



Season Ticket Priority Waitlist Membership Guidelines

The Houston Texans established a season ticket waiting list to give fans the opportunity to be the first in line to purchase season tickets as they become available and to receive other waitlist benefits. Your registration holds your place on the waitlist, but it does not guarantee that you will be offered season tickets in the current year.

This Houston Texans Waitlist Member Guidelines describes your rights and obligations as a member of the waitlist. By registering, you are confirming all contact information on the form is accurate and truthful and you are not currently a Season Ticket Member. The Houston Texans reserve the right to remove anyone from the waitlist based on their sole discretion. If you have any questions about any of these guidelines, please e-mail them to waitlist@houstontexans.com.

Please read these guidelines carefully

Rules for Registering

- You must be at least eighteen (18) years of age or older at the time of registration
- Only (1) registration per family/household will be accepted
- You cannot be a Houston Texans Season Ticket Member
 - There is a separate upgrade and add on process for season ticket members.
 - If you are a season ticket member and have questions regarding the processes please call customer service at 832-667-2002

How to Register

- The registration form on HoustonTexans.com must be submitted or you can call 832-667-2390 and a Houston Texans Representative will help you.
 - The name you enter on the registration form is the name under which the waitlist account will be established.
 - The name may not be changed nor may the account be transferred without approval from the Houston Texans.
 - Any seating area preferences selected are subject to availability, you will still be called even if your preferred seat location is not available at the time your name comes up on the list.

Waitlist Member Benefits

- Opportunity to purchase Houston Texans Season Tickets when we get to your place in line, subject to availability.
- Opportunity to secure/purchase training camp tickets or other exclusive events before the general public.
- Opportunity to purchase tickets to select NRG Stadium events before such tickets are put on sale to the general public.
- Monthly Waitlist Insider e-Newsletter that includes special offers exclusive to waitlist members and other important information regarding your waitlist status and place in line.
- If you are an international waitlist member, you acknowledge that you may not be able to utilize all waitlist benefits.

Your Waitlist Number/Place In Line

- It may take up to four (4) weeks after you register to have a number issued to your account.
- Your number can be found at the top of the Waitlist Insider e-Newsletter delivered once a month.
- Your number will not change until you re-register the following year and move up in line.

Becoming a Season Ticket Member

- Ticket availability and the number of tickets available for purchase per household is based on the renewal rates of existing season ticket members.
- Texans Ticket Office Representative will reach out in one (1) or all of the following ways:
 - Email
 - Telephone
- **If, for any reason, you choose not to purchase season tickets for two consecutive years you forfeit your position on the waitlist**

How to Stay on the Waitlist Year Over Year, It Is Not Automatic

- Once you are on the waitlist you will have to re-register yourself each year to remain on the waiting list and move up on the list.
- There will be a designated timeframe in which this process must be completed
- You will be notified of this designated time period and its deadline via one or all of the following ways:
 - E-mail
 - Phone
 - US Mail
- **If you do not re-register yourself prior to the deadline you will be dropped from the waiting list thereby losing your place in line.**

How to Update Your Contact Information on Your Waitlist Account

It is **extremely** important that you keep all contact information up-to-date with our Ticket Office. This is your sole responsibility and failure to provide us with the proper contact information could result in a lost opportunity to purchase and jeopardize your waitlist membership. We will not be responsible for any loss that occurs as a result of this failure.

How to update your phone number, e-mail address or physical address:

- Send a written request that includes the old information we should have on your waitlist account and what it should be changed to via email to waitlist@houstontexans.com or via US Mail to Houston Texans, c/o Fara Yoder, NRG Stadium, 2 NRG Park, Houston, Texas 77054
- No verbal requests will be accommodated.
- Without the old information, we will not be able to look you up in our system successfully so please include it.
- Account Manager is not the same place to manage your waitlist account. If you make updates to your information via Account Manager it will not update your waitlist account.

Registering on Someone's Behalf

- Enter **their** information, not yours.
- The registration will be created in his/her name.
- If you do not know all of their contact information and preferences, do not register them until you have all the accurate information.
- The person you are registering must be (18) years of age or older at the time of registration.

How To Request Removal From The Waitlist

You may request to be removed from the waitlist via email to waitlist@houstontexans.com or by sending a written request to Houston Texans, C/O Fara Yoder, NRG Stadium, 2 NRG Park, Houston, Texas 77054

Waitlist Membership Revocation

- The Houston Texans reserve the right to remove anyone from the waitlist based on their sole discretion.
- Your waitlist membership may be revoked at any time prior to season tickets becoming available for your purchase if you break any rule, regulation, or policies of the following:
 - The Houston Texans
 - Any program, privilege, or benefit made available to waitlist members.
 - Provide us with false and/or inaccurate contact information on the application form (i.e. name, address, phone number, age or e-mail address).
 - Fail to properly update your contact information making it impossible to contact you.