



USF Ticket Office Policies, Procedures, and Ticket Information

The USF Ticket Office is located inside War Memorial at the Sobrato Center on the campus of the University of San Francisco. Ticket Office hours are Monday - Friday 10am - 4pm, game days from 10 am until two hours prior to game time, and is closed on Holidays, unless there is a home game that day.

Physical Address:
2335 Golden Gate Ave,
San Francisco, CA 94117

Mailing Address
Attn: USF Athletics Ticketing
2130 Fulton St, San Francisco, CA 94117

Tickets
Main Office: (415) 422-2873 (2USF)
Email: usftickets@usfca.edu

Refunds & Exchanges:

All sales are final. No refunds or exchanges are offered for any game time or date change. In the unlikely event of game cancellation, the buyer is entitled to a refund of their tickets to the original purchasing method.

The USF Ticket Office and USF Athletics is not responsible for any ticket purchased through a third party site, app, or vendor whether online or in person (e.g. Stubhub, Vivid Seats, SeatGeek, Game-Time, Ticketmaster, Game Time, TickPick or other such vendors)..

*Exchanges are at the discretion of USF Athletics

Venues:

War Memorial at the Sobrato Center: Men's and Women's Basketball, Volleyball

Negoesco Stadium: Men's and Women's Soccer

Benedetti Diamond: Baseball

Concessions:

USF Athletics offers a variety of meals, snacks, and drinks, including beer and wine for fans aged 21 and older, at each of our ticketed sporting events.

War Memorial at the Sobrato Center: Concessions are located inside the south lobby behind the court.

Negoesco Stadium: Concessions are at the midfield line, south of the press box.

Benedetti Diamond: Concessions are located inside the main entrance across from the Ticket Booth.



Payments:

The USF Ticket Office accepts all major credit cards (VISA, MasterCard, AMEX and Discover), debit cards, checks (payable to USF Athletics), and cash payments.

Will Call:

Will Call and Pass list for all sports open 60 minutes prior to game time. All fans 18 years and older must present a valid, government issued photo ID at the time of pickup.

Men's Basketball: Will Call is located in the booth on the East side of the main lobby inside the main entrance at War Memorial at the Sobrato Center. Will call location is subject to change based on availability

Women's Basketball and Volleyball: Will Call is located at a table across from the main ticket booth inside the main entrance at War Memorial at the Sobrato Center.

Soccer and Baseball: Will Call is at a table adjacent to the main ticket booth inside the main entrance.

Gameday Ticket Office and Will Call Hours of Operation:

The USF Ticket Office opens 60 minutes prior to the game for all sports. The Ticket Office will remain open in the following time frames for each respective sport.

Men's Basketball/Women's Basketball: 60 minutes prior to tip until halftime

Men's Soccer/Women's Soccer: 60 minutes prior to kickoff until halftime

Women's Volleyball: 60 minutes prior to event time and through the second set

Baseball: 60 minutes prior to first pitch until the top of the 5th inning.

Spectators will not be admitted once the Ticket Office is closed.

Team Pass Lists:

The home and visitor team pass list is located at a table centered inside the main entrance and opens 60 minutes prior to the game.

Please have a valid, government issued photo ID ready and the name of the person who left you the tickets. Fans whose names do not appear on the guest list will be required to purchase a ticket at the box office to gain entry to the venue.

Parking:

Parking is available on a first come, first serve basis in the Hayes-Healy Parking Garage. Street parking on Golden Gate Avenue and in the adjacent neighborhoods is available, though it is monitored by the city of San Francisco. Street parking is limited to two and four hours during the week based on location and is untimed on weekends.

USF Men's Basketball season ticket holders have the option to a reserved season parking pass for \$500 on the upper level of the Hayes-Healy lot (for more information on season tickets, see page 4).



Ticket Delivery Methods:

Fans have the option to select a delivery method from the following options.

Mobile: A mobile ticket is delivered directly to your smartphone within minutes of purchase. The mobile ticket can be scanned directly from your phone at the USF Box Office gate entrance. No paper or printing of tickets is required with mobile ticketing. *Note: Mobile ticketing can only be requested through online orders.

Will Call (\$15): If you select the Will Call option a \$10 fee is added to your order. Once ordered, your tickets will be available for pickup at the corresponding venue.

Mail (\$20): Tickets are mailed out at least a week prior to the event, the mail option will turn off five days before the event.

Print at Home (\$5): When you select the Print at Home (PAH) shipping method, you will receive two emails, one that is the confirmation receipt (no tickets), the second is your Print at Home ticket attached as a PDF. Open and download the PDF and print your tickets to bring them to the game.

You are also able to download the PDF or the QR present on the digital ticket to your phone and can present that at the gate for admittance to the game. Please zoom out and turn your brightness up so the barcode is fully visible to scan.

Forgot Password:

Click on the “Forgot Password?” button below the username/password on the log in page and type in your email address associated with the account. You will then receive a link to your email with instructions on how to reset your password. Follow the directions on the password page to complete the login process.

Transferring Tickets on Mobile:

With your mobile device, go to www.usfdons.com/tickets to access your account. Once logged in select “My Account” and select “Transfer” The next page will show all events eligible to transfer. Select the seat(s) you wish to transfer.

Transferring Tickets on Desktop:

Go to www.usfdons.com/tickets to access your account. Select “My Account” and log in to your account with your E-mail or Account number. Once logged in select “Transfer” from the right-hand menu. The next page will show all events eligible to transfer. Select the seat(s) you wish to transfer by clicking on the box next to the ticket, then fill in the recipient information. You will then be asked to review the information before sending. Once the transfer is approved, the recipient will receive an email notification letting them know that they have a transfer waiting for them with a link to accept the offer. An email confirming the transfer will also be sent to you, the sender. The Recipient will need to accept the transfer using the email address to which the invitation was sent. After that, the process is like the regular purchase process.



Season Tickets:

Men's and Women's basketball:

Tickets are delivered as mobile tickets. They may be printed on a singular plastic lanyard with a universal barcode, print-at-home PDFs, or standard BOCA paper tickets, though these methods will result in additional processing fees. Lanyards and paper tickets will be shipped to you directly.

Men's/Women's Soccer and Baseball:

Season tickets are delivered as mobile tickets. Tickets may be printed on standard BOCA ticket stock and mailed out prior to the first home game of the season for an additional processing fees.

Print at Home season tickets are also available and all tickets are sent as a nAdobe PDF attachment to the email on file for an additional processing fee.

Renewing Season tickets:

You can renew your tickets online by logging into www.usfdons.com/tickets to access your account. Once logged in select "Manage My Account" and select "Season Renewal Application" from the right-hand menu. On the left will be your renewal application. Click on the application and you will see the seat location, amount of tickets and what is due. Once you confirm the information on the application is correct, select Add to Cart and choose a delivery method before you Checkout. Enter the information asked during the Checkout process and Place Your Order. If you would like to renew your tickets using another method please contact the USF Ticket Office at (415) 422-2873 Monday-Friday from 10am-4pm for additional assistance. You may also email usftickets@usfca.edu for support.

Game-Day Ticket Reprints:

USF Athletics encourages fans to always have your ticket present at the time of entry, however if that is not the case, please adhere to the following measures.

Lost/Stolen Ticket:

If you think you may have lost your ticket please present your ID at the box office and we will do our best to find your account and reprint the ticket for a \$5 fee. If you believe your ticket was stolen, please contact the police to report the theft. Please note that USF Athletics is not responsible for a stolen ticket.

Season Ticket Reprint:

If you are a season ticket holder who misplaced your lanyard and would like to have your season ticket for that particular game printed, please come by the box office and present your ID so we can look up your account.

In the event of a reprint, a \$5 reprint fee will be added to your account.



Purchasing Tickets:

If you have an account, please sign in to purchase season, single game, and mini plan tickets online at usfdons.com/tickets. If you do not have an account, it will prompt you to create an account prior to the completion of the purchase.

Tickets can also be purchased through the USF Ticket Office at 415-422-2873, or in person by visiting the ticket office at War Memorial at the Sobrato Center.

Men's & Women's Soccer, Volleyball and Baseball: All tickets are General Admission and operate on a first come first serve basis.

Men's & Women's Basketball: Reserved and General Admission seats are available to purchase by clicking on the seating map located online.

Please note that prices for Men's basketball tickets increase by \$5 when purchased on gameday at the ticket office. If usftickets@usfca.edu is blocked by a spam filter, please be sure to include this email as part of your approved addresses to receive your Print at Home ticket.

Youth and Senior Ticket Rates:

For Volleyball, Baseball, Soccer, and Women's Basketball, children ages 3 and under are free. Ages 4-17 are eligible for the youth price, and ages 65 and up receive the senior price.

For Men's basketball, children 3 and under are free for a general admission ticket. There is no discount for reserved and lower bowl seating.

Accessible Seating:

Accessible seating is located on the North baseline (right inside of the main entrance) and is available for one accessible and one companion seat. Tickets are based on availability, and are distributed on a first come, first serve basis. The USF Ticket Office will use its best efforts to accommodate patrons in need of assistance.

ADA tickets can be purchased over the phone at 415-422-2873, or in person during the USF Ticket Office's normal operating hours (see above).

Outside Food and Beverages:

Outside food and beverages are not permitted inside any USF Athletics venue. Full concessions stands are open on site. Alcoholic beverages are also available for purchase for those fans aged 21 and older by presenting a valid government photo ID.

Bags:

No bag larger than 12x12x12 may be brought inside any USF Athletics venue.



Dons Kids Club:

The Don's Kids Club is a membership program available to kids aged 12 and under for \$25 per member.

Benefits Include:

- Free General Admission access to all USF regular season home games
- Exclusive and priority access to fan experiences based on availability
- Kids Club T-Shirt
- Half Off Pizza Parties (excluding men's basketball games)

Group Tickets/Pizza Parties:

Group seating and fan experience opportunities are available for select games throughout the season, a minimum of 10 tickets must be purchased to receive this offer.

Fan Experiences:

Fan experiences are available for a small add-on fee per participant and are subject to availability.

Anthem Buddies- Kids 12 and younger are invited to take the field with the Dons and be part of the starting lineup. The group will be announced over the public address system and stand on the court/field with the Dons during the singing or playing of the National Anthem.

High Five Tunnel: Groups of kids 12 and younger can get the Dons ready to go by bringing the energy and high fives before the Dons take the field or court.

Halftime Scrimmage: Teams 12 and younger are invited to participate in an intrasquad scrimmage during halftime on the court or field.

Pizza Parties:

Pizza Parties include Round Table pizza, Powerade, water, and an one on-court/on-field activity for the group. Pizza Parties must be arranged at least one week in advance of the desired game and are subject to availability. There is a 10-person minimum for pizza parties.

Pizza Parties are \$20 per person for men's and women's soccer, volleyball, women's basketball, and baseball.

Men's basketball pizza parties begin at \$30 per person, based on availability.

For group inquiries and more information please call the USF Ticket Office at 415-422-2873 or email usftickets@usfca.edu.

