

2022 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. If you do not see the answer to your question, please send an email to the athletic secretary, Amanda Delcambre, at 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: Ticket letters are no longer mailed to home addresses. You will receive your ticket letter via **email on Monday, April 11**. A copy of the letter is also posted on pngathletics.com/documents.

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

A: Tickets can be renewed online **Tuesday, April 26 at 8:00am** through **Friday, May 20 at 3:00pm**.

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.)

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

A: First, verify you are on the correct site. PayK12 changed their web address/site name before last year's sales. The correct website name is **secure.payk12.com**. The PayK12 app also no longer works.

If you need additional help, please see the instruction guide for pictures to help walk you through the process. The instruction guide was emailed to you and is posted on pngathletics.com/documents.

If you're still having trouble, please call the athletic office at 729-7644 or email adelcambre@pngisd.org,

Q: How do I renew my tickets online?

A: Please see the following instructions...

1. Type secure.payk12.com in your web browser search bar.
2. Scroll down to the bottom of the screen and click Login.
3. Sign into your account using your email address and password.
4. Click the Tickets and Renewals box.
5. Click the blue Renew button next to your first pass listed.
6. If you own more than one pass, click Continue Shopping to renew the remainder of your passes.
7. Continue clicking Continue Shopping and renew until you've renewed all your passes.
8. Once you've clicked Renew on each pass listed, click Checkout Now.
9. Verify all passes are listed in your shopping cart.
10. Enter your payment and personal information.
11. Click Submit Order.

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 one of 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: 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: Are Nederland tickets sold online to current ticket holders?

A: Nederland is a home game this season so that game will be included in your season ticket package.

Q: I’m trying to renew 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.

1. Call the athletic office for over-the-phone help. The athletic office number is 729-7644. Office hours are weekdays from 8:00am-3:00pm.
2. If you need someone to help you purchase your tickets in person, call the athletic office at 729-7644 to schedule an appointment with the athletic secretary.

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

A: If you don’t have a friend or family member to help you purchase tickets, please call the athletic office at 729-7644 to set up a phone or in-person appointment with the athletic secretary.

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, June 1 from 8:00am to 12:00pm** at the stadium ticket booth. You must renew your 2022 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 being scattered across the stadium.

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 purchase additional tickets online on Thursday, June 2 at 8:00am. Then the following year, you may have to trade again to get all your seats together.

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. The past two years the Band and Indianettes sat in the endzone, but they will return to Section B for the 2022 season.

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

A: Cards for new “traded seats” can be purchased 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&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 tickets have been renewed. Transfers cannot be processed if the tickets 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 13 at 3:00pm**. The deadline for the new customer to purchase tickets is Friday, May 20.

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

A: Everyone who receives tickets via transfer will receive an email stating the transfer is complete and instructions on how to purchase the tickets. Reminder - Transfers cannot be processed if the tickets 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, but you do not have to do that. They can purchase new cards with their name for \$1 per card beginning Monday, August 1. Office hours are Monday – Thursday from 8:00am-3:00pm. Cards cannot be purchased on Fridays. They 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 2 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 and attempt to purchase tickets several times.

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

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* – You may purchase plastic season pass cards for \$1 per card from the athletic office in the field house starting Monday, August 1. Office hours are Monday-Thursday 8:00am-3:00pm. Cards cannot be purchased on Fridays. Note – These are not required. It's only one of many options you have regarding tickets.
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 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)
- 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)

Q&As: In-Season Ticket Sales, Student Tickets, Indian Stadium, Purple Cards, etc.

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

A: During football season, general admission tickets for home games are sold online at secure.payk12.com Monday-Thursday 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: What are the steps to purchasing a 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: When is Homecoming?

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

Q: Is Nederland a home or an away game?

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 as the game approaches.

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: Can I purchase tickets at the gate? How much are they at the gate and what time does the gate/ticket booth open on game night?

A: Yes, you can purchase tickets at the gate. All tickets at the gate are general admission (Section G) and \$7.00 each (cash only). The gate opens 1 ½ hours prior to the scheduled game time. (Gates open at 5:30pm for a 7:00pm game.)

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: Are Purple Cards accepted at the Nederland game?

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

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 or the PNGISD Administration Building.

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)