FREQUENTLY ASKED QUESTIONS
PNG FANS – HOME PLAYOFF GAME – NOVEMBER 13, 2026

CURRENT SEASON TICKET HOLDERS FAQs _____

These questions pertain to current season ticket holders only.

Q: When will I receive the information to purchase my playoff tickets?

A: You'll receive an email with purchasing instructions and your passcode from the Port Neches-Groves ISD Box Office by Monday, November 9. You'll be able to purchase your current reserved tickets Monday, November 9 through Tuesday, November 10, before tickets are sold to the public.

Q: Do I need a passcode to purchase my playoff tickets?

A: Yes, you need the passcode in the email from the Port Neches-Groves ISD Box Office to purchase your current reserved tickets. Passcodes are unique to each ticket holder so don't share them with others. If you can't find your passcode, contact the PNG Athletic Office.

Q: Can I purchase my reserved tickets in the HomeTown Fan app?

A: No, you must click the link in the email and use your passcode. You cannot purchase your current reserved seats in the HomeTown Fan app on Monday or Tuesday.

Q: If I don't purchase these playoff tickets, will I lose my season passes for next season?

A: No, you will not lose your season passes if you don't purchase all or some of your playoff tickets. This game does not affect pass ownership.

Q: Do I have to purchase my current reserved seats for this game, or can I purchase different reserved seats?

A: No, you don't have to purchase your current reserved seats. If you wait until Wednesday, you can purchase any reserved seat that's available. Not every season ticket holder will purchase tickets for this game. Therefore, if your current seats don't meet your needs, you may find better seats on Wednesday that you prefer instead.

Q: If I purchase different seats from my current seats, will that affect anything next season?

A: No, if you purchase different seats for this playoff game, it will not affect your seats for next year.

Q: I don't need all my tickets for this game. Do I have to purchase *all* the reserved tickets that I own? Will that affect my tickets for next season?

A: No, you don't have to purchase all the seats you own. Click the red "X" on any seats you do not want for this game. The seats you purchase for this game will not affect ownership for next season.

Q: I own season tickets, but I need additional tickets for this game. How can I get more tickets?

A: You have two options.

Option #1 - Purchase your reserved tickets Monday or Tuesday. Then on Wednesday, purchase additional tickets needed. However, all seats may not be together.

Option #2 – Wait and purchase all tickets needed on Wednesday. Not every ticket holder will purchase their tickets for this game, so you may find seats better suited to your needs on Wednesday, and all your seats will be together. (See note below.)

Important Note **-** There is a 10-ticket limit starting on Wednesday. If you need more than 10 tickets, you'll need someone else in your group to purchase tickets as well.

Q: I read something about the 10-ticket limit. I own more than 10 season tickets and want to purchase all of them for this game. Will I be able to purchase all my tickets?
A: Yes, if you own more than 10 season tickets, you will be able to purchase all your tickets Monday, November 9 through Tuesday, November 10. The 10-ticket limit does not go into effect until the public sale starts on Wednesday, November 11.

Q: I'm a season ticket holder but I'm not going to the game. Can I let someone else use my tickets?
A: Yes, you may purchase your tickets online using the passcode you received via email, then give them to someone else. After your purchase, you can send screenshots of your tickets or forward the ticket/receipt email to someone else. If you do not purchase your tickets on Monday or Tuesday, they will be available to anyone starting on Wednesday, November 11.

You can also send your passcode to anyone of your choosing and they can purchase the tickets online using your code. This will not affect season pass ownership for next year. You will still have ownership of your passes/seats.

GENERAL FAQs _____
These are general ticket and game questions regarding the home playoff game.

Q: I'm not a season ticket holder. When can I purchase tickets?
A: Reserved and general admission tickets go on sale to anyone Wednesday, November 11 at 9:00am.

Q: Do I need a passcode to purchase playoff tickets?
A: No, only season ticket holders need a passcode to purchase their tickets. There is no passcode needed for sales starting on Wednesday, November 11.

Q: I'm not a season ticket holder. Can I get reserved seats for this game, or is it general admission only?
A: Both reserved and general admission tickets are available to everyone starting Wednesday, November 11 at 9:00am. You'll choose your ticket type (reserved or general admission), and if you choose reserved tickets, you'll choose specific seats. The available reserved tickets are the blue dots on the seating chart.

Q: Is there a ticket limit?
A: Yes, there is a 10-ticket limit for all sales starting Wednesday, November 11.

Q: When/where can I purchase a student ticket?
A: Student tickets are sold online only starting Monday, November 9 through Thursday, November 12. Student tickets are not sold at PNGISD campuses.

Q: I purchased playoff tickets online. How do I get my tickets?
A: Your ticket options are the same as the regular season home games: paper tickets, digital tickets, or the HomeTown Fan app.

1) Paper Tickets – You will receive an email with your receipt and tickets attached after you've purchased. You may print the tickets and scan at the gate.

2) HomeTown Fan App – You may download the HomeTown Fan app to scan your tickets. Sign in with your cell phone number (it must match the number you used to purchase tickets) and tap on "Tickets."

3) Digital Tickets – You may download the tickets attached to your receipt received via email, save them to your phone, and the scan at the gate.

Q: Do screenshots of tickets work?
A: Yes, you can send or take screenshots of tickets and scan at the gate.

Q: Are tickets sold at the gate?
A: All ticket sales are online only. There will be a QR code posted in the ticket booth window for online purchases made upon arrival. However, we highly recommend purchasing tickets online in advance. Cash is not accepted at the gate.

Q: Are Purple Cards accepted at the playoff game?
A: No, we don't accept Purple Cards at playoff games. Everyone must have a ticket.

Q: Are PNGISD employee badges accepted at the playoff game?
A: No, we don't accept employee badges at playoff games. Everyone must have a ticket.

Q: Are student-athlete passes accepted at the playoff game?
A: No, we don't accept student-athlete passes at playoff games. Everyone must have a ticket.

Q: At what age does a child need a ticket?
A: Children aged 4 and under do not need a ticket, however, they must sit in your lap. If you want your child to have a seat, then purchase either a reserved or general admission ticket for them.

Q: What time do the gates open?
A: Gates open at 5:30pm.

Q: Can I get in free after halftime or during the 4th quarter?
A: No, there is no free admittance at any time. All spectators must have a ticket.

Q: Can I leave the stadium during the game and return?
A: No, there is no re-entry. You also cannot leave during halftime and return to the game. If you have an emergency, see a gate usher.

Q: Can PNG fans use the elevator to access their seats?
A: Yes, home fans may use the elevator if they have an issue preventing them from climbing the stairs to their seats. Fans will be required to sign in with the usher and may use the elevator from 5:30-6:15pm. Once fans reach their seats, they will not be allowed to use the elevator for the remainder of the game. (One-time use per game only.) Medical documentation or proof is not required. In addition, the entire party cannot use the elevator; elevator use is reserved for fans deemed necessary only.