



**“SAVE YOUR SEAT”**  
Frequently Asked Questions

1) What is Save Your Seat (SYS)?

It is program that allows you to have first option to purchase good tickets for events before the general public and without waiting in line. **You are not purchasing specific seat locations**, but will receive tickets from the SYS allotment for each event.

2) How much does it cost?

The cost is \$1250.00 per seat.

3) Do I have to pay the \$1250.00 immediately?

Yes. We accept checks, MasterCard, VISA, American Express and Discover.

4) How long does it last?

The term is 5 years.

5) Can I renew my contract in 5 years?

Yes. Current SYS holders will be given first option to continue in the program for the rate and time period established at renewal time.

6) How will I find out about upcoming events?

You will receive a flyer **(in most cases 5-7 days in advance of the public on-sale)** explaining what events are coming, the ticket price and the deadline for ordering them.

7) What type of events will be appearing at Verizon Arena?

Concerts\*, NBA pre-season basketball, College basketball games and tournaments\*, Disney on Ice, WWE wrestling, monster truck shows, Harlem Globetrotters and other family shows and sporting events.

8) Why is there an asterisk by concerts and college basketball?  
Occasionally, an entertainer's contract or a sporting event's governing body (the NCAA, the SEC, etc.) will set restrictions on the seat locations we can offer, so **we can't guarantee prime seating locations for some of these events.** You will be notified of these limitations when your SYS flyer for the event is sent to you.

9) How do I order tickets?

When you receive your flyer, fill it out and fax it back to the Box Office (501-975-9001) or drop it in the mail (One Verizon Arena Way, North Little Rock AR 72114). We take the four major credit cards- MasterCard, VISA, American Express, and Discover – or will gladly take your check for your order. **Make sure your order gets to us before the deadline on the form – Orders received after the deadline cannot be processed and will be returned to you.** SYS orders are filled in the order in which they are received, so returning your flyer promptly helps you get the best seats possible.

10) Do I get the same seat for all events?

Because of the variety of stage and event configurations, we cannot hold specific seat locations for our SYS patrons, since you could end up behind the stage or without a seat. We will always do our best to ensure that our SYS patrons get the best possible seats. (Please see item #8 above)

11) Are floor seats for concerts available through the SYS program?  
No, floor seats are **NOT** available for SYS purchase.

12) Are there a limited number of Save Your Seats?

Yes – There are approximately 1,000 SYS memberships available.

13) How many seats can I buy for an event?

You can always purchase your SYS number for every event. For some family events, you may see a note that says "No Limit! Bring the Family" – You can order as many tickets as you like for these specially noted events.

14) I have 4 SYS, but sometimes I may want to purchase extra tickets to events where I'm limited to my 4. Can I order extra tickets?

Yes (subject to availability), but you need to be aware of the following two things: **There will be an additional fee of \$20.00 per ticket for any extra tickets ordered on events where the SYS limitation is noted and your extra tickets may not be with your SYS tickets.**

15) Can my SYS friends and I be seated together for events?

Yes, but if you want to be seated together you must all return your flyers at the same time with a note on each of your order forms that you would like to be seated together.

16) Where do I call to make an appointment or to learn more about the SYS Program?

You can contact Ruth Pace, Save Your Seat Co-coordinator, in the Verizon Arena Box Office at (501) 975-9016, reach her by fax at (501) 975-9001, or e-mail her at [rpacer@alltelarena.com](mailto:rpacer@alltelarena.com).

17) Where is the office located?

We are located inside of Verizon Arena. You enter through the Box Office Entrance off Washington Avenue on the south side of the arena. The address is:

Verizon Arena Box Office  
One Verizon Arena Way  
North Little Rock, AR 72114

18) If I have to give up my SYS due to a move or job transfer, can I transfer my Save Your Seats to another person?

Yes, you must notify us in writing of the change in order for it to be effective.

19) Is the \$1250.00 per seat tax-deductible?

No. It is a fee similar to the membership fee you would pay to join a health club or a country club.