

Football Season Ticket Frequently Asked Questions

Q: I bought my seats online at PayK12. Now, how do I get them?

A: If you are a current season ticket holder, you will use your same season pass cards from last year.

Q: I'm a new customer for the 2019 season. How do I get my tickets/passes?

A: New pass card pick-up is at the athletic office located inside the field house. Office hours are Monday-Friday, 7:30am-3:30pm. New customers will be charged \$1 per pass card. You have 1 card for every seat you own.

Q: When do I get my Nederland tickets?

A: Any Thursday during football season from 7:00am-4:00pm at the PNG stadium ticket booth. You need your receipt and a photo ID. Because Nederland tickets were assigned in order of online purchase date and time, the pick-up date will not affect your seating assignment. Note: Nederland ISD will not accept a receipt, a printed paper ticket, or your season pass cards. You must have the approved ticket.

Q: I lost my season pass cards. How do I get replacement cards?

A: Lost cards can be replaced for \$2 per card (cash only). They can be picked up from the athletic office in the field house Monday – Thursday from 7:30am-3:30pm and on Fridays from 7:30am-12:00pm. Cards cannot be replaced after 12:00pm (noon) on Fridays.

Q: When can I purchase away game tickets?

A: Thursdays from 7:00am-4:00pm at the stadium ticket booth. All away game tickets prices are \$5 for adults and \$3 for students.

Q: When can I purchase home game tickets?

A: Tickets for home games are also sold on Thursdays from 7:00am-4:00pm at the stadium ticket booth. Prices are \$5 for adults and \$3 for students.

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

A: Children age 4 and under do not need a ticket to PNG home games. 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 purchased them a reserved ticket. School-aged children (grades K-12) need a ticket. This includes those involved in cheerleader, Indian spirit, twirler or drill team clinics where they perform during the game.

Q: How much are football tickets at the gate and what time does the gate/ticket booth open on game night?

A: All tickets at the gate (students and adults) are \$7.00. The gate opens 1 ½ hours prior to the scheduled game time. (Gates open at 6:00pm for a 7:30pm game.)

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

A: There are two ways to print paper tickets so that someone can use your tickets. This will enable them to use your seats without lending them your cards.

Option A

1. Login to your PayK12 account using your email address and password.
2. Click on your name next to the shopping cart at the top of the screen. (Example: John's Account.)
3. Click on "Transfer Passes."
4. Click the "Transfer" box next to the seat(s) you are letting someone else use.
5. Choose the specific game they are attending. (All home games will be listed.)
6. Enter the first name, last name, and email address (optional) of the person getting your tickets.
7. Print the tickets yourself or, if you entered their email address, the person getting your tickets can print them. (You can also enter your own first and last name and your email address to print paper tickets and give/sell them to whomever you chose.)

8. The paper ticket will have a barcode to be scanned at the gate.

Option B

1. Login to your PayK12 account using your email address and password.
2. Click on your name next to the shopping cart at the top of the screen. (Example: John's Account.)
3. Click on Season Passes.
4. Click the Print Single Game Tickets button next to any or all seats you own. All home game tickets for that specific seat will appear. The seat number is on the paper ticket.