

V I S I T I N G T E A M

2021-22 GUIDE

UNIVERSITY OF THE INCARNATE WORD



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Dear Coach/Administrator:

On behalf of UIW Athletics, we look forward to hosting your respective athletic team in San Antonio this upcoming season. Please take a few minutes to review the enclosed information.

This visitor guide will provide all the necessary information you will need during your visit. The material provided includes general information about UIW with an emphasis on specific game day operations surrounding a typical UIW home sporting event. Please be sure to complete and return the visiting team arrival form and team complimentary ticket request forms in a timely manner, so we can provide the best possible assistance during your visit.

The Visiting Team Guide can be used to find local amenities such as lodging, restaurants and directions to our various facilities. Also, included is contact information for our office of Athletic Media Relations, Tickets and Sports Medicine. If there is anything that we can do to make your visit to UIW more comfortable, please do not hesitate to ask. Thank you and travel safely.

Sincerely,



Richard Duran
Director of Athletics
UIW Athletics

Visitor Parking

Buses and vans may drop off their teams behind the baseball fields. Please make sure that buses do not block other vehicles. UIW Campus police reserves the right to have buses relocated. All buses will be asked to park back at the top of the hill near the Hildebrand entrance and will be escorted by our game day operations crew.

For questions regarding reserving spaces for upcoming events, please contact Schaffer Frost (210) 805-1215. For any day of event questions contact Ben Kelly-Blum (707) 328-0093 or Kruger Thomson (210) 718-9684.

Spectators may park in any parking spot with white lines. Spectators may not park in a handicap spot unless the vehicle is marked as that of a handicapped driver. At no time should a vehicle be parked in a fire lane. Vehicles parked in fire lanes or other NO PARKING ZONES will be ticketed and/or towed at the owner's expense.



Directions to UIW/Athletic Facilities

ENTERING UIW (recommended bus ENTRANCE)

- If you are east bound on Hildebrand or exiting 281/I-37, proceed to the north bound entrance ramp of 281/I-37 and enter the campus through Gate 6 (281 entrance). Upon entering the campus:
- Turn LEFT at the stop sign and proceed down the hill
- Turn RIGHT at the next stop sign and park behind the scoreboard

EXITING UIW (recommended bus EXIT)

- Recommended detour to 281/I-37 North or South thru Gate 5 (Hildebrand):
- Take an immediate RIGHT after the McDermott Convocation Center (football stadium will be on your left)
- Turn LEFT at the stop sign and proceed up the winding hill past the dormitory and parking garage
- Turn RIGHT at the stop sign then turn RIGHT to exit the UIW Campus onto Hildebrand and 281

ADMINISTRATIVE DIRECTORY

RICHARD DURAN

Athletic Director
Office: (210)-283-6968
Email: rduran@uiwtx.edu

Angela Lawson

Senior Director of Athletics/Academic affairs
Office: (210) 829-3827
Email: lawson@uiwtx.edu

Kenyon Spears

Associate Athletic Director for Administration & ADID
Office: (210) 283-5052
Email: kdspears@uiwtx.edu

Tony Dollison

Associate Director of Athletics/Compliance
Office: (210)-283-6381
Email: dollison@uiwtx.edu

DaShena Stevens

Associate Athletic Director of Internal Operations
Office: (210) 805-3095
Email: dqsteven@uiwtx.edu

Sal Cervantes

Associate Athletic Director/Sport Medicine
Office: (210)-805-3063
Email: scervan1@uiwtx.edu

Danielle DeCotis

Athletic Administrative Coordinator
Office: (210) 829-2722
Email: uiwathletics@uiwtx.edu

Softball Coach Directory

Head Coach

Kimberly Dean
kidean@uiwtx.edu
847 651 9568

Assistant Coach

Hunter Bunch
hbunch@uiwtx.edu
205 907 5771

Assistant Coach

Mark Shirley
mashirle@uiwtx.edu
515 421 5274

Athletic Trainer

Caitie Allison
cnalliso@uiwtx.edu
913 980 1240

Athletic Communication Coordinator

Dominique Ramos
ddramos@uiwtx.edu

Pre-Game Timeline 2022

1:00pm Start

11:00am UIW Batting Practice
11:40am Visiting BP
12:00pm Gates Open
12:20pm Clear Field for Infield
12:30pm UIW Infield
12:40pm Visiting Infield
12:50pm Field Cleared
12:52pm Honorary First Pitch
12:54pm Home Plate Meeting
12:56pm UIW Takes Field
12:57pm National Anthem
1:00pm First Pitch

2:00pm Start

12:00pm UIW Batting Practice
12:40pm Visiting BP
1:00pm Gates Open
1:20pm Clear Field for Infield
1:30pm UIW Infield
1:40pm Visiting Infield
1:50pm Field Cleared
1:52pm Honorary First Pitch
1:54pm Home Plate Meeting
1:56pm UIW Takes Field
1:57pm National Anthem
2:00pm First Pitch

4:00pm Start

2:00pm UIW Batting Practice
2:40pm Visiting Team BP
3:00pm Gates Open
3:20pm Clear Field
3:30pm UIW Infield
3:40pm Visiting Infield
3:50pm Field Cleared
3:52pm Honorary First Pitch
3:54pm Home Plate Meeting
3:56pm UIW Takes Field
3:57pm National Anthem
4:00pm First Pitch

6:30pm Start

4:30pm UIW Batting Practice
5:10pm Visiting BP
5:30pm Gates Open
5:50pm Clear Field for Infield
6:00pm UIW Infield
6:10pm Visiting Infield
6:20pm Field Cleared
6:22pm Honorary First Pitch
6:24pm Home Plate Meeting
6:26pm UIW Takes Field
6:27pm National Anthem
6:30pm First Pitch

ATHLETIC COMMUNICATIONS

ATHLETICS WEB SITE: UIWCARDINALS.COM

PHONE: 210-829-6041

Dominique Ramos – Athletic Communications Coordinator

Email: ddramos@uiwtx.edu

Media and information contact for Football, Women's Golf, Men's golf, Men's Soccer, Volleyball, Softball, Track & Field, Cross Country, Swimming & Diving and Artistic Swimming.

Alexa Low – Athletic Communications Coordinator

Email: alow@student.uiwtx.edu

Media and information contact for Women's Basketball, Women's Soccer, Men's Soccer, Women's Tennis, Men's Tennis, Womens Basketball, Baseball and Fencing.

UIW Athletics Communications Policies

UIW observes a media relations policy that deals openly, honestly, quickly and accurately with news media personnel, to provide the media with information about the university's athletics programs. The Athletics Department also respects an individual's right to privacy.

All press releases from the UIW Department of Athletics are issued from the Athletic Communications office. Athletic Communications sends press releases to appropriate media. All requests for interviews should be made through the Athletic Communications office with at least 24 hours of notice. Interviews will be scheduled for a mutually agreeable time for both the student-athlete or coach, and for the member of the media. All classes and team responsibilities will take precedence over interviews.

UIW Athletics Mailing Address

4301 Broadway, CPO 288

San Antonio, TX 78209

PARTNER HOTELS

2021-22 CORPORATE SPONSOR HOTELS

The University of the Incarnate Word Division of Athletics is proud to be in partnership with the hotel companies listed below. Our partnerships with these companies have provided us with valuable generosity towards the University of the Incarnate Word. Your patronage of our sponsors is greatly appreciated.

DRURY HOTELS



8818 Jones Maltsberger Road
San Antonio, TX 78216
Hotel Phone: (210) 308-8100

The Drury Inn & Suites is only 5 minutes away from the San Antonio International Airport and 10 minutes from the University of the Incarnate Word. They offer hot complimentary breakfast and cold beverages at their kickback at 5:30 p.m. There is also free Wi-Fi, a fitness center, an outdoor pool with a hot tub, and laundry service. The Drury is also pet friendly.

PARTNER HOTELS



103 9th Street
San Antonio, TX 78215
Hotel Phone: (210) 515-4555

Brenda Trevino
Director of Sales
Phone: (210) 528-8788
Email: btrevino@wyndhamsahotel.com

Wyndham Garden San Antonio River Walk is located in central San Antonio off the River Walk only 15 minutes away from the San Antonio International Airport and 10 minutes from the University of the Incarnate Word. They offer hot complimentary breakfast, cold beverages, free Wi-Fi, a fitness center, an outdoor pool with a hot tub, and laundry service. Wyndham is also pet friendly.

#THEWORD

PARTNER HOTELS

Double Tree by Hilton San Antonio Downtown



502 W Cesar E Chavez Blvd
San Antonio, Texas 78207
Phone: 210-224-7155

Susan Mulholland
Director of Sales
Phone: (210) 224-7155 ext. 4075
Email: susan.mulholland@hilton.com

Our hotel features on-site dining, a wine bar, event space, pool, fitness center and complimentary shuttle service to explore downtown San Antonio.

PARTNER HOTELS

Fairfield Inn & Suites San Antonio



620 South Santa Rosa
San Antonio, Texas
78204

Phone: 210-299-1000

Relax at Fairfield Inn & Suites San Antonio Downtown/Market Square. Our downtown hotel offers everything you need for an easy stay. Make yourself at home in our spacious rooms with free Wi-Fi, comfortable beds, and modern workspaces. Start your day with our free grab-and-go breakfast, and enjoy the convenience of restaurants near our hotel like Mi Tierra, La Margarita, Rosario's, and La Focaccia Italian Grill. During your stay, enjoy easy access to nearby attractions like AT&T Center, the River Walk, SeaWorld, and the Alamo. We're also nearby Lackland Air Force Base and JBSA-Fort Sam Houston. Our downtown location also makes Fairfield Inn & Suites a great place to host your upcoming business meeting, wedding, or event. Our flexible venue offers all the modern equipment you need to make your day unforgettable. Make the most of your time in San Antonio at Fairfield Inn & Suites San Antonio Downtown/Market Square.

RESTAURANT PARTNERS



Raising Cane's
8402 Broadway Street
San Antonio, TX 78209
Phone: (210) 829-8406
Email: jsolomon@raisingcanes.com



Cheesy Jane's
4200 Broadway St
San Antonio, TX 78209
Phone: (210) 826-0800
Email: jon@cheesyjanes.com



Julian's Italian Pizzeria & Kitchen
6462 N New Braunfels Ave
San Antonio, TX 78209
Phone: (210) 595-3405
Email: laurenvill@julianspizzeria.com



The University of the Incarnate Word Division of Athletics is proud to be in partnership with CHRISTUS Santa Rosa Health System.

They remain the only Catholic faith-based, non-profit health care system in San Antonio and New Braunfels. Thank you for your continued support.

Sports Medicine

Salvino Cervantes

Associate Athletics Director of Sports Medicine
scervan1@uiwtx.edu
(210) 283-6481

DonLouise Martens

Senior Athletic Trainer
Women's Soccer
dmartens@uiwtx.edu
210-829-3834

Kimberly Hunt

Athletic Trainer
Softball
Men's/Women's Fencing
kzoller@uiwtx.edu
(210) 829-3834

Augie Melendez

Athletic Trainer
Football and Golf
agmelend@uiwtx.edu
210-805-3063

Agustin Melendez

Athletic Trainer
Baseball, Football
agmelend@uiwtx.edu
(210) 805-3063

Michaela Arteaga

Graduate Assistant Athletic Trainer
Men's/Women's Cross Country/Track & Field
mcarteag@student.uiwtx.edu
(210) 829-3834

Madelyn Olmsted

Graduate Assistant Athletic Trainer
Volleyball
olmsted@student.uiwtx.edu
(210) 829-3826

Jerry Salazar

Assistant Athletics Director of Sports Medicine
Men's Basketball
Men's/Women's Swim & Dive
Cheer & Dance
jssalaza@uiwtx.edu
210-829-3834

April Hernandez

Athletic Trainer
Baseball
ajherna5@uiwtx.edu
(210) 805-3063

Anthony Kiser

Athletic Trainer
Men's Basketball
Women's Basketball
Men's/Women's Golf
ankiser@uiwtx.edu
(210) 805-3826

Eric Gillberg

Athletic Trainer
Baseball and Synchronized Swimming
gillberg@uiwtx.edu
210-829-3834

Erika Soto

Athletic Trainer
Men's Soccer
Men's & Women's Tennis
evsoto@uiwtx.edu
(210) 829-3834

Sarah Navarro

Graduate Assistant Athletic Trainer
Football
sanavarr@student.uiwtx.edu
(210) 805-3063

Equipment & Laundry Services

For Laundry, please call Jakob Wisely 210-872-3970
The Rate for laundry is \$75/day

Locker Rooms

Locker Rooms will be assigned prior to game day and provided to the teams upon arrival at the venue.

Please contact;
Ben Kelly-Blum
kellyblu@student.uiwtx.edu
(707) 328-0093

Day of Contest Protocols

The protocol will be posted in the visiting team locker room as well as in the Dugouts and/or press box. Filming of games will be done from pre-determined locations. Visiting teams are asked to adhere to this policy.

EMERGENCY PROTOCOL

While visiting UIW, it is imperative to follow the emergency procedure outlined in this section. When an emergency arises, the individual must call UIW Campus Police at (210) 829-6030 and let them know of the emergency situation and location. Indicate to UIW Public Safety that 911 must be called. UIW Public Safety will dispatch EMS, fire, police, etc. and will guide them to the location of the emergency.

TICKET INFORMATION

Ticket Sales

All tickets, including group sales, may be purchased by visiting UIWCardinals.com/Tickets, or calling the UIW Ticket Office at (210) 805-3000.

Visiting team complimentary tickets are located behind the team bench and the number of tickets is determined by the contract or by the Southland Conference or WAC office. Additional visiting team tickets are handled by the UIW Ticket Office. For additional tickets, please call the Ticket Office at (210) 805-3000. Per NCAA rules, visiting team complimentary tickets can only be ordered through team complimentary list in advance of games. Tickets will need to be signed for and proper identification must be provided.

Individuals who have lost, stolen, or destroyed tickets must contact the UIW Ticket Office and provide a written explanation of how the ticket(s) were damaged or lost. If a situation arises at any UIW Box Office, the patron should go and ask to speak with the UIW Director or Ticketing. Ticket pricing is set by the UIW Athletic Department. Please contact or visit the UIW Ticket Office for more information on ticket sales and prices.

All tickets are non-refundable. In the case of extenuating circumstances, a written request may be submitted to the Ticket Sales and Operations Coordinator.

PLEASE NOTE DUE TO THE COVID-19 PANDEMIC AND SUBSEQUENT CAPACITY RESTRICTIONS, VISITING TICKETS MAY BE LIMITED FOR CERTAIN SPORTS. CONTACT OUR TICKETING OFFICE FOR THE MOST UP-TO-DATE INFORMATION.

(210) 805-3000 uiw.universitytickets.com

VENUE RULES

The following is prohibited for everyone to enjoy the game in a safe environment:

- No pets, except registered service animals
- No outside food or beverage
- No entering the playing field before, during, or after a game
- No use of offensive language toward players, fans, and game officials
- Please help us maintain our beautiful campus and place all trash in garbage cans

Venue Policies

General Rules

SMOKING & TOBACCO

Policy: Smoking (both traditional & nontraditional) and any form of tobacco will not be permitted at Benson Stadium or on the campus of UIW.

Reason: UIW is a tobacco-free, smoke-free campus.

TICKETS

Policy: All persons (ages 2 & up) must present a ticket for admission to Benson Stadium.

VIDEO CAMERAS

Policy: Video cameras are not permitted

Reason: UIW Athletics is obligated to protect the television and digital rights granted by the Southland Conference to television networks and other media. By prohibiting video cameras (except for use by credentialed working media) UIW Athletics can best manage that obligation.

Outside Food and Beverages

Policy: No outside food or beverages are allowed inside

Reason: UIW Athletics is committed to supporting UIW concessions and does not allow outside food and drink due to food safety regulations.

Venue Policies Cont.

CLEAR BAG

To enhance existing security measures and expedite entry at Gayle and Tom Benson Stadium, a new bag check policy has been implemented that regulates the size and type of bags that may be carried into the facility.

Permitted bags:

- Clear, plastic bags that do not exceed 12" x 6" x 12"
- One-gallon, clear, resealable plastic storage bags
- Small clutch bags or purses that do not exceed 4.5" x 6.5"
- Diaper bags, camera or binocular cases, seat cushions, seatbacks

Each person is allowed one large clear bag and one small clutch.

Bags subject to further inspection:

- Non-clear purses, backpacks, fanny packs, reusable grocery totes, printed pattern plastic bags, cinch bags, duffle bags, large totes that do not meet size requirements

Exceptions will be made for medically necessary items after proper inspection at designated areas. There is no check-in location for prohibited bags.

SPORTSMANSHIP

Please help us create a positive game day environment that promotes good sportsmanship. It is mandatory for all student-athletes and coaches to abide by the Southland Conference and the WAC sportsmanship policy. UIW Athletics encourages fair play, suitable conduct, and sportsmanship by participants and spectators alike. Opponents must respect each other and can value honest and fair competition in pursuit of triumph. Those displaying inappropriate and/or unsportsmanlike behavior may be asked to leave the venue.

Let the coaches coach. Let the players play. Let the officials officiate.



UIW VISITING TEAM FORM

Visiting Institution Name: _____

Varsity Sport Contest: _____

Visiting Team Contact: _____

Contest Date: _____

Cell Phone: _____

Number in Travel Party: _____

Date/Time Departing Your Institution: _____

Date/Time Arriving at Hotel/UIW: _____

Transportation Company: _____

Hotel Name & Address: _____

Hotel Phone: _____

Game Day Date/Arrival at UIW: _____

All practice requests should be made through the Athletic Facility Coordinator, Schaffer Frost at (scfrost@uiwtx.edu). Please contact the Sport Administrator thirty (30) minutes prior to your arrival to any on-campus contest. This allows for an Athletic Events and Operations representative to greet and escort you and your party to your designated locker room.