

FREQUENTLY ASKED QUESTIONS

PLAYOFF GAME TICKETS – PNG vs. Brenham

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

A: No, this game does not affect ticket ownership for next season.

Q: Do I have to purchase my current reserved seats?

A: No, you do not have to purchase your reserved seats. You can wait until Wednesday and purchase any reserved seat that is available. For some, this may be the best option if your current seats do not meet your needs.

Q: Do I have to purchase all my reserved seats?

A: No, we assigned you all the reserved seats that you own, but you don't have to purchase all of them for the playoff game.

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

A: No, you do not need a code to purchase. You will follow the same process as annual renewals. The full instructions are listed on the letter that was emailed to you.

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

A: You have two options if you need tickets in addition to your season tickets.

- *Option 1* - Purchase your current tickets Monday or Tuesday. Then on Wednesday purchase additional tickets needed based on what seats are available. However, all your seats may not be together if you choose this option.
- *Option 2* - Purchase all the tickets you need on Wednesday to ensure all your seats are together. Your current season seats may no longer be available, but you may find seats more suited to your needs.

Q: Where can I get a student ticket?

A: Student tickets are sold online Monday through Thursday.

Q: I purchased my playoff tickets online. Now, how do I get my tickets?

A: You have several options regarding tickets.

1. Plastic Season Pass Cards – You may use plastic cards if you purchased your current reserved seats.
2. Paper Tickets – You will receive an email from PayK12 with your printable tickets after you've purchased.
3. Digital Tickets – You may use your phone by logging into your account or the PayK12 app to scan your tickets.

Q: Are tickets sold at the gate?

A: Yes, we will sell general admission tickets at the gate on game night. All tickets at the gate are \$10 (debit/credit card only – NO CASH!) Gates open at 5:30pm.

Q: Can I purchase a reserved ticket at the gate?

A: No, we're only selling general admission tickets at the gate. Reserved tickets are sold online only Monday – Thursday.

Q: Are Purple Cards accepted at the playoff game?

A: No, we do not accept Purple Cards at playoff games. Everyone must have a ticket.

Q: Are employee badges or student athlete passes accepted at the playoff game?

A: No, we do not accept any passes at playoff games. Everyone must have a ticket.

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

A: Children 4 and under do not need a ticket.