



## Basketball Hall of Fame Enshrinement Weekend Class of 2020 FAQs

- When will the Hall of Fame Enshrinement Ceremony and Awards Gala take place?
  - Enshrinement Weekend has been postponed to May 13<sup>th</sup> through May 15<sup>th</sup>, 2021. We are still determining the exact dates of each of our events. Once the dates have been finalized, we will inform you as soon as possible.
- Where will the Hall of Fame Enshrinement Ceremony and Awards Gala take place?
  - The Enshrinement Tip-Off Celebration & Awards Gala will take place at the **Uncas Ballroom and the Mohegan Sun Arena** in Uncasville, Connecticut.
  - The Enshrinement Ceremony will take place at **Mohegan Sun Arena** in Uncasville, Connecticut.
- What is the revised schedule of events for the Enshrinement Ceremony and Gala?
  - The fully revised schedule of events is still being finalized. Below is a brief outline of all of the events on our Enshrinement Calendar:
    - Enshrinement 2020 Media Availability (Credentialed media and Platinum VIP Package ticket holders only)
    - Enshrinement Tip-Off Celebration & Awards Gala
    - Enshrinement Ceremony VIP Reception (Floor [\$1000] and Lower Bowl [\$600] ticket holders only)
    - Enshrinement Ceremony
- What are the available options for people who have purchased tickets?
  - Tickets purchased for the August dates will automatically be valid for the May 2021 date; or,
  - You may return your tickets, but gift the cost of your tickets as a tax-deductible donation to the Basketball Hall of Fame; or,
  - We will void your tickets and refund your money.
- What will happen to the seat(s) I selected when I purchased my ticket(s)?
  - **We will be moving your seat to a comparable location within the new venue.** Your seats will be socially distanced from other ticket holders, so your seats will not be exactly where you originally chose them. However, you will not be socially distanced from the people you purchased tickets with. For example, if you purchased four tickets, those four seats will be right next to one another.
- When do I need to decide what I'd like to do with my tickets?
  - Please let us know if you would like to keep your tickets, donate the value of your tickets, or get a full refund by **September 25, 2020**. Please inform us of your decision, no matter which option you are choosing. You may contact Chelsea Johnson at (413) 231-5513 or [cjohnson@hoophall.com](mailto:cjohnson@hoophall.com) with your decision, or any other questions you may have.



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- What will happen if I do not inform anyone of my ticket decision?
  - **If you do not inform us of your ticket decision, we will assume that you still want your tickets.** After September 25<sup>th</sup>, all tickets will be considered purchased and refunds will not be issued.
- How long will tickets take to refund?
  - Please allow up to one week for us to process your refund. Once the refund is processed, you will receive an email from Etix notifying you of its completion. Based on your financial institution, it may take a few business days for the money to reappear in your account.
- Would I be able to get a partial refund for my tickets?
  - If you purchased more than one ticket, and would like to refund one or more of those tickets, we can definitely process that request.
- Where will my seats be located in the new venue?
  - Please review the socially distanced seating chart on our website for more information on where each price point will be located within the new venue. We have placed each price point in a comparable location from Symphony Hall to Mohegan Sun Arena.
- How will you determine who gets to sit in each section?
  - We will be seating customers based on the order in which they purchased their tickets on April 4<sup>th</sup> and beyond. We will aim to get your seat(s) in the most comparable location at Mohegan Sun as possible.
- Can I request where I'd like my new seat(s) to be?
  - No. Any requests that were made when the tickets were originally purchased will be taken into consideration, but not guaranteed.
- When will I be notified of my new seat location?
  - We would like to begin the reseating process in December, so you would be notified of your new seat location via email by the end of the calendar year. We simply ask that you continue be patient with us during this challenging time.
- Am I able to upgrade my seats?
  - You may still upgrade your seats, as long as there is inventory available for the price point you'd like to upgrade to.



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- When will I be receiving my tickets?
  - If you were originally seated in Balcony B or Balcony C, your tickets will be available for you to access digitally 30 days prior to the event. You will receive an email notifying you when your tickets are accessible electronically. **Please disregard the tickets you received electronically on Thursday, July 30<sup>th</sup>**, as those tickets have an invalid seating assignment. If you were originally seated in the Orchestra, Grand Tier, or Loge sections, you will receive your tickets by mail on May 1<sup>st</sup>, 2021.
- Will there be any opportunities for photos and autographs?
  - No. We will not be offering an Autograph Session, as we have in years past. We also ask that you adhere to our event policy, and do not request autographs from our Class Members or returning Hall of Famers. We will be best adhering to social distancing guidelines during these events, which will also prevent photo opportunities.
- Which airport should I fly into?
  - The best airport to fly into would be Bradley International Airport in Hartford (BDL). The drive from Bradley to Mohegan Sun is approximately 45 minutes. T.F. Green Airport in Providence (PVD) is about an hour long drive to Mohegan Sun. Logan International Airport in Boston (BOS) is a viable option, but the drive from Logan to Mohegan is about one hour and 45 minutes.
- Which hotel should I stay at?
  - You may stay at Mohegan Sun's hotel. Guests can book their rooms at this [link](#). The book by date for this hotel block is April 30, 2021. Other hotels in the surrounding area include the Hyatt Place, Fairfield Inn & Suites, and Microtel Inn & Suites by Wyndham, all in Uncasville, as well as the Holiday Inn, Courtyard Marriott, and The Spa at Norwich Inn, all in nearby Norwich, CT. If you stay at an off-site hotel, you will be responsible for transportation to and from the events at Mohegan Sun.
- What Enshrinement tickets are still available for purchase?
  - Any remaining ticket quantities for both the Enshrinement Ceremony and Enshrinement Tip-Off & Awards Gala will be available for purchase on January 6<sup>th</sup>.
- Where can we find additional information about these events?
  - More information about Enshrinement can be found through our [website](#), or our [Twitter](#), [Instagram](#), and [Facebook](#) accounts.
- Where can people find additional information about the host venue for the Ceremony?
  - Please visit Mohegan Sun's [website](#) for more information.



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- What is Mohegan Sun's COVID-19 Sanitation Policy?
  - Please see the attached document for a detailed explanation of all of Mohegan Sun's sanitation procedures amid COVID-19. You may also find more information [here](#).
  
- Will I need to wear a mask during the event?
  - Yes. We ask that you adhere to CDC and Mohegan Sun's guidelines and wear a mask throughout the duration of the events. We will be social distancing during each event, as well.
  
- Will the Basketball Hall of Fame museum be open, and how can tickets for the museum be purchased?
  - Tickets for the museum can be purchased at this [link](#). Please note that museum tickets DO NOT get you admission into any of our Enshrinement Weekend events, and Enshrinement tickets do not grant you admission to the museum. Please be advised that Mohegan Sun is about a 75 minute drive to the Basketball Hall of Fame in Springfield.