

2022 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

Ticket Website: secure.payk12.com

Q&As: Current 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: Are the plastic season ticket cards required?

A: No, you do not have to use the plastic season ticket cards. They are only one of many options you have regarding tickets.

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

A: Lost cards can be replaced for \$2 per card (cash only) in the athletic office (in the field house) beginning Monday, August 1. Office hours are Monday – Thursday from 8:00am-3:00pm. Cards cannot be replaced on Fridays.

Q: I traded tickets and want cards for my new seats. How do I get them?

A: First, your old cards will work for your new seats. It just won't have your new seat number printed on the front. If you want new cards for your new seats, you can purchase them for \$1 per card (cash only) in the athletic office (in the field house) beginning Monday, August 1. Office hours are Monday – Thursday from 8:00am-3:00pm. Cards cannot be purchased on Fridays.

Q: How do I print paper tickets or use my phone?

A: Please see 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 for any home game.

1. Log into your PayK12 account using your email address and password.
2. Click the Tickets and Renewals box to view your tickets.
3. Click on the grey Transfer Ownership box next to the seat you are letting someone else use.
4. Enter the appropriate email address.
5. Click the blue Transfer Ownership button.
6. The person you transferred to can save the ticket to their phone or print a paper ticket.

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

Q&As: In-Season Ticket Sales

Q: How much are general admission tickets?

A: General Admission tickets are \$5.00 each. (They are \$7 each at the gate.)

Q: When and where are tickets sold during football season?

A: During football season, general admission tickets for home games are sold online at secure.payk12.com Monday at 8:00am through Friday at noon the week of each game. The link to the sales site is on our website, 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
 - 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: Where can I purchase a student ticket for home games?

A: Student tickets are sold at the high school, PNMS, and GMS for \$3.00 each. Only PNGISD high school and middle school students can purchase a student ticket. They are not sold online. Students in grades K-5th need to have a general admission or reserved ticket since they must sit with their parents.

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: Where 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.

Q&As: Game Night

Q: Can I purchase tickets at the gate? How much are tickets at the gate?

A: Yes, you can purchase tickets at the gate. All tickets at the gate are general admission (Section G) and \$7.00 each. You can forgo waiting in line and purchase tickets online with your credit/debit card or you can purchase a paper ticket at the ticket booth with cash.

Q: What time do the gates open on game night?

A: Gates and ticket booths open at 5:30pm for a 7:00pm game.

Q: Can I get in free after halftime or during the 4th quarter?

A: No. There is no free admittance at any time.

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

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

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&As: Indian Stadium

Q: What are the stadium policies?

A: Please read these policies below. See the full list of policies on pngathletics.com.

- 1) No outside food or drink or food/drink containers.
- 2) No student backpacks, umbrellas, or drones.
- 3) All bags will be checked prior to entry. (It DOES NOT have to be a clear bag.)
- 4) Noise makers, air horns, whistles, confetti, and baby powder are not allowed in the stadium.

Q: Where does each group sit in the stadium?

A: See list below for each designated section.

- 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)

Q&As: PNG vs. Nederland

Q: Is Nederland a home or an away game? When is it?

A: Nederland is home game this season. The game is Friday, October 28.

Q: How can I get Nederland tickets?

A: Nederland tickets go on sale to the public the week of the game. Visit our website, pngathletics.com, for detailed Nederland ticket sales information.

Q&As: Purple Cards

Q: What is the Purple Card? How do 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 or the PNGISD Administration Building. See the application for more information.

Q: Are Purple Cards accepted at the Nederland game?

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

Q&As: Additional Information

Q: When is Homecoming?

A: Homecoming is Friday, October 14 (PNG vs. Dayton).

Q: My child is participating in a youth clinic performance. Does he/she need a ticket?

A: Yes, anyone participating in or watching a performance from a youth clinic needs a ticket. Participation in the clinic does not guarantee you a ticket or free entry.