



Ticket Office Information & Policies

Physical Address

2240 Buchtel Blvd
Denver, CO 80208

Phone: 303.871.4625

Email: rcboxoffice@du.edu

Fax: 303.871.3905

Mailing Address

2201 E. Asbury Ave
Denver, CO 80208

Game Day Box Office Hours

The box office will open one hour before the following events; men's and women's basketball, men's and women's soccer, volleyball and lacrosse.

Friday Hockey games the box office will remain open until the second intermission. Saturday hockey the west box office will open at 3pm and remain open until the second intermission.

Week Day Walk Up and Will Call

The ticket window at the West Box Office is open from **9am to 5pm Monday-Friday**. A photo ID must be presented by the ticket purchaser to pick up will call (pre-purchased) tickets.

Return and Refund Policy

No Refunds, No Exchanges

Delivery Methods

You can choose to receive your tickets by Mail, Print At Home, Will Call or via Mobile Delivery

- **Mail** - You should receive your single game tickets in 5-7 business days.
- **Print At Home Tickets** - Purchase your tickets online and you can print your tickets immediately after you purchase them. Just select 'Print at Home' as your delivery option and your tickets will be e-mailed to you after you have completed your purchase. Each ticket must be printed on the full 8.5 x 11 piece of paper.

- **Mobile Ticket Delivery** - will allow patrons entrance into the arena via their mobile device instead of a paper ticket. Make sure to have your ticket pulled up on your phone upon arrival.
- **Will Call**- located in the West Ticket Office Monday-Friday from 9:00 a.m. - 5:00 p.m. For home hockey games on Saturdays, Will Call is open from 3:00 p.m. **YOU MUST HAVE A PHOTO ID TO PICK-UP YOUR TICKETS. PLEASE HAVE IT READY WHEN YOU ARRIVE AT WILL CALL.**

Lost Ticket/Reprint Policy

Any tickets that are lost or forgotten and need to be reprinted must be requested through the Athletic Ticket Office. Only the person whose name is on the account can request replacement. There is a \$5 per ticket fee to reprint event tickets.

Parking Information

For more information on parking [click here](#).

Accessible Seating

We do offer ADA seating at our venues. Tickets are sold in pairs in ADA locations, one (1) for the person in need of assistance and one (1) for a companion. Seating is limited and it is sold on a first come, first served basis. It is possible to exchange for ADA if something as occurred that precludes you from accessing the location of the seats. You will need to contact our main ticket office in order to purchase/exchange these seats 303.871.4625.

Order Limitation

Orders or combinations of orders by the same person, account, address and/or credit card in excess of order limitations for one event, may be cancelled without notice. This includes tickets ordered through presales. Service charges or other fees associated with costs incurred by the University may be retained.

Privacy Statement

It is the policy of University of Denver that individually identifiable information obtained from internet credit card transactions will not be sold, traded or rented to third parties. Aggregate or summary information that does not contain personally identifying information may be shared, however.

POST SEASON TICKET POLICY

TRAVELLING TO NCAA POST-SEASON

When traveling for NCAA post-season, Denver Athletics is allocated a certain amount of tickets for distribution. After team needs, order for distribution (location and allotment) is as follows:

1. Current donors to Athletics Excellence Fund or Sport participating in post-season
 - a. MILE HIGH, RED VEST: Up to six guaranteed, may request additional
 - b. VARSITY, PIONEER: Up to four guaranteed, may request additional
 - c. VICTORY BELL, ROSE, GO FOR 32: May request up to four
2. Current Season Ticket Holders: May request up to four
3. General Public: May request up to four

HOSTING NCAA POST-SEASON

When hosting NCAA post-season, Denver Athletics will allocate distribution of tickets, after team and NCAA needs, in the following order:

1. Current Season Ticket Holders: Guaranteed up to the number of seats held for the year. May request additional tickets beyond number of seats held for the year.
2. Current donors to Pioneer Movement (Athletics Excellence or sport participating in post-season)
 - a. MILE HIGH: Up to eight guaranteed, may request additional
 - b. RED VEST: Up to six guaranteed, may request additional
 - c. VARSITY, PIONEER: Up to four guaranteed, may request additional
 - d. VICTORY BELL, ROSE, GO FOR 32: Up to two guaranteed, may request additional
3. General Public

2016-17 PIONEER MOVEMENT GIVING LEVELS

\$5,280+ MILE HIGH

\$3,000-\$5,279 RED VEST

\$2,000-\$2,999 VARSITY

\$1,200-\$1,999 PIONEER

\$600-\$1,199 VICTORY BELL

\$300-\$599 ROSE

\$110-\$299 GO FOR 32

*Current gift is defined by any gift made from July 1 until date of the post season event that year