

EBISD FOOTBALL PROTOCOL FOR VISITING TEAMS

- 1) Visitors Side Occupancy is 300, this includes any desired seats for the band, drill teams, pep squads, etc. If you choose to bring these groups, parent/fan seating will be reduced.
- 2) EBISD will email the Superintendent the link for visitor fans/parents to purchase tickets on the Monday before the game. This link can be shared with whoever the visitor sees fit and will be up to the visitor to disperse appropriately.
- 3) We will accept your DEC passes IF you would like. By doing that, EBISD will need a headcount of those using the pass so we can deduct that number from the online sales.
- 4) Uniformed cheerleaders/Band/Drill Team and their sponsors do not need a pass or ticket. Press folks must have a press pass. People helping with tunnels, bells, etc. must have a ticket/DEC pass for entry.
- 5) We do not accept ANY passes (other than DEC if you say so). No THSCA, Senior Citizen, students, etc., and no tickets are available for purchase at the gate.
- 6) All patrons over the age of 2 require a ticket. All tickets are purchased online and are \$6. Refunds must be initiated by the user through the CANCEL option in their account. We do NOT have access to that.
- 7) Please remind fans they MUST buy a visitor ticket. We will not allow visitors to sit on the home side or use home entry gates. If they purchase HOME by mistake, they need to cancel their home tickets and purchase visitor tickets. Again, request the CANCEL through their account. EBISD cannot do the cancellation for buyers.
- 8) If patrons have questions about tickets or technical difficulties, they need to use the CONTACT THE ORGANIZER icon in the ticket portal. DO NOT call our ADMIN or HIGH SCHOOL office. (*Tips on purchasing tickets is below.*)
- 9) Concessions are open on both sides of the stadium.
- 10) Patrons must follow UIL's guidelines for face coverings and social distancing. **Rows marked with RED TAPE are CLOSED for seating.**
- 11) Portable chairs, canopies, tents, etc. are NOT allowed along exterior stadium fence lines.
- 12) All patrons are asked to promptly exit the stadium at the end of the game. Field access is restricted.

TICKET PURCHASING TIPS

- 1) Desktop works better than a mobile device for purchase.
- 2) If you see a only ZERO on the drop-down menu, try holding the zero and scrolling up on your mobile device.
- 3) Update your browser.
- 4) Log out and back in.
- 5) If your tickets time out, you will have to wait a few minutes before logging back in to purchase. You may have to clear your computer's cache.
- 6) You can print your tickets or pull up from your account on your mobile device with QR/Barcode ready to go. DO NOT scan your tickets with any QR app/camera or the ticket will be invalid.