

# 2025 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.

Athletic Secretary Email: adelcambre@pngisd.org

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## Q&As: Current ticket holders - Renewals

### **Q: When can season passes be renewed?**

A: Season passes can be renewed online **Tuesday, April 22** through **Friday, May 16**.

### **Q: What is the website for online ticket renewals?**

A: Please see your email from the Port Neches-Groves ISD Box Office for the ticket sales website link.

### **Q: Can I renew passes in the HomeTown Fan app?**

A: No, you cannot renew passes in the Hometown Fan app. You must go to the website link that was emailed to you.

### **Q: I want to change the owner name, phone number, and/or email on my account. If I change any of this when I renew my passes, will the changes be saved for next year?**

A: Yes, any changes you make when renewing your season passes will be stored going forward. If you change the name and/or contact information when you check out online, that will permanently change the owner's information. Future email and text reminders will be sent to the new email address and phone number listed.

In addition, if a friend or family member is assisting you with renewing your passes online, they need to use your name and contact information when checking out or else the tickets will automatically be saved in the friend or family member's name. Please contact the athletic office if you have additional questions regarding this information.

### **Q: How much are season passes?**

A: Season passes are \$30 per pass. (\$6 per seat x 5 home games = \$30 per pass)

### **Q: I renewed my passes online. How do I get them?**

A: Your season passes are emailed to you after you've renewed online. If you have the HomeTown Fan app, they will appear under My Tickets. Digital or paper tickets are accepted at the gate.

### **Q: Can I use my plastic season ticket cards?**

A: No, plastic season pass cards are not accepted.

### **Q: Are Nederland tickets included in season passes?**

A: No, PNG vs. Nederland is an away game this season therefore it's not part of your season passes. Tickets will be sold to PNG season ticket holders the week before the game. More information will be emailed as the game approaches.

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

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

### **Q: I don't have a credit or debit card to renew passes. How will I pay for my passes?**

A: You must have a credit or debit card to renew your passes. 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: You're welcome to share your tickets by text, email, or printed copy with anyone you choose. You may use the HomeTown Fan app to text and transfer tickets. Note – this is not a permanent ownership transfer.

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**Q&As: Current ticket holders - Trade Day**

**Q: When is Trade Day?**

A: Trade Day is **Wednesday, May 28 from 8:00am to 12:00pm** at the stadium ticket booth. You must renew your 2025 passes online during season sales first. There are no sales or transfers on trade day.

**Q: How does trading work?**

A: There will be a picture of each reserved section with available seats highlighted. You choose your new seats based on what's available. You do not need to bring anything 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 prevents single seats being scattered across the stadium. You will be asked to choose another comparable 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 on Trade Day, then purchase additional tickets online on Thursday, May 29 at 9:00am.

**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.

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**Q&As: Current ticket holders – Ownership Transfers**

**Q: I want to transfer ownership of my tickets. How do I do this?**

A: Visit [pngathletics.com/documents](http://pngathletics.com/documents) to view the transfer form. Current owners must submit the form *before* the passes have been renewed for the 2025 season. Transfers cannot be processed if the passes have already been renewed. The deadline for transferring tickets is **Friday, May 9 at 3:00pm**.

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

A: The new owner will receive a phone call from the PNG Ticket Office regarding their new passes.

**Q: If I submit a transfer form, do I lose ownership of my tickets?**

A: Yes, this is a permanent ownership transfer. The new ticket owner will now be responsible for renewing the passes.

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**Q&As: New Season Ticket Holders**

**Q: I've never purchased season tickets before. When can I buy them?**

A: Tickets go on sale online Thursday, May 29 at 9:00am. Visit [pngathletics.com](http://pngathletics.com) and click Athletic Ticket Sales to purchase passes. Additional information is posted on our website, [pngathletics.com/varsity-football-ticket-information](http://pngathletics.com/varsity-football-ticket-information).

**Q: Is there is a waitlist I can join?**

A: No, there is no waitlist. Tickets are sold online first come, first serve.

**Q: How many passes can I purchase?**

A: There is a 6-ticket limit for season passes purchased on the public sale date.

**Q: How much are season passes? Is the Nederland game included?**

A: The price for one home game package is **\$30 per pass**. PNG has 5 home games this season and the package includes one seat to all 5 home games. (\$6 per ticket x 5 games = \$30 per pass). Season passes do not include the Nederland game this season since that is an away game.

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

A: You must have a credit or debit card to purchase passes. We do not accept cash or checks or have in-person sales.

**Q: I purchased passes online. How do I get them?**

A: Your season passes are emailed to you after you've renewed online. You can also download the HomeTown Ticketing Fan App to access your passes. Digital or paper tickets are also accepted at the gate.

**Q: I'm not familiar with the stadium seating. Do you have a description of each section?**

A: Below is a description of each section on the home side.

- Section A – Students (near the field house; high school and middle school students only)
  - Section B – Band and Indianettes
  - Sections C, D, E, F – Reserved Season Pass Holders (Section D is the section on the 50-yard line.)
  - Section G – General Admission (near 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? How much are they?**

A: During football season, general admission and student tickets for home games are sold online starting Monday the week of each game. General Admission tickets are \$7.00 each and students are \$5.00 each. The general admission section is Section G. Visit [pngathletics.com](http://pngathletics.com) and click on Athletic Ticket Sales to purchase.

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

A: All ticket sales are online only. Tickets are no longer sold at the gate; cash is not accepted. At the gate, a QR code will be posted in the ticket booth window with instructions on to purchase tickets online. However, advanced purchasing is highly recommended.

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

A: Student tickets are sold online at [pngathletics.com](http://pngathletics.com). Click on Athletic Ticket Sales to purchase. Student tickets are \$5.00 each.

**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](http://pngathletics.com/varsity-football-ticket-information).

**Q: When and where is the Nederland game? How do I get a ticket?**

A: The PNG vs. Nederland game is Friday, October 24 at Bulldog Stadium. Season ticket holders may purchase tickets the *week before* the game. If there are tickets available after the season ticket holder sale, tickets will go on sale to the public the week of the game. More information will be available as the game approaches.

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

A: Children 4 and under do not need a ticket. However, your child must sit in your lap unless you purchase them a 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 accepted at home games?**

A: Purple Cards, PNGISD Employee Badges, THSCA Coaching Passes, UIL District Pass, Indian Athlete passes, and Sub-Varsity Football player passes are accepted at all home games, except for the PNG vs. Nederland varsity football game.

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

A: Purple Cards are for PNGISD residents over 65 and retired PNGISD employees and their spouses. The application for a Purple Card can be found on pngisd.org and cards can be picked up at the PNGISD Administration Building and from the receptionist at PNG High School. Purple Cards are not accepted at the PNG vs. Nederland varsity football game.

**Q: When is Homecoming?**

A: Homecoming is Friday, October 17 (PNG vs. West Fork).

**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. You also cannot leave during halftime and return to the game. If you have an emergency, see a gate usher.