

Junior Jayhawks Frequently Asked Questions

Is there an age restriction?

Junior Jayhawks must be in 8th grade or younger to join. There is no age minimum.

When can I expect for my child to receive their membership package?

Packets will be mailed out towards the end of August. After August, please allow 2-4 weeks after you register for your packet to be mailed to you or before it is available for pick up.

I want to pick up my child's packet, where do I do this?

If you chose the "will call" option instead of having your child's packet mailed, you'll pick it up at the Marketing Office which is located in Allen Fieldhouse, room 1370- Northwest Corner of Allen Fieldhouse. We will have events in the fall that you will be able to pick up your child's packet. More information on those dates will be sent out in August.

Our office is open M-F 9-5pm.

Can our child's membership packet be mailed?

Yes, if you prefer to have the membership packet mailed you can. Just select the mail option when you order. You will be charged \$5 on top of the membership fee to have it mailed.

How and when do I renew my child's membership?

Official Junior Jayhawks Club memberships can be renewed by visiting kuathletics.com/juniorjayhawks.

All memberships are valid through the academic year starting in August and ending in May.

To current members, a renewal notice will be sent shortly before the membership expiration date and you will have the opportunity to renew your child's membership for another year. Kansas Athletics will work hard to continue to find innovative ways to make the Junior Jayhawks Club the best it can be each and every year. Suggestions or ideas from parents are always welcome and will be taken into consideration.

I do not wish to pay by credit card/I am not comfortable signing up on the internet. Can my child still become a member?

Yes! You may also sign up by calling us directly at 785.864.4962 but please know that our online transactions are completely secure and protected. Signing up online ensures the accuracy of your information and makes for ordering your game tickets much easier.

Where do I pick up tickets on game day?

<u>Sport</u>	<u>Location</u>
Football	Southeast Ticket Booth @ David Booth Kansas Memorial Stadium
Men's and Women's Basketball	Southeast Ticket Booth @ Allen Fieldhouse
Baseball	Northwest Ticket Booth @ Hogle Ballpark
Softball	East Entrance to Rock Chalk Park
Soccer	East Entrance to Rock Chalk Park

Where can I find directions to athletic facilities?

<https://kuathletics.com/sports/2013/6/27/kansas-athletics-facilities.aspx>

Where is the main Ticket Office Located?

The Kansas Athletics Ticket Office is located on the Southeast end of Allen Fieldhouse.

What are the ticket office hours and what is the phone number?

Hours: Monday - Friday 9-5

Phone: 800-34-HAWKS

What if a game is approaching a sell out?

If a football or basketball game that is being offered to Junior Jayhawks is approaching a sellout, we will notify our loyal Junior Jayhawks and their parents to tell them their quick response to secure tickets is needed. Such notices will be sent out via the e-mail on the account.

My child is a member and I need to make changes to our account.

You may make changes to your account anytime by simply e-mailing the necessary change(s) to jrjayhawks@ku.edu

I lost my card; can I get a new one?

We are happy to replace membership cards at a small fee of \$5 per replacement card (for shipping and production costs only). Simply send the member's name, address and a check payable to:

Kansas Athletics | Marketing Office

c/o Junior Jayhawks

1651 Naismith Drive

Lawrence, KS 66045

Privacy Concerns

No information that you provide will be sold or distributed to a third party and will be used only by Kansas Athletics for Junior Jayhawks related purposes.

Don't see your question here?

Contact us at jrjayhawks@ku.edu or 785.864.4962. Be sure to leave your name, member name and contact information so that we may reply to you in a timely manner.