

HOW DO I RESERVE A TAILGATE AND DO I GET TO PICK MY SPOT?

TO RESERVE, VISIT GAMEDAYDONERIGHT.COM AND CLICK ON, "RESERVE NOW". CHOOSE SEASON PKG OR YOUR PREFERRED SINGLE GAME, CHOOSE YOUR TAILGATE PACKAGE, THEN CLICK ON "RESERVE NOW"

FOLLOW THROUGH THE CHECKOUT PROCESS TO PURCHASE THE TAILGATE PACKAGE. ONCE YOU PURCHASE, YOU SHOULD RECEIVE AN EMAIL THAT YOUR ORDER IS PROCESSING AND A SECOND EMAIL WITH A TEMPORARY PASSWORD TO LOGIN TO YOUR ACCOUNT ON OUR SITE.

WITHIN 24-48 HOURS OF RESERVING, A MEMBER OF OUR TEAM WILL EMAIL YOU WITH OUR LAYOUT AND THE BEST AVAILABLE TAILGATE LOCATION. WE DO OUR BEST TO ACCOMMODATE YOUR PREFERRED LOCATION BASED ON CURRENT AVAILABILITY.

HOW DO I ADD CATERING AND OTHER TAILGATE EXTRAS?

ONCE YOUR TAILGATE IS RESERVED, USE THE TEMPORARY PASSWORD TO VISIT OUR WEBSITE AND CLICK ON "MY ACCOUNT". ENTER YOUR USER NAME OR EMAIL ADDRESS AND PASSWORD TO LOGIN TO YOUR DASHBOARD.

FROM THE DASHBOARD OR MY ACCOUNT DROPDOWN YOU CAN CHOOSE CATERING, PARKING OR TAILGATE EXTRAS. FROM THERE YOU CAN CLICK ON ANY OF OUR PREFERRED VENDORS AND ADD ITEMS TO YOUR SHOPPING CART TO PURCHASE.

YOU CAN ADD ANY OF THESE ITEMS (BASED ON AVAILABILITY) UP UNTIL THE TUESDAY AT NOON PRIOR TO THE GAME(S) YOU HAVE RESERVED.

WHEN DO YOU SETUP AND BREAKDOWN? HOW LONG DO I HAVE TO TAILGATE? AND WHEN WILL MY FOOD / DRINK BE DELIVERED?

YOUR TAILGATE IS AVAILABLE TO YOU STARTING AT 7AM ON SATURDAY MORNING. IT IS UNIVERSITY POLICY TO CUT THE POWER ON THE QUAD 90 MINUTES AFTER THE END OF THE GAME. GDR WILL START BREAKDOWN AT THIS TIME OR EARLIER IF YOUR TAILGATE IS NOT BEING UTILIZED POST GAME AND YOU HAVE CHECKED OUT WITH US.

TAILGATE EXTRAS ARE DELIVERED TO YOUR TAILGATE PRIOR TO 7AM SATURDAY, INCLUDING ANY NONALCOHOLIC BEVERAGES PURCHASED THROUGH GDR. ALCOHOL PURCHASED THROUGH B&B WILL BE DELIVERED IN ADVANCE & YOU CAN ACCESS IT BY CONTACTING B&B. CATERING WILL BE DELIVERED WITHIN A 2 HOUR WINDOW SET BY THE GAME TIME (YOUR CHOICE OF 5HRS TO 4HRS PRIOR OR 4HRS TO 3 HRS PRIOR TO KICKOFF). YOU WILL RECEIVE AN EMAIL REMINDER 2 WEEKS BEFORE THE GAME WITH DELIVERY WINDOWS AND ORDERING INFORMATION.

CAN I ADD A DIRECTV MEDIA PACKAGE TO A PACKAGE 1? IF NOT, CAN I BRING MY OWN TV? HOW DOES POWER WORK ON GAMEDAYS?

YOU ARE NOT ABLE TO ADD A MEDIA PACKAGE TO A PKG 1 OR PKG 2. YOU CAN BRING YOUR OWN TV AND THE NECESSARY POWER AND SATELLITE EQUIPMENT TO SET THIS UP WITHIN YOUR TAILGATE PACKAGE IF YOU CHOOSE. WE ARE NOT ABLE TO TRANSPORT THIS EQUIPMENT OUT TO YOUR TAILGATE FOR YOU.

THE UNIVERSITY PROVIDES POWER ACCESS VIA POWER BOXES THROUGHOUT THE RESERVED AREA FOR CUSTOMERS TO USE ON A FIRST COME, FIRST SERVE BASIS. IF YOU PURCHASE A PACKAGE 3 OR PACKAGE 4 FROM GDR, WE RUN THE POWER TO YOUR TAILGATE FOR YOU. NO PORTABLE GENERATORS ARE ALLOWED ON THE QUAD.

WHERE CAN I PARK? IS THERE AN UNLOADING TIME?

GDR PROVIDES 3 PARKING OPTIONS FOR OUR CUSTOMERS - TOWN CENTER LOT (SEASON ONLY), STUDENT CENTER LOT (SEASON ONLY) AND BEVILL LOT (SINGLE GAMES). YOU CAN PURCHASE THESE PASSES THROUGH OUR WEBSITE STORE ONCE YOUR TAILGATE IS RESERVED. FOR ALL OTHER PARKING OPTIONS AND INFORMATION ON TRAFFIC FLOW VISIT UAGAMEDAY.COM.

GDR OFFERS AN EXCLUSIVE UNLOADING SERVICE FOR OUR CUSTOMERS FROM 7A-10A (6:30A-8:30A FOR 11A KICKOFF). DURING THIS TIME, YOU CAN DRIVE THROUGH THE GALLALEE HALL PARKING LOT WITH THE APPROPRIATE UNLOADING PASS AND STORAGE BINS (UP TO 3 - 27 GALLON BINS PER TAILGATE) AND GDR WILL TRANSPORT THESE ITEMS TO YOUR TAILGATE FOR YOU.

UA GAMEDAY ALSO OFFERS AN UNLOADING TIME OPEN TO ALL QUAD TAILGATERS (7A-10A) OR (6A-8:30A FOR MORNING GAMES) WHERE YOU CAN UNLOAD VIA COLONIAL DRIVE WITH A 15 MIN. TIME LIMIT.

CAN I LEAVE PERSONAL ITEMS AT MY TAILGATE IF MY GROUP ALL GOES IN TO THE GAME? WHAT DO I NEED TO DO WHEN I AM READY TO PACK UP AND LEAVE?

ULTIMATELY, THAT IS UP TO YOU. GDR WILL HAVE ON-SITE SECURITY WALKING AROUND AND YOU ARE WELCOME TO CHECK YOUR ICE CHEST OR ANY IMPORTANT PERSONAL ITEMS IN WITH US AT THE NEAREST CUSTOMER SERVICE TENT AND RECLAIM THEM WHEN YOU RETURN. IF YOU LEAVE THEM IN YOUR TENT, YOU ARE RESPONSIBLE IF ANYTHING WERE TO GO MISSING.

WE GREATLY APPRECIATE IT WHEN YOU CHECK OUT WITH US BEFORE YOU LEAVE, THIS CAN BE A TEXT MESSAGE OR A QUICK STOP BY THE CUSTOMER SERVICE TENT; HOWEVER, WE UNDERSTAND THIS IS NOT ALWAYS POSSIBLE. BEFORE LEAVING YOUR TAILGATE, PLEASE MAKE SURE ALL OF THE RENTED EQUIPMENT IS THERE, LEAVE THE GROUND FREE FROM EXCESSIVE TRASH, ETC..AND GDR WILL HANDLE IT FROM THERE!

WHAT IS YOUR CANCELLATION POLICY?

WHAT IF A GAME IS RESCHEDULED?

YOU CAN CANCEL YOUR TAILGATE RESERVATION UP TO 30 DAYS PRIOR TO THE GAME YOU HAVE RESERVED (OR 30 DAYS PRIOR TO FIRST GAME IF YOU RESERVE THE SEASON) TO RECEIVE A 50% REFUND TO THE ORIGINAL PAYMENT METHOD AND A 50% CREDIT TOWARDS A FUTURE TAILGATE OR EVENT WITH GDR.

WITHIN THE 30 DAY WINDOW, ALL RESERVATIONS ARE NON-REFUNDABLE. YOU WILL RECEIVE A 50% CREDIT OF THE AMOUNT PAID TOWARDS A FUTURE TAILGATE OR EVENT WITH GDR.

IN THE EVENT THE UNIVERSITY RESCHEDULES A GAME, YOUR RESERVATION WILL APPLY FOR RESCHEDULED DATE. IN THE EVENT THE UNIVERSITY CANCELS A GAME, YOU WILL RECEIVE A 50% CREDIT OF THE AMOUNT PAID TOWARDS A FUTURE TAILGATE OR EVENT WITH GDR.

WHAT ARE THE UNIVERSITY'S POLICIES ON GRILLS? MUSIC? CORPORATE SIGNAGE AND BANNERS? SMOKING?

THIS IS VERY IMPORTANT AND WILL BE ENFORCED BY GDR STAFF ON GAMEDAYS. PLEASE REVIEW ALL POLICIES FOUND AT UAGAMEDAY.COM PRIOR TO ATTENDING YOUR TAILGATE. SOME IMPORTANT ITEMS TO NOTE:

- NO SOUND SYSTEMS USING AMPLIFIED OR EXCESSIVE SOUND BOARDS.

-COOKING IS LIMITED TO GRILLS ONLY. NEVER DUMP CHARCOAL ON THE QUAD, DISPOSE OF IT IN A PROPER CONTAINER AND TAKE WITH YOU OR UTILIZE THE RED CHARCOAL DUMP SITES ON THE WEST SIDE OF THE QUAD. ALL TAILGATES WITH GRILLS MUST HAVE A 2.5 LB FIRE EXTINGUISHER ON SITE WITHIN 15 FT OF THE FIRE.

- UA IS A SMOKE FREE CAMPUS, INCLUDING VAPING.

- NO LOGO SIGNAGE IS ALLOWED OUTSIDE OR ON THE TENT AND NO SOLICITING IS ALLOWED OUTSIDE OF YOUR TAILGATE. YOU MAY CHOOSE TO PURCHASE A PERSONALIZED SIGN (12"X24") FROM GDR THAT WILL HAVE YOUR TAILGATE/BUSINESS NAME WITH NO LOGOS. THE FOLLOWING BRANDED ITEMS ARE ALLOWED UNDER THE TENTS: CUPS, KOOZIES, NAPKINS, SHIRTS, HATS, BROCHURES, LOGO FANS AND OTHER PROMOTIONAL MARKETING MATERIAL. THE UNIVERSITY HAS THE FINAL AUTHORITY ON ALL MATTERS CONCERNING THE ADVERTISEMENT, PLACEMENT OF SIGNAGE, SIZE OF SIGNAGE, ETC.

- NO GENERATORS, NO DRONES, NO TRAILERS/GOLF CARTS/UTVS OTHER THAN SMALL WAGONS OR ITEMS THAT CAN BE PULLED BY HAND.