

### **UAlbany Ticket Office**

The UAlbany Athletics Ticket Office is located in SEFCU Arena. Regular business hours are Monday through Friday, 9am – 4pm.

### **Football Gameday Office Hours**

Casey Stadium Box Office located in both North and South end zones of Casey Stadium will open four (4) hours prior to kick-off and will remain open through halftime. All gates to Casey Stadium will open 90 minutes prior to kick-off.

### **Basketball Gameday Office Hours**

SEFCU Arena Ticket Office located in the SEFCU Arena Atrium will open at least one (1) hour prior to tipoff.

### **Mail/Shipping**

UAlbany Athletics Ticket Office  
SEFCU ARENA  
1400 Washington Ave  
Albany, NY 12222

### **Contact Information**

Tickets - (518) 442-DANE (3263)  
Fax - (518) 442-3031  
E-Mail – [GreatDaneTickets@albany.edu](mailto:GreatDaneTickets@albany.edu)  
Twitter - [@UAlbanyTickets](https://twitter.com/UAlbanyTickets)

### **Ticket Information**

#### **Football – Casey Stadium**

[Buy Tickets](#) | [Season Tickets](#) | [Download/Print Schedule](#)

#### **Men's Basketball – SEFCU Arena**

[Buy Tickets](#) | [Season Tickets](#) | [Download/Print Schedule](#)

#### **Women's Basketball – SEFCU Arena**

[Buy Tickets](#) | [Season Tickets](#) | [Download/Print Schedule](#)

#### **Men's Lacrosse – John Fallon Field**

[Buy Tickets](#) | [Season Tickets](#) | [Download/Print Schedule](#)

#### **Men's Soccer – Casey Stadium**

[Buy Tickets](#) | [Season Tickets](#) | [Download/Print Schedule](#)

### **Shipping & Will Call**

All ticket orders placed seven (7) or more business days prior to the game will be mailed unless the purchaser requests the tickets to be left at Will Call or print at home. All orders placed less than seven (7) business days to the game will automatically be placed in Will Call.

A photo ID will be required to receive the tickets. Tickets cannot be left in Will Call under more than one name. Fans wishing to leave tickets for family and friends can do so at Will Call. The ticket office will not be responsible for any will call dropped off that cannot be found.

Will Call tickets may be picked up prior to the game at the UAlbany Athletic Ticket Office located in SEFCU Arena during normal business hours.

### **Group Tickets/Birthday Packages/Corporate Outings**

UAlbany offers special discounts for groups of 10 or more who are interested in attending a UAlbany Athletics event. If you are part of a company, organization, church or other large group, we invite you to join us for a fun group outing at one of our home games.

To receive tickets by mail, orders must be placed at least seven (7) business days prior to the game. Orders placed after the seven day deadline may be picked up at Will Call with a photo ID on or before the day of the game.

Group tickets must be ordered 48 hours in advance of the event and these prices are not available at the ticket window on the day of the game. For more information on group seating and ticket rates, please contact the UAlbany Athletics Ticket Sales staff:

*Group Tickets Contact Information*

**Phone:** (518) 442-DANE (3263)

**Email:** [GreatDaneTickets@albany.edu](mailto:GreatDaneTickets@albany.edu)

### **Payment**

The UAlbany Athletics Ticket Office accepts American Express, Discover, MasterCard and Visa for all ticket orders. Checks made payable to UAlbany Athletics will also be accepted for ticket packages and large group orders only. Cash and credit cards are accepted for walk-up sales at the ticket office. All online orders will have a processing fee assessed. All sales are final. No refunds or exchanges are allowed. Checks will not be taken as form of payment during the event.

### **Lost & Destroyed Tickets**

All tickets should be treated like cash. The UAlbany Athletics Ticket Office is not responsible for any tickets that are lost. As a service to our season ticket holders, duplicates may be obtained by contacting the UAlbany ticket office located in SEFCU Arena.

### **Refund Policy**

No refunds, exchanges or cancellations are permitted unless we are unable to fill your order. Refunds will not be granted due to a game date or time changes.

### **Delays**

Tickets are still valid since the game is still in progress, just delayed. No refunds of tickets will be issued.

### **Re-Scheduled Games**

Tickets are still valid and will be used for admittance once new game date has been determined.

If a person cannot attend the re-scheduled game, then he/she may exchange his/her ticket for any future game based on availability. Tickets may only be exchanged on a one (1) for one (1) basis. (For example, one reserved ticket cannot be exchanged for two general admission tickets.) Tickets may be exchanged at the Athletics Ticket Office. No refunds will be issued.

### Cancellations

Refunds will not be issued for season tickets. The season ticket price is less than the face value of individual game ticket prices therefore no refund will be issued. No refund will be issued for complimentary tickets.

### Accessible Seating

Accessible seating is limited. If you need accessible seating, please contact the UAlbany Athletics Ticket Office as soon as possible prior to the day of the game. Orders will be filled on a first-come first-served basis. Requests must be made at least 48 hours in advance.

### Student Seating

Student seating is free of charge to all UAlbany Athletic Events. Students MUST swipe valid SUNY Albany ID. to enter contest. Seating is limited and may sellout for highly attended events.

### Prohibited Actions & Items

UAlbany reserves the right to remove any object from spectators if deemed inappropriate or unsafe. UAlbany maintains a clear bag policy at all athletic events. Please refer to the chart below for information on acceptable bags. You can also visit us online for more information at: [UAlbany Athletic Event Security Procedures](#).



**Only the following items will be permitted upon entrance into UAlbany athletics facilities:**

- Bags that are clear plastic, vinyl or PVC and not exceeding 14 inches by 14 inches
- One-gallon clear plastic freezer bag (Ziploc bag or similar)
- One unopened bottle of water
- Small clutch bags with or without a handle or strap can be taken into the venue with one of the clear plastic bags
- The Small clutch bags must be approximately the size of a hand
- Exceptions will be made for medically necessary items after proper inspection at stadium/arena gates
- Backpacks, diaper bags and other similar bags will not be allowed

**The following actions and items are prohibited inside any UAlbany athletics venue and are causes for removal and no refunds:**

- Smoking in seating areas
- Throwing or kicking objects
- Public Intoxication
- Disorderly conduct
- Abusive language toward coaches, student-athletes, officials or spectators
- Fighting; standing/sitting in aisles, ramps/walkways
- Outside food or drinks
- Glass bottles or containers
- Umbrellas
- Outside Stadium Seat Cushions
- Pets & Strollers
- Video cameras
- Bicycles
- Laser pointers
- Sticks, poles or similar objects that can be used as a weapon
- Weapons of any kind including those carried with permit
- Fireworks
- Artificial noisemakers
- Example: air horns, musical instruments, cans filled with contents, or any other item used to make artificial noise
- No kegs will be allowed in parking lots. Personal containers only, no glass please.
- The drinking age in New York is 21. Please observe all local and state laws.
- Please place all trash into trash receptacles and help keep our stadium clean.
- One parking pass, one parking spot.
- Please tailgate behind your vehicle and keep tailgating items adjacent to front or rear of your vehicle.
- Tailgating or gathering is not permitted in fire lanes or in the road way.

*Please read our [tailgate policy](#) for more information.*

### **Banners & Signs**

Hanging of banners and signs is prohibited in all UAlbany Athletic facilities including Casey Stadium, SEFCU Arena, and/or John Fallon Field.

### **Infants**

Everyone age three (3) years and older must have a ticket. Any child two (2) and under must sit in the lap of the parent or guardian and may not occupy a seat. **For all suites, fans regardless of age must have a ticket or be properly credentialed.**