

# **WELCOME TO THE SUITES at THE KOHL CENTER!**

We have created this manual to help you navigate your way through the season in your Kohl Center suite. We hope you enjoy the exciting season that is about to start. If there is anything we can do to help, please do not hesitate to ask for our assistance.

Thank you for supporting  
University of Wisconsin Athletics.

**GO BADGERS!**



# SUITE AMENITIES

Enjoy the University of Wisconsin basketball and hockey game-day experience from a Kohl Center suite! Located around the first and second level concourses, these 36 suites offer a long list of amenities designed to provide the ultimate in game-day comfort and convenience for all your personal and business entertainment needs.

## ◀ AMENITIES ▶

- 16 season tickets for men's basketball, women's basketball, men's hockey and women's hockey games
- Three Zone A preferred parking passes for each sport
- In-suite food, alcoholic and non-alcoholic beverages available for purchase off an extensive suite menu
- Personal wait staff service
- Television set, telephone, refrigerator, sink, wet bar and coat closet
- Private restroom facilities in each suite
- Television monitors and radio coverage of game programming
- Complimentary game programs and other event information
- Access to suites one and a half hours prior to each game
- Access to suites for business meetings and opportunity to purchase tickets for other Kohl Center events such as concerts and WIAA events throughout the year.





## **BADGER FUND**

Each year the Badger Fund faces the challenge of funding the athletic scholarships and facilities available to the 800 student-athletes who represent the University of Wisconsin. Because the UW Department of Athletics is a self-supporting entity and receives no state tax dollars for its \$85 million annual budget, the generosity of alumni, friends, and fans is vital to our continued success.

Suite holders are considered members of the Badger Fund based on their overall giving level which includes the charitable portion of your annual suite payment. As a donor to Wisconsin Athletics, suite holders receive priority for all tickets, parking, postseason competitions and special events based on Badger Fund annual giving levels and the Wisconsin Athletics Priority Point System.

For information or questions about your Suite License Agreement, or any other questions about the Badger Fund and related donor benefits, please contact:

**Marija Pientka**  
**Associate Athletic Director - Development**  
**(608) 263-7692**  
**MTP@athletics.wisc.edu**

# TICKETS & PARKING

## For UW Athletic Events

Per your Suite License Agreement, 16 suite tickets for each Men's and Women's Basketball and Men's and Women's Hockey games will be sent to the address on file with the Athletic Ticket Office. Suite holders also receive three preferred parking passes to Men's and Women's Basketball and Men's Hockey. Parking is free of charge in Lot 91 for all Women's Hockey games. Tickets and parking are usually shipped two to three weeks prior to the beginning of each season.

For other UW Athletic ticket or parking information please contact:

**Brian Moore**  
**Assistant Athletic Director - Ticket Operations**  
**Phone: (608) 265-2654**  
**BLM@athletics.wisc.edu**

## For Special Events

**(concerts, shows, WIAA events, etc.)**

Announcements concerning any special event at the Kohl Center will be sent to Suite Administrators via email as soon as that information is made available to us.

Information along with order forms for Tickets and Parking will be available on our online ordering system, under the Special Events Tab. You will be able to print out the necessary forms and fax them back to us.

All Ticket requests will be confirmed via e-mail. Your tickets will be shipped via UPS to the Suite Administrator with ample time to distribute them to guests.

If time does not permit, we will be more than happy to hold your tickets at our Suite Guest Entrance for pickup on the day of the event.

# PARKING MAP



## SUITE GUEST ENTRANCE



**A PRIVATE ENTRANCE FOR SUITE HOLDERS & KELLNER CLUB PATRONS LOCATED AT THE EAST END OF GATE A.**

# SUITE SERVICES

Suite Services is dedicated to providing the best game day experience possible through its commitment to quality and superior customer service to all of our guests at the Kohl Center. In cooperation with our team of culinary professionals, led by Executive Chef Herbert Hackworthy, Suite Services specializes in offering first class services, benefits, and quality food service to our suite holders.

Our team of highly-trained students and staff are excited to welcome you to your Kohl Center Suite. We are happy to assist with any questions or concerns that might arise.



**Blair Schmitz**  
**Suites Manager**

**Phone: (608) 265-4396**

**Cell Phone: (608) 516-2313**

**Email: [BAS@athletics.wisc.edu](mailto:BAS@athletics.wisc.edu)**



**Tim Taggart**  
**Food & Beverage Director**  
**Phone: (608) 265-4263**  
**Fax: (608) 262-3803**  
**Email: [TRT@athletics.wisc.edu](mailto:TRT@athletics.wisc.edu)**

# SUITE HOLDER ACCOMODATIONS

## Suite Guest Entrance

**THE SUITE GUEST ENTRANCE HAS BEEN RELOCATED TO THE EAST END OF GATE A.** Your guests can enter the Kohl Center 1½ hours prior to all UW athletic contests by presenting their suite ticket at the Suite Guest Entrance. Entry times may vary for concerts and special events.

In addition to entering early, Suite Services maintains a Suite Holder Will Call at this location. You are able to leave tickets for others at this private entrance.

## Game Day Programs

Each suite will be provided with two official game programs for each UW athletic contest at no additional cost. Programs for Special Events may be purchased at the main gates of the Arena.

## Personal Suite Attendant

For each event your suite will be assigned a Personal Suite Attendant to address your every concern. Your Attendant will provide you and your guests with excellent customer service and be on hand to assist with additional orders for Food and Beverages.

## Carryout Food

You can enjoy the food of the Kohl Center at home with our carryout containers. You may request carryout containers from your suite attendant for any and all food at the conclusion of an event.

**UW Athletics is committed to a friendly relationship with the environment. Please help us recycle, reduce and reuse by using the proper receptacles located in the suites.**



# FOOD & BEVERAGE

## Online Ordering

Food and Beverage orders being placed in advance of the event may be submitted online. Simply log in to your [MYUWBadgers.com](http://MYUWBadgers.com) account and click on the Suites tab in the left hand column. Online ordering is available until noon the day prior to the event, however advance order items must be submitted online by noon three business days prior to the event. Please contact us directly if you need to change or cancel an order.

## Advance Order Items

In order to properly prepare and provide your suite with high quality food, certain items on the menu require three days advance notice. These items are denoted with the symbol to the right and must be ordered by noon three business days prior to the event.



ADVANCE  
ORDER

<b>If the event will be on a . . .</b>	<b>Advance Order Items must be ordered by noon on ...</b>
Tuesday	Previous Thursday
Wednesday	Previous Friday
Thursday	Previous Monday
Friday	Previous Tuesday
Saturday, Sunday, or Monday	Previous Wednesday

## Delivery Times

All food ordered via our online system, except pizza, will be delivered to your suite before the event so that your guests can enjoy it as they arrive. Your suite attendant will arrange pizza delivery times on event days with your host, so you can receive them hot and fresh.

## Authorizations

To place an order during an event, you must either be authorized to sign against the **Suite Account** or use a personal credit card. The **Suite Account** is established by each suite holder and has a limited number of individuals who make up the **Permanent Authorization List** and may charge food and beverage to the **Suite Account**. If the person placing an order is not on the **Permanent Authorization List**, then a personal credit card will be requested.



# FOOD & BEVERAGE (cont.)

## Event Day Order Cut-Off

During events, we will stop taking food and beverage orders at the following times:

- Basketball Games** – 10 minutes left in the 2<sup>nd</sup> half
- Hockey Games** – 10 minutes left in the 3<sup>rd</sup> period
- Special Events** – Please check with your attendant

## Beverages

### Access to beverages

The beer refrigerator, soda refrigerator, and liquor cabinets all have locks. The Suite Administrator can authorize some or all of these to be unlocked for any given event by checking the appropriate boxes with the ordering system. If the Administrator indicates that the cabinets should remain locked (meaning that the suite holder will not be purchasing the event’s beverages), any guest can have either the soda refrigerator or beer refrigerator (**liquor cabinet not included**) unlocked if the guest provides a credit card with which to charge the event’s beverage consumption. Additional beverages may be ordered during an event from the Event Day Menu as well.

### Soda, Juice, and Water Stock Levels

Suite Services proudly serves Coca-Cola products. A standard stock level for these items will be kept in your suite. The stock will be composed of the following:

<b>Coca-Cola</b> .....	<b>6 bottles</b>
<b>Diet Coke</b> .....	<b>12 bottles</b>
<b>Sprite</b> .....	<b>6 bottles</b>
<b>Coke Zero</b> .....	<b>6 bottles</b>
<b>Fanta Orange</b> .....	<b>6 bottles</b>
<b>Dasani Bottled Water</b> .....	<b>12 bottles</b>
<b>Vitamin Water10 - XXX</b> .....	<b>6 bottles</b>

Minute Maid Orange Juice and Cran-Apple Juice are available upon request from your Suite Attendant.

# FOOD & BEVERAGE (cont.)

## Beer, Wine, Liquor, and Mixer Stock Levels

At the beginning of the season, Suite Administrators are asked to set their stock of beer, wine, liquor and mixers by filling out the appropriate form. We've provided optional beer packages that have streamlined this process, while still allowing the flexibility to add additional beer. In the same form you'll set the par levels for your wine and mixers, and also decide which liquors you would like to be available for your guests. Since we utilize a two bottle system for stocking liquor, you simply choose which products you'd like and we'll always make sure that you have two bottles available. Your suite account will only be charged when a bottle has been emptied. Please remember, if at any time you'd like to alter any of the par stock, please feel free to contact Suite Services.

## Special Order Beverages

If there is something that does not appear on our menu, but that you would like in your suite, please feel free to contact us a minimum of seven (7) days in advance and we will be happy to fulfill your request.

**No beverages, alcoholic or non-alcoholic, may be brought into the Kohl Center. Alcoholic beverages must remain inside the suite at all times. Removal of alcoholic beverages from the Kohl Center is prohibited due to Wisconsin Liquor Laws and University of Wisconsin stipulations. It is the responsibility of the Suite Owner to ensure that no minors or intoxicated guests consume alcoholic beverages in their suite. We reserve the right to check for proper identification and refuse service to persons who appear to be overly intoxicated.**



# BILLING

## Tickets

Tickets and parking passes for special events outside the suite license agreement will be charged according to the choice made on the Suite Holder Ticket Request Form, which will be included with any special event announcement. *All ticket orders must be paid for before tickets can be shipped.*

## Food and Beverage

Food and beverage ordered on the Suite Account will be billed on a bi-weekly basis. The suite holder will receive copies of guest checks from each event and a cover page showing the total of the bi-weekly billing statement. These bills will include Advance Orders, Event Day Orders, and Restocking charges for any given event. If you have questions or concerns about your Food and Beverage billing, please address inquiries to:

**Blair Schmitz**  
**Suite Services Manager**  
**Phone: (608) 265-4396**  
**Fax: (608) 262-3803**  
**Email: [BAS@athletics.wisc.edu](mailto:BAS@athletics.wisc.edu)**

Any guest that orders food and beverage charged against a personal credit card will be billed at the end of the event before he or she leaves the building.

***Note: THERE IS AN 18% SERVICE CHARGE  
ADDED TO ALL FOOD AND BEVERAGE ORDERS  
IN ADDITION TO STATE AND LOCAL TAXES***

