

Ticket Information

Ticket Replacement Policy

Tickets that are lost, stolen, or left at home can be replaced at the full public price plus a \$2.00 service fee per ticket. If the original hard ticket is returned within one (1) week following the game, the charge will be refunded **minus the \$2.00 service fee per ticket.**

- Tickets will be replaced **ONLY** for the original purchaser; **NO EXCEPTIONS.**
- Replacement tickets take precedence over the original tickets.
- Student tickets can be replaced at the full student price.
- **ONLY** tickets purchased or received from the Athletics Ticket Office or its authorized agencies are guaranteed to be valid. The ticket office **DOES NOT** guarantee tickets purchased or received from a second party.

Ticket Refund Policy

Scheduled game times are tentative up until the week of the game. There is a **NO REFUND, EXCHANGE, OR CANCELLATION** policy on tickets. This includes game time changes because of television.

Game Day Ticket Problems

The Stadium Ticket Office is located at Gate G. This office opens four (4) hours prior to scheduled game times and closes at the end of the third quarter. Assistance with any game day ticket problems can be addressed by contacting the Stadium Ticket Office in person or by telephone at 509-335-0354. If a problem arises after entering the stadium, please contact stadium Guest Services personnel. If they are unable to resolve the problem, please contact the Stadium Ticket Office.

Purchasing Tickets on Game Day

Reserve tickets go on sale at Gate G four (4) hours prior to scheduled game times. General admission tickets can be purchased at Gate A while student as well as student guest tickets can be purchased at Gate J beginning three (3) hours prior to scheduled game times.

Will Call

General Public will call is located at Gate G which opens four (4) hours prior to game time. WSU players' guests will call is located at Gate F. WSU recruits will call is located at Gate K. Visiting players' guests and high school coaches will call is located at Gate D. Gates F, K, and D will call open two (2) hours prior to game time.

This material is available in alternative format upon request.

Stadium Information

Gate Information

Gates will open two (2) hours prior to scheduled game times. Tickets are honored at the following gates: reserve tickets at Gates E, F, G, H, I or K; general admission tickets at Gates A, B, C or D; Junior Cougar passes and family plan tickets at Gate K; student and student guest tickets at Gates I, II, J and JJ. Refer to game ticket for entry gate.

Re-entry

Exit and re-entry into Martin Stadium is discouraged. If exiting during the game is necessary, then re-entry is permitted only upon presentation of your valid ticket stub. Students will need to present their valid ticket stub and student I.D. or valid sports pass for re-entry.

Guest Services

There are two (2) Guest Services locations at Martin Stadium. One is located at Gate G with another located outside Martin Stadium near Gate A. These locations can enhance your Cougar experience by providing information on game day activities and Cougar Athletics, helping with directions, and answering your questions.

First Aid Station

The first aid station is located at Gate G. The station opens two (2) hours prior to the scheduled game times and closes 30 minutes after the completion of the game. EMTs, wearing orange vests, are also located throughout the stadium.

Lost and Found

Lost and Found can be turned in and/or claimed at the Guest Services locations. These locations are open two (2) hours prior to scheduled game times and close 30 minutes after the completion of the game. Articles may also be picked up in Bohler Gym 130 after the Guest Services locations close. Please call 509-335-0392 for further information.

Restrooms – Baby Changing Stations – Drinking Fountains

Men's restrooms are located behind sections 2, 11, 23 and 30. Women's restrooms are located behind sections 3, 11, 23, 24, and 29. Each of these restrooms contains baby changing stations and drinking fountains. Portable restrooms are located behind sections 14–19 and 33–37.

Public Pay Phones

Public pay phones are located on the south concourse adjacent to sections 4 and 7, and behind section 25 on the north side of the stadium.

Emergency Calls

For any emergency occurring on campus, dial 911 for ambulance, police or fire service. If you are calling from a non-campus phone, dial (509) 335-0911.

Automated Teller Machine

An ATM is located outside the southwest corner of the Compton Union Building, which is located at the southwest corner of Martin Stadium.

Accommodations for Disabled Patrons

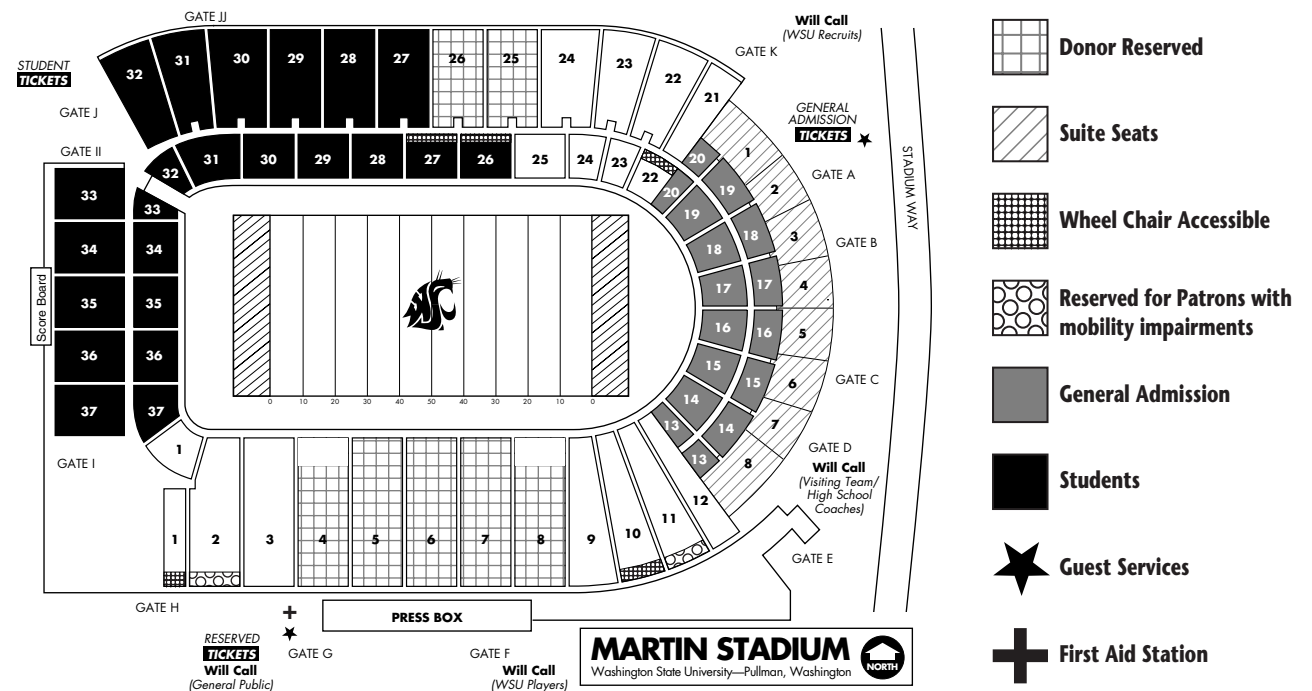
Wheelchair accessible seating is available in sections 1, 10, 22, 26, and 27. Seating for patrons with mobility impairments is available in sections 2 and 11. Arrangements should be made well in advance of the game to be attended. Please contact the WSU Ticket Office at 1-800-GO-COUGS (462-6847, option 3) or 509-335-9626. Disabled patrons with proper vehicle identification may park on a space available basis in WSU parking lots on game day. Look for lots displaying the international disability logo. Parking attendants can direct you to specific locations. For more information call 509-335-8633 or 509-335-9684.

Parking

Season parking passes are available to Cougar Athletic Foundation donors through the Cougar Athletic Foundation Office. Recreational vehicle parking is available for \$20 per parking space utilized. Cougar Athletic Foundation donors receive one space free of charge with their season parking pass. For information regarding donor parking, call 1-877-IMA-COUG (462-2684). General parking is available on the east and west sides of campus. For information regarding general parking, call 509-335-8633 or 509-335-9684. Additional parking is available at the following area churches:
 Community Congregational United Church of Christ
 \$5 minimum donation per space
 525 NE Campus Ave.
 Concordia Lutheran Church ~ \$3 per space
 NE 1015 Orchard Drive
 Presbyterian Church of Pullman ~ donation required
 1630 NE Stadium Way

Game Day Shuttle

A complimentary shuttle service, provided by the Cougar Athletic Foundation Coug Guys & Gals, is available for fans needing assistance. Shuttles begin 3 ½ hours prior to scheduled game times and continue until kick off. Shuttles resume their routes for one (1) hour following games. Shuttles will stop at designated areas approximately every 20 minutes and take fans to the stadium or the fieldhouse. For further information on game day shuttles, call 1-877-IMA-COUG (462-2684). Airport shuttles will also be provided. These will run approximately every 30-45 minutes prior to scheduled game times and resume for one (1) hour following games. Advance airport shuttle requests can be made by calling 1-877-IMA-COUG (462-2684) no later than 4pm on the Friday before the game.



Stadium & Event Guidelines

Code of Conduct

It is the goal of the WSU Public Safety Department and Athletics Event Management to provide a safe, enjoyable, and positive environment for all participants and fans. Safety and security policies have been established to benefit everyone entering Martin Stadium. Please help us maintain a FUN and SAFE environment for players, students, families, and all patrons by complying with all stadium policies.

WSU, along with the NCAA and Pac-10 Conference, has assigned a high priority to assuring athletic events are conducted in a safe and enjoyable atmosphere which promotes good sportsmanship by student-athletes, coaches, and spectators. We request your cooperation by supporting the participants and officials in a positive manner. Profanity, racial, sexist, or other abusive comments or actions directed at officials, student-athletes, coaches, team representatives, or other stadium patrons will not be tolerated and are grounds for removal from the site of competition.

Safety Policy

A key to enjoying a safe environment is having the confidence that those around you will be expected to behave responsibly. Protection of the safety and general welfare of students, faculty and staff, performers and officials, and members of the general public attending or participating in spectator events on the campus is a primary concern of Washington State University. **Behavior that, in the judgment of designated university officials, constitutes a disruption or safety hazard is prohibited.**

WSU IS COMMITTED TO ESTABLISHING AND MAINTAINING SAFE CONDITIONS FOR EVERYONE INVOLVED IN OUR ATHLETIC EVENTS.

These policies will be enforced at [all](#) Washington State University Athletic events:

FOR PUBLIC SAFETY:

1. THE POSSESSION OR CONSUMPTION OF ALCOHOLIC BEVERAGES OR ILLEGAL DRUGS IS PROHIBITED. Violators may be subject to university disciplinary action (if applicable) and/or legal proceedings, and removal from the event site.
2. GLASS OR METAL BEVERAGE CONTAINERS ARE PROHIBITED. This rule does not apply to personal canteens or thermos bottles that are one liter or less in size and do not contain beverages in violation of rule 1.
3. KNAPSACKS, BACKPACKS, DUFFEL BAGS, OR OTHER SOFT-SIDED BAGS shall be small enough to fit completely under one seat and shall be so kept at all times to maintain clear aisles, walkways, and stairs. **All such items shall be subject to a visual inspection upon entrance to the event site.** Hard-sided bags, suitcases, coolers, or other similar devices are prohibited.
4. AISLES, WALKWAYS, AND STAIRS shall be kept clear of hazards and obstacles (including but not limited to those items and devices discussed in these rules) at all times, to ensure safe and easy passage for persons attending the event, university and security officials, and others at the event site.

5. FIREWORKS, WEAPONS, EXPLOSIVE DEVICES, OR ARTIFICIAL NOISEMAKING DEVICES ARE PROHIBITED. In addition to confiscation, violators may be subject to university disciplinary action (if applicable) and/or legal proceedings and removal from the event site. WSU will not be responsible for prohibited items left outside of the stadium.

Smoking

Smoking will NOT BE PERMITTED in the stadium seating areas, all restrooms, the Martin Stadium press box, the concourse under the press box or behind sections 1 – 9. Smoking will be allowed in designated areas on outer stadium concourses only. **No smoking is allowed while leaning against or over concourse walls to watch the game.**

Camcorders/Video Taping

Video taping equipment is not allowed in the stadium without written permission from the WSU Athletics Department. You may contact the WSU Event Management Office at 509-335-0392 for information.

Ejection Policy

Persons violating stadium rules, including the Code of Conduct, may be escorted from the premises. There are no refunds on tickets if you are ejected from the stadium.

Umbrellas

PERSONAL sized umbrellas shall be allowed into an event site as the personal property of the owner. Such devices shall not be opened or raised in the event site in order to preserve the ability of others also in attendance to view the event unimpaired. Umbrellas must be kept under the seats.

Strollers

Strollers will not be permitted in the stadium seating areas. All strollers, including umbrella strollers, must be left in the concourse area of Martin Stadium at the risk of the owner. WSU will not be responsible for lost or stolen items.

Children Under 10 years of age must be accompanied by an adult.

WSU is concerned about the safety of our fans. Therefore, an adult must accompany all children under the age of 10 while in Martin Stadium. To ensure their safety, please keep your children in the seating area near you and be aware of their locations and whereabouts throughout the game.

WSU will not be responsible for lost or stolen items.

Game Day Activities

Food Fair

Join the party at the Hollingbery Fieldhouse before each game. Get a jump on traffic by coming to campus early and enjoying a meal with a few hundred of your closest Cougar friends. The Food Fair begins 3 ½ hours prior to kickoff and resumes after the game for a post-game party. Hollingbery Fieldhouse is located north of Martin Stadium.

Cougar Fan Fair

Cougar Fan Fair is a new addition to Cougar Football Saturdays. Buy a season pass or an individual game pass to a tent party featuring live music as well as complimentary food and beverages. Subject yourself to fine catering and great atmosphere before every Cougar Football game. The party starts 2 ½ hours prior to kickoff and will be held on Rogers Practice Field located west of Martin Stadium.

Northwest Dodge Kids' Carnival

The Northwest Dodge Kids' Carnival provides fun, games, and activities for children ages 14 and under. Located west of Martin Stadium on Rogers Practice Field, the carnival starts 2 ½ hours prior to kickoff. In the event of inclement weather, the carnival will be cancelled.

WSU Museum of Art

The Museum of Art, located south of Martin Stadium on Wilson Road, will be open 10:00 a.m. – 5:00 p.m. on all football Saturdays. (509) 335-6607

Ferdinand's Dairy Bar

Ferdinand's, the retail outlet for the WSU Creamery, sells Cougar cheese and ice cream starting 3 ½ hours prior to kickoff until game time. Ferdinand's is located east of Martin Stadium on South Fairway Rd. (509) 335-2141

Bookie

The Students Book Corporation, The Bookie, will be open for the Thursday night Idaho game through halftime and all other football Saturdays 8:30 a.m. – 7:00 p.m. The Bookie is located northwest of Martin Stadium on Thatuna Rd. (509) 332-2537

WSU Visitor Center

The Washington State University Visitor Center, located in the historic Cougar Depot in downtown Pullman at N 225 Grand, will be open 3 ½ hours prior to kickoff. On game days, the Visitor Center has disability parking permits available in addition to general admission tickets. (509) 335-8633 www.wsu.edu/visitor

Compton Union Building

Conveniently located at the southwest corner of Martin Stadium, the Compton Union Building offers restrooms, a convenience store, games area, food and beverages and much more. (509) 335-9444

Pullman Chamber of Commerce

(509) 334-3565 www.pullman-wa.com/info/cofc/

WASHINGTON STATE UNIVERSITY
FOOTBALL



Fan Information Guide