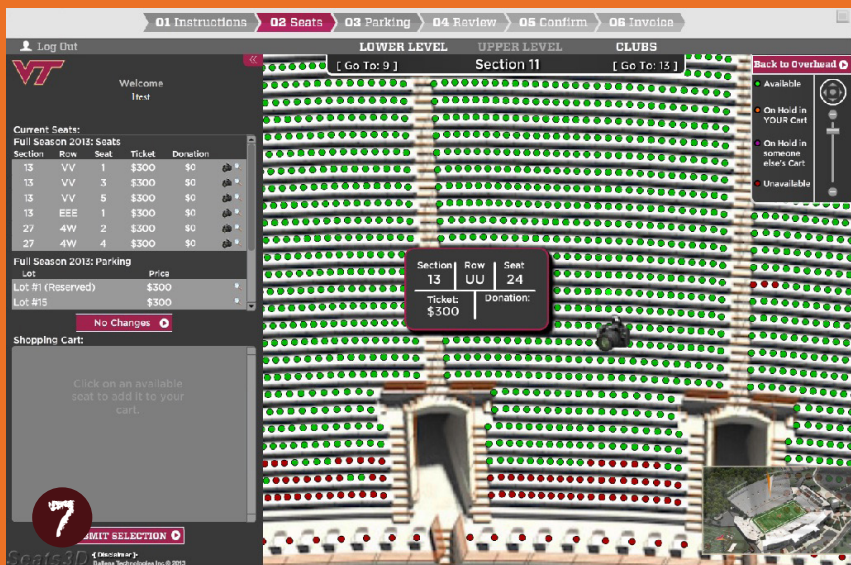
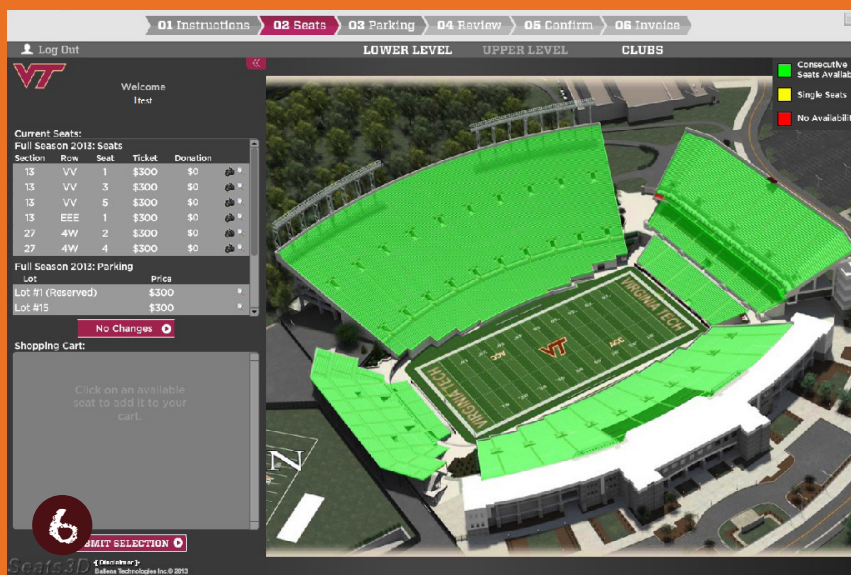
The map used to select parking can be found by clicking the “PARKING” link at the top of the interactive map screen, which will show available parking lots on the 3D map of campus. By holding your cursor over a parking lot, information about that lot will appear in the Information Box. If you click on 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 members. 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.

If you are a renewing ticket holder, last year’s seat location will be loaded into your cart automatically; provided your Hokie Club membership was not downgraded or inactive as of Dec. 31, 2014. If you are happy with your seats from last year, you will only need to select parking (if applicable). You may make your parking selection by clicking on the “PARKING” tab at the top of the screen and adding the space or lot you wish to have for the upcoming season to your shopping cart. If you are renewing tickets, but would like a new location for the upcoming season, click on any available green dots for the new location you would like to have. These seats will be added to your shopping cart. On the confirmation screen you will have a chance to drop the tickets from last year to finalize your move to the new seats.

For new customers selecting tickets and/or parking (if applicable) for the first time, as you click on the available green dots, the seats and/or parking location will be added to your shopping cart and turn blue. If you change your mind and want to change the location of your selection, you can unclick the original selection in the map or click on the red “X” next to the assignment in the shopping cart.

**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.

For renewing customers wishing to change seat locations you 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 tickets 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

After submitting your selections, you are all done. If you have tickets that are above the priority limit, you will be allowed to select those at the second time slot specified in your appointment notice.

Section	Row	Seat	Ticket	Donation	Keep
15	VV	1	\$300	\$0	<input checked="" type="checkbox"/>
15	VV	3	\$300	\$0	<input checked="" type="checkbox"/>
13	VV	5	\$300	\$0	<input checked="" type="checkbox"/>
13	EEE	1	\$300	\$0	<input checked="" type="checkbox"/>
27	4W	2	\$300	\$0	<input checked="" type="checkbox"/>
27	4W	4	\$300	\$0	<input checked="" type="checkbox"/>

