

CAROLINA FAMILY WEEKEND 2017

Frequently Asked Questions



Carolina family members – we look forward to welcoming you back to Carolina and encourage you to participate in the many activities and programs we have planned for Carolina Family Weekend 2017!

New Student & Family Programs
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GENERAL INFORMATION

What is Carolina Family Weekend?

Carolina Family Weekend is full of traditions and excitement and is a wonderful time for Carolina family members to reconnect with their student, meet other Carolina families, and connect with faculty and staff. There are exciting programs and events to explore while enjoying the vibrant Carolina community.

When does Carolina Family Weekend 2017 start and when does it end?

Carolina Family Weekend 2017 will begin at approximately 12:00pm (noon) on Friday, October 13, and run through Sunday, October 15, afternoon.

What if we cannot attend the entire weekend?

The Carolina Family Weekend schedule has a large variety of event offerings that take place starting Friday and concluding Sunday. You may pick and choose the events that you are able to attend at your leisure. Participation in any of ticketed Carolina Family Weekend events requires registration and full payment of fees, regardless of your arrival time.

What overnight accommodations are available for guests?

Carolina Family Weekend participants are responsible for their own lodging accommodations for the weekend. For a list of local hotels, please visit our website: nsfp.unc.edu/families/local-hotels.

Can I bring my younger children and siblings?

Carolina Family Weekend is for the entire family! Many families will bring siblings of all ages, aunts and uncles, grandparents, cousins... Everyone!

Please note: All family members, regardless of age, must be included in your Carolina Family Weekend reservation in order to participate in the scheduled events.

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EVENT REGISTRATION

How do I register for Carolina Family Weekend?

Online registration is available on the Carolina Family Weekend [website](#) and will close on Wednesday, September 20, 2017, at 11:59pm (EST) if paying by credit card.

- Website: nsfp.unc.edu/families/carolina-family-weekend

What if I missed the online registration deadline or the deadline to edit my reservation?

You may register and add additional guests on-site at any time during Carolina Family Weekend Check In. We cannot accept credit cards on-site – please be sure to bring cash or checks.

What is included with a Carolina Family Weekend reservation?

Carolina Family Weekend is a self-funded event. The reservation fee covers all overhead expenses including publications, registration materials, room and equipment reservations, staffing, and non-ticketed events.

Are divorced and/or separated families considered one family or two?

For the purposes of Carolina Family Weekend registration, divorced and/or separated families will be placed on the same reservation record. However, you may ask for two sets of program materials and information when you check in.

I did not receive or I have lost my Carolina Family Weekend email confirmation. How can I get a new one?

If you do not receive or if you have lost your confirmation email, send an email to families@unc.edu with **your student's name and PID number** and one of our staff members will assist you.

I am no longer able to attend Carolina Family Weekend – are refunds available?

All Carolina Family Weekend fees are nonrefundable; this includes associated fees related to Carolina Family Weekend reservations and ticketed events. Please review your reservation carefully before completing your payment – once you submit your reservation and payment, you acknowledge that you are responsible for the associated cost and are liable for fees even if you do not attend.

Please note: be sure to discuss as a family about potential scheduling conflicts prior to making a reservation for Carolina Family Weekend. Conflicts may include evening classes, mid-term exams, and other events that may bring family to Chapel Hill on a different weekend.

Who should I contact if I or my family member(s) will need special accommodations?

Please email families@unc.edu or call our office at (919) 962-8304 to request special accommodations that you or your family member may need during Carolina Family Weekend. Special accommodations may include food needs, interpreter services, parking, etc.

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PARKING AND TRANSPORTATION INFORMATION

Where may I park during Carolina Family Weekend?

Friday: Parking facilities dedicated to visitor parking during business operating hours (8:00am–5:00pm) are located throughout the UNC campus. After 5:00pm, many parking restrictions are lifted – please take note of parking lot hours of operation posted at lot entrances.

For more information about [Visitor Parking options](#), please visit the Transportation & Parking website at move.unc.edu/parking/visitor-parking.

Saturday: Since Carolina Family Weekend 2017 falls on a football game weekend, participants must adhere to football game day parking options.

For more information about [Football Game Day parking options](#), please visit the Transportation & Parking website at move.unc.edu/events/football.

Sunday: Most parking restrictions are lifted on Sundays – please take note of parking lot hours of operation posted at lot entrances.

Once I park my car, what transportation options are available?

Chapel Hill Transit provides fare-free transportation around UNC-Chapel Hill, Chapel Hill, and Carrboro. For more information about [local transit options](#), please visit the Transportation & Parking website at move.unc.edu/transit/local-transit.

I have accessibility needs – what are my options for parking and transportation?

Friday & Sunday: For a map of [Visitor Accessibility Parking options](#), please click [here](#).

Saturday: The Ambulatory Care Lot off Mason Farm Road is reserved for accessibility parking on football game days. Patrons with state (any state) disability permits or license plates may park. There is a \$10.00 per vehicle cost per vehicle.

For more information about [accessibility parking and transportation options](#) on football game days, please view the *Disability Parking & Shuttles* section of the Transportation & Parking website at move.unc.edu/events/football.

Chapel Hill Transit's [EZ Rider Service](#) provides origin-to-destination transportation to individuals who are unable to use the accessible fixed route system due to their disability. For more, please visit www.townofchapelhill.org/town-hall/departments-services/transit/ez-rider.

For more information about accessibility parking and transportation options, please visit move.unc.edu/parking/accessibility.

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ARRIVAL AND CHECK-IN

When and where do I check in for Carolina Family Weekend?

Friday: Check-In will begin at 12:00pm (noon) and end at 9:00pm in the FPG Student Union, Great Hall.

Saturday: Check-In will begin at 9:00am and end prior to the Carolina vs. Virginia football game (time TBD) in the FPG Student Union, West Lounge.

What name will my reservation be under for Check-In?

All check-in materials will be available for pick-up **under your student's name**.

Please note: If you have more than one student included on your reservation, materials will be listed under the name of the primary student – the first student you registered on your reservation.

Can my student pick up my packet for me during Check-In?

Yes – if you are unable to attend Carolina Family Weekend Check-In, your student may pick up your materials. Please make sure your student brings their UNC One Card (student ID) and a copy of your confirmation email.

FOOTBALL GAME INFORMATION

This will be my first football game at Carolina. What should I expect?

We are so excited for you to experience the excitement of Kenan Stadium! Know that game days at Carolina bring large crowds of fans and parking is very limited. Please expect crowds and traffic, so plan ahead! To learn more about Football Game Day Parking, [click here](#).

I purchased tickets to the Carolina Family Weekend 2017 football game - will they be mailed to me?

Football tickets will not be mailed – they will be included with your registration materials that you will pick up at Carolina Family Weekend Check-In.

I want to sit with my student(s) at the football game. What do I need to do?

If you want your student(s) to sit with you at the football game, you will need to purchase a football ticket for your student(s) when you make your Carolina Family Weekend reservation.

Please note: it is very typical for students to sit with their friends in the student section and then reconnect with their families after the football game. Carolina students get in FREE to all UNC athletic events, excluding men's basketball by showing their UNC One Card.

Where will my seats be located for the football game?

We partner with Carolina Athletics to offer discounted tickets for Carolina Family Weekend participants to purchase with their registrations. The football game tickets that are available during Carolina Family Weekend are located in various sections. Tickets purchased through our office are assigned to our registered families on a first-come, first-serve basis. All guests in your Carolina Family Weekend reservations will be paired together during the football game.