

2023 Football Season Ticket Frequently Asked Questions

This document contains questions and answers regarding season ticket renewals, trade day, transfers, new customer sales, sales throughout the season and general information regarding Indian Stadium.

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

Athletic Secretary Email: adelcambre@pngisd.org

Q&As: Current ticket holders - Renewals

Q: I'm a season ticket holder but didn't receive my letter in the mail. When will I get my letter?

A: You will receive your ticket letter via **email on Friday, April 21**. A copy of the letter and all attachments are also posted on pngathletics.com/documents. Ticket letters are no longer mailed to home addresses.

Q: When do season tickets renewals start for current season ticket holders?

A: Tickets can be renewed online **Tuesday, April 25** through **Friday, May 19**.

Q: What is the website for online ticket renewals?

A: The website is **secure.payk12.com**. (Reminder, www.payk12.com and the PayK12 app will not work for renewals.)

Q: I logged into my PayK12.com account and can't renew/view my tickets. What do I need to do?

A: First, verify you are on the correct site. The correct website name is **secure.payk12.com**. Then, be sure you've selected **My Account**. You will not see any tickets on the main storefront. You must click on My Account to view/renew your tickets. If you need additional help, please see the instruction guide. The instruction guide was emailed to you and is posted on pngathletics.com/documents.

Q: How do I renew my tickets online?

A: Please see the following instructions...

- 1) Type secure.payk12.com in your web browser's search bar.
- 2) Scroll to the bottom of the screen and click Login under the Ticketholders' options.
- 3) Enter your email address and password, then click the blue Login button.
- 4) In the top righthand corner, click Hello, YourName, then select Your Account.
- 5) Click the Tickets & Renewals box.
- 6) Scroll past the Tickets section to the Passes section.
 - If you're using a computer: click the blue Renew button next to your first pass listed.
 - If you're using a phone or tablet: tap the plus sign on the pass and the Renew button will appear. Click Renew.
- 7) If you own more than one pass, click Keep Shopping and continue clicking Renew on the remainder of your passes.
- 8) Once you've renewed all seats, click Checkout Now or on the shopping cart icon.
- 9) Verify all your passes are listed in your shopping cart, then click Checkout Now.
- 10) Enter your credit/debit card number and billing information, then click Checkout Now.
- 11) Review your order and billing information, then click Submit Order.
- 12) Your order is now complete.

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 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. 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 and the document titled "Football Tickets – Ticket Options" for instructions on how to print paper tickets and how to use your phone.

Q: Are Nederland tickets sold during the renewal period?

A: No, Nederland tickets will not be sold during the renewal period. Tickets will be sold the week prior to the game. Ticket holders will receive an email with their purchasing instructions and designated purchase dates once the season starts. Season ticket holders will be able to purchase before the public.

Q: I'm trying to renew my seats online but I'm having trouble. May I get assistance?

A: If you don't have a friend or family member to help you purchase tickets, please call the athletic office at 409-729-7644 to order your tickets.

Q: I don't have a credit or debit card to purchase tickets. How will I pay for my tickets?

A: You must have a credit or debit card to renew your tickets. PNGISD does not accept cash or checks.

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.

Q&As: Current ticket holders - Trade Day

Q: When is Trade Day?

A: Trade Day is **Wednesday, May 31 from 8:00am to 12:00pm** at the stadium ticket booth. You must renew your 2023 seats online during season sales first. There are no sales or transfers on trade day.

Q: How does trading work?

A: We will have a picture of each reserved section in the stadium with available seats highlighted. You can choose your new seats based on what's available. You do not need to bring your plastic cards or receipt with you.

Note – PNGISD will not "break up" seats on trade day. This means if there are 5 seats together, but you only have 4 to trade, the 5 seats together are not an option for you. This is done to prevent single seats from being scattered across the stadium. You will be asked to choose another option.

Q: Can I send someone to trade in my place?

A: Yes, you can send someone to trade on your behalf. They will need a signed permission slip.

Q: I want to trade tickets, but I also need additional tickets. How do I do this?

A: You cannot purchase additional tickets on Trade Day. However, you can trade some or all your current tickets and then purchase additional tickets online on Thursday, June 1 at 8:00am.

Q: I want to trade seats and sit near the band/drill team. Where do they sit?

A: The Band and Indianettes sit in Section B.

Q: I traded seats on Trade Day and would like new plastic season pass cards. How can I get new cards?

A: You may purchase new cards for \$1 per card (cash only). To request new cards, send an email to adelcambre@pngisd.org. You will receive a response regarding where and when you can pick up your new cards. Cards will not be replaced on Fridays. Do not go to the field house for replacement cards. Cards must be requested in advance.

Q&As: Current ticket holders – Ownership Transfers

Q: I want to transfer ownership of my tickets directly to someone else. How do I go about doing this?

A: Visit pngathletics.com/documents to print the transfer form. Current owners must submit the form *before* the passes have been renewed. Transfers cannot be processed if the passes have already been renewed for the upcoming season. After the transfer is complete, the new owner will receive an email with purchasing instructions. The deadline to transfer tickets is **Friday, May 12 at 3:00pm**. The deadline for the new customer to purchase tickets is Friday, May 19.

Q: I transferred tickets to someone else. How will they know when or how to purchase the tickets?

A: The new customer will receive an email stating the transfer is complete and instructions on how to purchase the passes. Reminder - Transfers cannot be processed if the passes have already been renewed for the upcoming season.

Q: I transferred tickets to someone else. Do I have to give them my plastic cards?

A: You may give the new customer your cards or they can purchase new cards with their name for \$1 per card. To request new cards, send an email to adelcambre@pngisd.org. Ticket holders can also forgo using cards altogether and print paper tickets or use digital tickets on their phone. All this information is sent to the new customer via email when the transfer is complete.

Q&As: New Season Ticket Holders

Q: I've never purchased season tickets before. What do I do, and when can I buy them?

A: New customer sales are online only starting **Thursday, June 1 at 8:00am** until they sell out. There is no "wait list". It's first come, first serve on the first day of online sales. Listed below are the steps to purchase online.

****Please note due to high traffic on the website, you may have to refresh several times before purchasing.**

- 1) Click on Find Your School to Get Started.
- 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 View underneath the 2022 Reserved Season Pass.
- 5) Click on Choose My Seats. (The limit is 6.)
- 6) Choose your seats from Sections C, D, E, or F. (DO NOT click on any Visitor sections.) The empty navy dots are available.
- 7) Click Continue.
- 8) Click Add Tickets To Cart.
- 9) Click Checkout Now.
- 10) Enter your credit/debit card information and finish the checkout process.

Q: How much are season tickets?

A: The price for one home game package is **\$25 per seat**. PNG has 5 home games this season and the package includes one seat to all 5 home games. (\$5/ticket x 5 games = \$25 per seat).

Q: I don't have a credit or debit card to purchase tickets. How will I pay for my tickets?

A: You must have a credit or debit card to renew your tickets. We do not accept cash or checks.

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

A: You have several options regarding tickets.

1. *Plastic Season Pass Cards* – If you are a new season ticket holder and would like to use plastic cards, you can purchase new cards for \$1 per card. To request cards, send an email to adelcambre@pngisd.org. You will receive a response regarding where and when you can pick up your new cards. Do not go to the field house for new cards.
2. *Paper Tickets* – You may print paper tickets for each game or the entire season.
3. *Digital Tickets* – You may use your phone by logging into your account or the PayK12 app to scan your tickets.

Q: I'm not familiar with the stadium seating. What groups sit in which sections?

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

- Section A – Students (closest to the field house; high school and middle school students only)
 - Section B – Band and Indianettes
 - Sections C, D, E, F – Reserved Season Ticket Holders (Section D is the section on the 50-yard line.)
 - Section G – General Admission (closest to the scoreboard)
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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 starting Monday at 8:00am the week of each game. General Admission tickets are \$5.00 each. The general admission section is Section G. The link to the sales' site is on our website, pngathletics.com. Student tickets are not sold online.

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: Can I purchase tickets at the gate?

A: All ticket sales are now online only. Tickets are no longer sold at the gate with cash. At the gate, a QR code will be posted in the ticket booth window with instructions on to purchase tickets online.

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. Student tickets 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: 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.

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: Nederland tickets go on sale to season ticket holders before the general public. Visit our website, pngathletics.com, for detailed Nederland ticket sales information as the game approaches.

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.

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 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 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)