Policies and Code of Conduct

**TCU Ticket Policy:**

TCU has taken enhanced health and safety measures in accordance with current state and local guidelines. You must follow all posted instructions while attending TCU events. Non-adherence to these guidelines may result in your removal from the facility.

An inherent risk of exposure to COVID-19 exists in any public place. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to health experts, senior citizens and guests with previous medical conditions are especially vulnerable.

By attending a TCU event, you voluntarily assume all risks associated to exposure to COVID-19 or other communicable illnesses.

The TCU Athletics Ticket Office cannot guarantee tickets as valid from any source other than TCU. To avoid problems with invalid tickets, please purchase directly from GoFrogs.com, the TCU Athletics Ticket Office or StubHub.

TCU makes, and has made, no warranties or representations about the rights of TCU season ticket account holders with respect to season tickets or the renewal of same; TCU expressly denies and disclaims the existence of any such rights, and renewal of all season tickets from year to year is at the sole and absolute discretion of TCU.

TCU Athletics tickets are intended for use primarily by the original purchaser. TCU reserves the right to review all transactions and revoke tickets from any account determined by TCU, in its sole discretion, to be a violation of TCU policies or intent. No refund, exchange or credit will be given.

**Big 12 Sportsmanship:**

TCU and the Big 12 Conference value sportsmanship, both on the field (court) and in the stands. TCU is committed to providing a safe environment for student-athletes, coaches and officials and a fun, entertaining atmosphere for all fans, free from disorderly behavior, including foul, sexist, racist, homophobic, transphobic, obscene or abusive languages or gestures.

Any spectator creating an unsafe environment or who interferes with the game by coming onto the field (court) or by throwing objects onto the field (court) at any time, will be removed from the facility. Your cooperation with the event staff and security personnel are appreciated.

**TCU Facility Regulations:**

All TCU facilities and events will have the following regulations:

- Clear bag policy
  - No larger than 14” X 14”
  - Small purse approximately no larger than hand size
- One unopened bottle of water per person is allowed (no glass)
- Backpacks, diaper bags or similar objects are not permitted. Items must be in a clear bag.
  - Exceptions will be made for medically necessary items after inspection at security gate.
- No outside food or drinks
- No outside seat cushions
- No pets except for required service animals
- No umbrellas, selfie sticks, artificial noisemakers, strollers, bicycles, fireworks, weapons (including those allowed by permit)

Guests violating these policies will be subject to ejection, without refund or exchange, and potential loss of future season and/or single game tickets.