Family Football Experience – Potential Questions from Families

How much is a “ticket package”?
$73 per ticket package (+ fees)

What is included in a “ticket package”?
- 1 football game ticket, provided by Carolina Athletics (retails typically at $50/ticket)
- 1 boxed meal, provided by Carolina Dining Services
- 1 access to tailgate entertainment, provided by RevelXP (the Tailgate Guys)

Can I just purchase a game ticket or just a pre-game meal/tailgate experience?
No, these are ONLY sold as a package

How many ticket packages can I buy?
Each selected family can purchase up to 6 ticket packages.

Should I include my Carolina student(s) in that desired number of ticket packages?
If you want your student to receive a meal, go to the pre-game tailgate experience, and sit with you at the fame, then YES include them in that purchase.

If your student prefers to do their own thing that weekend, they may certainly work with the student rules for obtaining a student ticket. Learn more about Student Ticketing at goheels.com/news/2015/5/26/210108788.aspx.

Why are you doing a lottery to sell tickets?
In the past, we have had far fewer tickets available then there are families interested in purchasing them for a family day or weekend event. Additionally, we have opened sales at a given time/day online. Due to high demand we either experienced an eCommerce website crash or folks not having a chance to buy since they may have been at work or away from a device with capabilities to purchase.

A lottery helps us manage these three main concerns.

When is the lottery open and when does it close?
It opens July 11 and closes July 22 at 11:59 PM ET

When will you let folks know if they are able to purchase tickets?
We will work with Carolina Athletics and our IT team to randomize the selection of families. This will happen the following week. Carolina Athletics will make contact between July 28-August 5 to offer tickets to selected families. It’s possible the first selection will have an earlier
deadline and a second lottery selection the August 4-5 deadline. Stay tuned to your emails for updates.

**Does entering the lottery require me to make a purchase?**
No

**If I am selected to purchase tickets, do I have to purchase them?**
No, you are not required to purchase tickets. However, if you do NOT purchase them by the identified deadline, then we will offer those tickets to other families not selected in the first lottery.

**If I am not selected to purchase tickets, will there be another opportunity?**
Yes. Families not originally selected in the first lottery are still eligible for subsequent lotteries until tickets are sold.

**How many times can I enter the lottery?**
Once. Any duplicate student PIDs or incorrect student PIDs will be deleted and not eligible for the lottery selection. So, be ready with your student’s PID and enter it correctly to be fully eligible for the lottery.

**I was selected to purchase tickets, now what?**
Carolina Athletics will be emailing families, using the email entered in the lottery form, to offer tickets. Please use their ticket offer link and customer service contact to purchase and manage your tickets.

**I have questions about the ticket transaction, who do I contact for support?**
Fevo is the tool Carolina Athletics uses to sell tickets. Email support@fevo.com.

**I bought my ticket packages, now I have questions about what to expect. Who do I contact for support?**
The meal and pre-game entertainment is coordinated by RevelXP (the Tailgate Guys). Email unc@revelxp.com.

**I see that Carolina Family Weekend is the following weekend on October 7-9. Which event should I attend?**
This is completely up to you and your family. You may decide to do both! In addition to other programming, we will host a watch party for the away football game versus Miami on October 8. Stay tuned to your email and the UNC Family Experience portal for more information about that weekend – uncfamilies.campusesp.com.