

# Football Season Ticket Frequently Asked Questions

The following questions/answers are for current season ticket holders regarding online sales.

## ***Q: When will I receive my season ticket letter in the mail?***

A: Ticket letters will be mailed to current season ticket holders **April 6**. Letters will also be emailed on April 6.

## ***Q: When do season tickets go on sale to current ticket holders?***

A: Tickets will be sold at PayK12.com **Tuesday, April 21 at 8:00am** through **Friday, May 15 at 3:00pm**.

## ***Q: How do I purchase tickets online?***

A: Visit PayK12.com and follow these instructions...

1. Log into your account using your email address and password.
2. Renew your home seats first.
3. Optional: purchase Nederland tickets.
4. Check out using your debit or credit card.
5. Print your receipt. (You will need a receipt if you purchased Nederland tickets.)
6. You will use your same season pass cards from last year. They will be reactivated after checkout.

For more detailed instructions, visit [pngathletics.com/documents](http://pngathletics.com/documents) and click on "Online Ticket Sales Instructions-Current Season Ticket Holders" or "2020 Season Ticket Letter."

## ***Q: Are Nederland ticket sold online to current ticket holders?***

A: Yes! Only season ticket holders have the option to purchase Nederland tickets online when purchasing home game tickets. Please note the Nederland visitor side does not hold all our ticket holders, therefore season ticket holders are not guaranteed a ticket to this game. Seats will be assigned by purchase date then time. Reserved tickets will be assigned first, followed by general admission tickets. Reminder, the "Nederland Ticket Policy" has not changed – Your Nederland ticket limit is the number of PNG seats you own. For example, if you own 4 PNG seats then your Nederland ticket limit is 4.

## ***Q: What is the "Nederland Ticket Policy" and is this new?***

A: The "Nederland Ticket Policy" is not new and has not changed. This policy will still be strictly enforced.

Nederland Ticket Policy - Your Nederland ticket limit is the number of PNG seats you own. For example, if you own 4 PNG seats then your Nederland ticket limit is 4.

## ***Q: I no longer wish to purchase my season tickets and want to transfer ownership of my tickets directly to someone else. How do I go about doing this?***

A: Visit [pngathletics.com/documents](http://pngathletics.com/documents) to print the transfer form. The deadline to transfer tickets is Friday, May 8 at 3:00pm.

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

A: You will use your same season pass cards from last year. The cards will be reactivated and ready for use once you renew them online. If you have misplaced your cards, you can contact the athletic office. Replacements are \$2 per card.

## ***Q: How do I get my Nederland tickets?***

A: You can pick them up any Thursday from August 27 through September 24 from 7:00am-4:00pm at the PNG stadium ticket booth. You must have a photo ID and your receipt. If you are picking up Nederland tickets for someone else, they must send a permission slip.

## ***Q: I can't remember my seat numbers. How will I buy them online?***

A: Your reserved seats will be in your PayK12 account, so when you purchase your seats online, you will see your seat numbers listed.

***Q: I'm worried someone else will purchase my seats. Can this happen?***

A: No, no one will be able to purchase your seats except you.

***Q: Are mail-in or drop-off orders accepted?***

A: No, we no longer accept mail-in or drop-off orders. All sales are online at PayK12.com. Please see your season ticket renewal letter or the step-by-step instruction guide at pngathletics.com/varsity-football-ticket-information for details regarding online sales.

***Q: When is Trade Day?***

A: Trade day is Monday, June 1 from 8:00am to 12:00pm at the stadium ticket booth. You must purchase your 2020 seats during season sales (April 21-May 15) and you bring your receipt and pass cards with you. There are no sales or transfers on trade day.

***Q: I had an address change and need to update my information. Whom do I contact?***

A: Visit pngathletics.com/documents to print the address change form.

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

A: Please call the athletic office at 729-7644 ext. 123 if your card was lost or stolen. We will deactivate your lost card so that it can no longer be used. You will have to pay a replacement card fee of \$2 per card.

**The following questions/answers are for new customers purchasing season tickets online.**

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

A: New customer sales are **Tuesday, June 2 at 8:00am** until they sell out. Listed below are the steps to become a season ticket holder.

1. Visit PayK12.com
2. Click on Find a School Store
3. Click on Texas
4. Search for Port Neches-Groves High School
5. On the featured items, you will see the 2020 Reserved Football Pass. Click on Buy or Renew Pass.
6. Select the number of passes you need. There is a 6 seat limit for new customers.
7. Choose a section or choose best available seat(s). Your seats will then be assigned to you.
8. Checkout using your credit or debit card.
9. Print your receipt.
10. Go to the high school field house anytime between July 27-August 27 from 8:00am-3:00pm to pick up your new season pass cards. You will be charged a fee of \$1 per card. For example, if you bought 6 seats, you'll be charged \$6.

For more detailed instructions, visit pngisd.org and click on "New Ticket Customer Instructions." For help, call the athletic office at 729-7644 ext. 123.

***Q: Will I be charged a fee to purchase my tickets online?***

A: Yes, you'll be charged a processing fee of \$0.25 plus 4% of your total order.

**The following are general questions/answers regarding football tickets.**

***Q: How much are season tickets?***

A: PNG has 5 home games and 5 away games this season. Please see the prices below.

- **Home Games:** The price for one home game package is \$25 per seat. The home game package includes one seat to all 5 home games. (1 seat @ \$5 x 5 games = \$25). You will also be charged a processing fee of \$0.25 + 4% of your total when you purchase your home game tickets online.
- **Nederland:** Nederland tickets will be available online for \$5 each for season ticket holders only. Your Nederland ticket limit is the number of PNG seats you own. For example, if you own 4 PNG seats then your Nederland ticket limit is 4.

- *Other Away Games:* All other away game tickets will be sold the week of the game on Thursdays from 7:00am-4:00pm at the stadium.

***Q: I don't have internet access. How will I purchase my tickets?***

A: Please call the athletic office at 729-7644 ext. 123 to set up an appointment to use the high school computers.

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

A: Yes, you have two options if you need assistance purchasing your seats.

- *Option 1:* Call the athletic office for over-the-phone help. The athletic office number is 729-7644 ext. 123. Office hours are 7:30am-3:30pm during season sales,
- *Option 2:* If you need someone to help you purchase your tickets in person, call the athletic office at 729-7644 ext. 123 to schedule an appointment with the athletic secretary.

***Q: When can I purchase away game tickets?***

A: Away game tickets will be sold the week of the game on Thursdays from 7:00am-4:00pm. All away game tickets are \$5 per ticket.

***Q: Is Nederland a home or an away game?***

A: Nederland is an away game this season and tickets to this game will be sold online to current season ticket holders only.

***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 purchase them a reserved ticket. School-aged children (grades K-12) need a ticket. This includes those involved in any cheerleader, Indian spirit, twirler or drill team clinic where they perform during the game.

***Q: When and where are tickets sold once football season starts?***

A: During football season, adult and student tickets for all games will be sold on Thursdays from 7:00am-4:00pm at the stadium ticket booth. Adult tickets will be \$5.00 each during the season. Student tickets will be sold at all PN-GISD schools and the ticket booth for \$3.00 each.

***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. Is this still possible? How do I do this?***

A: Yes, you can let someone else use your tickets without having to let them borrow your pass cards. You will need to "release" your tickets through your PayK12 account to print a paper ticket. Follow these instructions.

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.