Monmouth Athletics Tickets FAQ’s

How can I purchase public single game tickets?
Subject to availability, single game tickets may be purchased by phone by calling (732) 263-5735, (732) 263-5402, online at www.MonmouthHawks.com (click on TICKETS) or at the Monmouth University Box Office. Every person entering must have a ticket with the exception of children age 3 and under who are admitted free but they must sit on an adult’s lap. Fans are encouraged to purchase and print their tickets online in order to minimize heavy traffic within the will-call area.

How can I print my tickets from home after purchase?
After you have completed your ticket purchase online you will be e-mailed a confirmation. Within the confirmation there will be a link prompting you to print your tickets from the comfort of your own home by clicking the link.

Purchasing a ticket from someone outside of Monmouth University
Only tickets purchased directly through www.MonmouthHawks.com, the Monmouth Box Office, or a Monmouth Athletics Ticket Sales Representative can be authenticated at the gate upon entry. Monmouth University cannot guarantee that any tickets purchased from a third party source (Seat Geek, Vivid Seats, Stub Hub, etc.) are valid or that they will allow patron(s) entry into the arena.

Is Monmouth partnered with and/or affiliated with any secondary ticket agency?
Monmouth University is not partnered with nor affiliated with any secondary ticket agency (Seat Geek, Vivid Seats, Stub Hub, etc.). We cannot guarantee that any tickets purchased from a secondary agency are valid, nor are we responsible for refunding patrons.

What is will-call and where is it located?
Will call is a location where one may pick up tickets that have been purchased or reserved. Typically these are purchased in close proximity to an event and without sufficient time to insure receipt through the mail. Will call orders may be picked up in the OceanFirst Arena Lobby starting 90 minutes prior to the start of Men’s Basketball events and 60 minutes prior to Women’s Basketball events. Will call orders may be picked up in Kessler Stadium starting 2 hours prior to kickoff for Football and 60 minutes prior to ball drop for Men’s Lacrosse.

In order to pick up your will call tickets, you will be required to present:
Your valid state or government issued photo ID, driver's license or passport.

Will call is not available for tickets purchased online.

Please Note: The Monmouth Box Office does not accept outside will call. Outside will call is anything "dropped off" by an individual at the will-call table for another individual to pick up.

What is a pass list and where can I pick up tickets if I am on the pass list?
A pass list is used to process admissions to squad guests, recruits, and high school coaches. Persons whose names are left on a pass list must present photo identification to receive admission to the event.
NCAA regulations prohibit the issuance of "hard tickets" thru a pass list, so pass list recipients must enter the facility upon signing for his/her admission. Commonly referred to as a "player guest" or "squad guest" entrance. Home and Visitor pass list tables can be found in the OceanFirst Bank Center Lobby next to the general will-call table and at the Main Entrance to Kessler Stadium.

**Monmouth University Student Seating**

Monmouth students can attend any regular season home game in the OceanFirst Bank Center for free by showing their valid Student ID at the gate as they enter the game. OceanFirst Bank Center student seating in sections M and N are general admission, first come first served. If these sections fill, students will be directed to an alternate seating in section T. Kessler Stadium student seating in section 102.

**Is there a discount if I bring a group to a game?**

Group discounts are available for most events for groups of 15 or more people. To order group tickets, contact the Group Ticket Sales Office at (732) 263-5498. Group tickets must be purchased at least 1 week in advance of the event and are not available at the door. Every person attending over the age of 3 (children 3 and under must sit in an adult’s lap) must have a ticket to enter Kessler Stadium and OceanFirst Bank Center Arena.

**What time do Box Office Windows open?**

The Monmouth Box Office will be open 2 hours before football games at Kessler Stadium, 90 minutes before Men’s Basketball games at OceanFirst Bank Center, and 60 minutes for Men’s Lacrosse Games at Kessler Stadium and Women’s Basketball Games at OceanFirst Bank Center for will-call and tickets sales.

**Will I get better seats by ordering online or by calling your office?**

All methods of ticket purchase access the same inventory of seats.

**What payment options are available?**

The Athletic Ticket Office accepts American Express, Visa, MasterCard and Discover and Cash.

**Is my print-at-home ticket valid for entry or do I trade it in for a "real" ticket?**

The ticket that is emailed to you is a valid ticket and you should protect it like you would any other ticket. Each ticket contains a unique barcode that will be scanned at the entrance. If copies of the ticket are made, only the first scan of the barcode will be allowed entry. Any subsequent attempt to use that ticket will not be permitted.

**What items are prohibited?**

All food and drink containers, bottles, horns, artificial noisemakers, cans, thermos bottles, ice bags, ice chests, lawn chairs, backpacks, large bags, umbrellas, video cameras, strollers, infant seats, hard surfaced materials, pocket knives, or any object deemed hazardous by the game management personnel. Gate personnel are instructed to enforce this rule in the interest of safety. Stadium security has the right to inspect any item at any time for the purpose of spectator safety. Prohibited items must be returned to cars or disposed of before entering the stadium.