



## **ATLANTA HAWKS CHECK IT OUT READING CHALLENGE FREQUENTLY ASKED QUESTIONS**

### **REGISTRATION QUESTIONS**

*What do I receive for signing up for the Check It Out Reading Challenge?*

1 FREE youth ticket to a 2023-2024 Atlanta Hawks game with the purchase of at least one adult ticket. Check It Out Reading Challenge bookmarks are available!

*How many times can I sign up for the Check It Out Reading Challenge?*

You may only register one time for the program. If you are signed up more than once, you will only receive one set of rewards.

*What is the start and end date of the program?*

The program runs from Monday, May 16 through Friday, September 1. Ticketing information will be sent before the start of the 2023-2024 season.

*How do I know the Hawks received my registration form?*

When a form is successfully submitted, a window will appear on your computer letting you know the Hawks received your registration. If you do NOT receive this message, please resubmit your form.

*Why does my parent/guardian have to submit their personal information?*

If there are any questions about your registration form, the Hawks must have a way to contact you.

*How do I receive my rewards?*

Ticketing information will be sent out via email before the start of the 2023-2024 season.

### **TICKETING QUESTIONS**

*How will I get ticketing information?*

An email will be sent out before the start of the 2023-2024 season with ticketing details on how to access your ticket(s) online. A parent or guardian can redeem the free youth ticket(s) with purchase of an adult ticket. This information will be sent to the email address provided at the time your parent or guardian registered.

*Do I get to pick which game I go to?*

Yes. Each participant will be able to choose from five (5) Atlanta Hawks games to use his or her free youth ticket with the purchase of an adult ticket.

*Who can use the free youth ticket that I receive for the Check It Out Reading Challenge?*

The youth ticket may ONLY be used by the Check It Out Reading participant. Adults cannot use this youth ticket.



## **ATLANTA HAWKS CHECK IT OUT READING CHALLENGE FREQUENTLY ASKED QUESTIONS**

*Can I purchase additional tickets for my family and friends?*

Yes. A youth ticket must be redeemed by a paid adult ticket. Additional tickets will be available to purchase.

*Will the free youth tickets and adult tickets be together?*

When redeeming the youth ticket(s) with the purchase of at least one adult ticket, you will be able to choose your seats from select locations. If you wish to sit together, please make sure you are choosing seats that are next to each other.

*How can I purchase additional tickets?*

Additional tickets can be purchased by credit card when redeeming your free youth ticket(s).

*Will I get to sit with my friends?*

The ONLY way to guarantee seats next to your friends is grabbing seats next to each other when redeeming your ticket(s) online.

*How will I get my tickets?*

ALL TICKET(S) WILL BE MOBILES ONLY. Once you have claimed your tickets online, you receive a confirmation email with instructions on how to access your tickets. Please ensure the email you used to create the account is the same email you use to login to access your ticket(s).

*What if it says my temporary password has expired when I am trying to access my tickets?*

Click on 'Forgot password'. A new link will be sent to the email you used to create your account to reset the password.

*If we decide we cannot go to the game, can we get a refund?*

No. There are no refunds or exchanges on tickets for the Atlanta Hawks. You may forward the ticket(s) to someone through the Hawks App, Hawks Account Manager, and/or Ticketmaster.

### **ATLANTA HAWKS & STATE FARM ARENA QUESTIONS**

*Where do the Atlanta Hawks play their games?*

The Hawks play at State Farm Arena in downtown Atlanta.

*How do I get to State Farm Arena?*

State Farm Arena is at 1 State Farm Drive, Atlanta, GA 30303. Please visit <https://www.statefarmarena.com/plan-your-visit/parking-transportation> for detailed information on taking MARTA, driving in and parking, rideshare services, and if you are walking or bicycling in.

*How old do you have to be to need a ticket for the Hawks game?*

Anyone over the age of 24 months MUST have a ticket for the game.



## **ATLANTA HAWKS CHECK IT OUT READING CHALLENGE FREQUENTLY ASKED QUESTIONS**

*Where can I park at State Farm Arena?*

Parking is available in the various lots around the arena including the CNN Decks and Sapphire Parking Deck located on Centennial Olympic Park Drive across from the arena. CNN Decks and Sapphire Parking Deck may also be entered from Spring Street. Accessible parking is available in both lots.

*Do I have to pay for parking?*

Yes. You should expect to pay anywhere between \$10 and \$20 for parking.

*Can I take MARTA to State Farm Arena?*

Yes. State Farm Arena is one stop west of Five Points. We are the same MARTA stop as Mercedes Benz Stadium, the CNN Center, the Georgia World Congress Center, and Centennial Olympic Park.