

# 2023 Football Season Ticket Frequently Asked Questions

Athletic Office: 409-729-7644; Choose Option 6, then Press 1 to speak to the athletic secretary.

Athletic Secretary Email: [adelcambre@pngisd.org](mailto:adelcambre@pngisd.org)

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## Q&As: For Season Ticket Holders

### Q: I renewed my seats online. Now, how do I get my tickets?

A: You have several options regarding tickets.

1. Plastic Season Pass Cards – You may continue using your plastic season pass cards.
2. Paper Tickets – You will receive an email from PayK12 with your printable tickets after you've renewed. You may print paper tickets for each game individually or for the entire season.
3. Digital Tickets – You may use your phone by logging into your account to scan your tickets.

### Q: How can I get Nederland tickets?

A: All of the Nederland ticket information will be posted on our website as the game approaches. Season ticket holders will receive an email with their ticket purchasing instructions.

### Q: Are the plastic season ticket cards required?

A: No, you do not have to use the plastic season ticket cards. They are just one option you have regarding tickets.

### Q: I misplaced my plastic season pass cards. How do I get a replacement?

A: You may get replacement cards for \$2 per card (cash only). Do not go to the field house for replacement cards. Cards must be requested in advance. To request replacement cards, send an email to [adelcambre@pngisd.org](mailto:adelcambre@pngisd.org). You will receive a response regarding where and when to pick up your replacement cards. Cards will not be replaced on Fridays.

### Q: How do I print paper tickets or use digital tickets?

A: Please see [pngathletics.com/documents](http://pngathletics.com/documents) and the document titled "Football Tickets – Ticket Options" for instructions on how to print paper tickets and how to use your phone.

### Q: I'm not going to the game and someone else wants to use my tickets. Can I do this and how?

A: Yes, you can let someone else use your tickets.

1. Log into your account using your email address and password.
2. Click the Tickets and Renewals box to view your passes.
3. Click on the grey Sharing Settings box next to the seat(s) you are letting someone else use.
4. Choose Share Pass on the drop-down list.
5. Enter the appropriate email address.
6. Select All Events (all 2022 home games) or Choose Event (the specific game.) If you selected Choose Event, select the appropriate game.
7. Click the blue Transfer Ownership button.

Note: This is not a permanent ownership transfer. It's only for the game(s) you selected.

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## Q&As: In-Season Ticket Sales, Student Tickets, Indian Stadium, Purple Cards, etc.

### Q: When and where are home game tickets sold once football season starts?

A: During football season, general admission tickets for home games are sold online at [secure.payk12.com](https://secure.payk12.com) starting Monday at 8:00am the week of each game. General Admission tickets are \$6.00 each and students are \$4.00 each. The general admission section is Section G. The link to the sales site is on our website, [pngathletics.com](http://pngathletics.com).

**Q: How do I purchase a general admission ticket online?**

A: Follow these steps when purchasing at general admission ticket online

- 1) Visit [secure.payk12.com](https://secure.payk12.com)
  - 2) Search for Port Neches Groves High School
  - 3) Click on Passes and Season Tickets
- or
- 3) Click on Shop by Department, then choose Athletics, then Football.
  - 4) Click on the ticket you would like to purchase. (Note – There are separate tickets for the home and visitor side.)
  - 5) Check out using your credit/debit card.
  - 6) At the gate, scan your digital ticket on your phone or bring a printed paper copy of your ticket.

**Q: Can I purchase tickets at the gate?**

A: All ticket sales are now online only. Tickets are no longer sold at the game or schools. At the gate, a QR code will be posted in the ticket booth window with instructions on to purchase tickets online. All tickets sold on game day are \$8.00 each.

**Q: Where can I purchase a student ticket for home games?**

A: Student tickets are sold online. Student tickets are \$4.00 each.

**Q: At what age does a child need a ticket?**

A: Children 4 and under do not need a ticket. However, if you are sitting in a reserved section (Sections C, D, E, and F) your child will have to sit in your lap unless you purchase them a reserved ticket. School-aged children (grades K-12) need a ticket. This includes those involved in any clinics or camps where students perform during the game or halftime.

**Q: What “approved passes” are acceptable?**

A: Purple Cards, THSCA Coaching Passes, UIL District 9-5A, Indian Athlete player passes, and Sub-Varsity Football player passes are accepted at all home games, except for the PNG/Nederland game.

**Q: How do I purchase away game tickets?**

A: Tickets to all away games are sold online on our opponent’s website the week of each game. Instructions and links for purchasing will be posted on our website, [pngathletics.com/varsity-football-ticket-information](https://pngathletics.com/varsity-football-ticket-information).

**Q: Is Nederland a home or an away game?**

A: Nederland is an away game this season. The game is Friday, October 27.

**Q: How can I get Nederland tickets?**

A: All of the Nederland ticket information will be posted on our website as the game approaches. Season ticket holders will receive an email with their ticket purchasing instructions.

**Q: When is Homecoming?**

A: Homecoming is Friday, October 20, 2023 (PNG vs. Sante Fe).

**Q: How can I get a Purple Card?**

A: Purple Cards are for PNGISD residents over 65, retired PNGISD employees and their spouses. The application for a Purple Card can be found on [pngisd.org](https://pngisd.org).

**Q: Are Purple Cards accepted at the Nederland game?**

A: No. Purple Cards are not accepted at the PNG/Nederland game.

**Q: Can I get in free after halftime or during the 4<sup>th</sup> quarter?**

A: No. There is no free admittance at any time. All spectators must have a ticket.

**Q: Can I leave the stadium during a game and return?**

A: No. There is no re-entry without the purchase of another ticket. You also cannot leave during halftime and return to the game.

**Q: Where does each group sit in the stadium?**

A: Each section of the home side has a designated group for that section. See list below.

- Section A – Students
- Section B – Band and Indianettes
- Sections C, D, E, F – Reserved Ticket Holders
- Section G – General Admission (Purple Card Holders, PNGISD Employees, THSCA Card Holders UIL Pass holders)