

# HOUSTON TEXANS A-Z FAN GUIDE

## TEXANS CONTACT INFORMATION

- Mailing Address:** Houston Texans  
NRG Stadium  
Two NRG Park  
Houston, TX 77054-1573
- Ticket Office:** The Ticket Office is closed but available by phone at 832.667.2002, Option 1  
Monday - Friday from 8:30 AM to 5:30 PM  
Saturday prior to home games: 10 AM to 2:00 PM (Hours are subject to change)  
Email: [Ticketing@HoustonTexans.com](mailto:Ticketing@HoustonTexans.com)
- Important Contacts:** To report fan conduct issues on gameday, please text our gameday text-line: 832.241.0202  
Single Game & Hospitality Ticket Packages: 832.667.2390  
Luxury Suite Sales: 832.667.2299  
Houston Texans Team Shop: 832.667.2500  
Lost & Found: 832.667.1714  
Texans Customer Service: [FanFeedback@HoustonTexans.com](mailto:FanFeedback@HoustonTexans.com),  
[ParkingFeedback@HoustonTexans.com](mailto:ParkingFeedback@HoustonTexans.com)  
Season Ticket Member Customer Service: [STMFeedback@HoustonTexans.com](mailto:STMFeedback@HoustonTexans.com)

## TOGETHER WE STAY SAFE

- Behavior that is unruly, disruptive or illegal in nature
- Intoxication or other signs of alcohol or substance impairment that results in irresponsible behavior
- Foul or abusive language, including racial or other slurs, or obscene gestures
- Interference with the progress of the game (including throwing objects onto the field)
- COVID-19: For more information about what fans can expect on gameday, please see the COVID-19 FAQs which can be found on the Houston Texans app and website: [www.houstontexans.com/tickets/covid-faqs](http://www.houstontexans.com/tickets/covid-faqs)

## A

### ACCESSIBILITY INFORMATION

The Stadium provides wheelchair accessible and companion seating for guests needing assistance. The ADA seating areas are located at the top of the sections on the lower, mezzanine and upper concourses. Guests should contact the Stadium Ticket Office in advance at 832.667.2153 for more information and availability. Seat relocations may also be available on gameday. If a guest needs assistance with ADA relocation on gameday, please visit the Guest Services booth on the level that your tickets are on.

### ALCOHOL POLICY

Alcohol may not be brought into NRG Stadium. Guests are encouraged to drink responsibly and must be 21 years of age or older to purchase or consume alcoholic beverages in the Stadium or in the parking lots. Alcohol sales at concessions will stop after the 3<sup>rd</sup> quarter.

## ASK TORO

For general questions prior to your gameday arrival, please visit [HoustonTexans.com](https://www.houstontexans.com) or the Houston Texans Mobile App to Ask TORO! Ask TORO is our new artificial intelligence program available to assist fans 24/7. He has extensive knowledge that can take your gameday experience to the next level!

## ATM MACHINES

Ameigy ATM machines will not be operational this year to minimize touchpoints. All points of sale for food, beverage, and merchandise will be cashless.

## AUTOGRAPHS

Although we do not have autographed merchandise available to mail out to fans, please visit our Houston Texans Team Shop or visit our silent auction on gameday at section 140 which lasts until the end of the 3rd quarter.

## B

### BABY-CHANGING STATIONS

Baby changing tables are located in the family restrooms on 100, 300, and 500/600 levels. We also have a Mothers Nursing/Breastfeeding Room at section 133 behind Guest Services.

### BAG POLICY

We encourage all fans to leave their NFL-approved bags at home this season to cut down on touchpoints. However, we will still allow NFL-approved bags. To provide the safest environment for our fans, the NFL has implemented the NFL Clear Bag Policy. The following bags may be brought inside the stadium on gameday:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12." (Official NFL team logo clear plastic tote bags will be available through club merchandise outlets or at [nflshop.com/allclear](https://nflshop.com/allclear)).
- One-gallon clear plastic freezer bag (Ziploc bag or similar).
- Small clutch bags, approximately 4.5" x 6.5" with or without a handle or strap.
- Small binocular or camera cases no larger than 4.5"x 6.5" with a handle or strap.
- An exception will be made for medically necessary items after proper inspection at a gate designated for this purpose.

### BANNERS

The Houston Texans and NRG Stadium welcome signs and banners but request that you adhere to specific guidelines in order to ensure that these articles do not detract from the enjoyment of the game for other guests. Banners and signs should in no way infringe on the sightlines of other fans and must be small enough for one person to hold. They may not be affixed to anything in NRG Stadium or held so that they block the view of scoreboards or any permanent signage in the Stadium. In addition, poles or signs affixed to a pole will not be permitted inside the Stadium.

### BROKEN SEAT

If you would like to report a broken seat on gameday, please visit any of our Guest Services locations to speak with a Texans representative. On non-gamedays, please email [FanFeedback@HoustonTexans.com](mailto:FanFeedback@HoustonTexans.com).



## CAMERA POLICY

Small cameras with lenses no longer than 3" are permitted after inspection. No additional lenses may be brought inside the Stadium. Camera cases that do not exceed 4.5" x 6.5" are allowed.

## CHAMPIONS CLUB

Our most exclusive club with come and go access, upscale food and beverage options and special opportunities beyond Sundays and more! Champions Club is located on the field level in the southeast corner behind section 134.

## CHANGE OF ADDRESS

To submit an address change, please contact our Ticket Office at [AddressChanges@HoustonTexans.com](mailto:AddressChanges@HoustonTexans.com).

## CHEERLEADERS

For more information on the Houston Texans Cheerleaders, please visit the Houston Texans website.

## CHILDREN TICKET POLICY

All children two years or older require a ticket to attend the game.

## CLOSED CAPTIONING

Closed captioning is displayed in the lower northwest and southwest corners of the NRG stadium seating bowl.

## COMPUTERS & iPADS

Computers and iPads are permitted on gameday; however, all cases must adhere to the NFL Clear Bag Policy.

## CONCESSIONS

To view a full list of concession offerings at NRG Stadium, please visit the Houston Texans App or website.

- **Cantina:** The Cantina is a seated bar located on the southwest corner of the 100 level at NRG Stadium. This bar is open to all ticket holders.
- **Crown Royal Saloon:** This bar is located on the south concourse of Gridiron, TX behind section 547, and features music and televisions for game viewing.
- On gamedays, all points of sale for food, beverage, and merchandise will be cashless. Fans may also utilize the Houston Texans mobile app to order food and beverages digitally and pick up their order from select concession stands. Menu items and concession locations offering this service will be limited.

# D

## DESIGNATED DRIVER PROGRAM

If you are 21 years or older, you can pledge to be a responsible fan by going to the Houston Texans mobile app and signing up for our Bud Light Good Sport Designated Driver program. Fans who sign-up receive a FREE 20oz. beverage coupon which can be redeemed at participating concession stands on gameday.

## DRINKING FOUNTAINS

Water fountains will not be operational this year.

## DROP-OFF/PICK-UP LOCATIONS

Fans may drop-off/pick-up just outside of gate #9 near Kirby at the Westridge intersection or gate #10 near Kirby at the McNee intersection.

# E

## ELEVATORS

There are six areas with passenger elevators for guests; priority will be given to guests who need accommodation. Elevator capacity will be limited to four (4) individuals this year. Fans will be encouraged to take the ramps or stairs. Club Seat Members and Suite holders are welcome to use the elevators in either the East VIP Lobby or West VIP Lobby. There are additional elevators in the following locations: NW corner at Xfinity entrance, NE corner at BHP entrance, SE corner at Amegy Bank entrance, and SW corner at Ford entrance.

## ESCALATORS

Escalators are available at all four gates: BHP, Ford, Amegy and Xfinity. For Club and Suite access, there are escalators available on the East and West Club entrances. Only Club and Suite ticket holders may utilize the escalators in the East and West Club.

## ENTRY AND EXIT GATES

Fans with Club or Suite tickets can enter the East or West Club entrance 2 hours prior to kickoff. All other tickets can enter any of the main gates including Ford, Amegy, BHP, or Xfinity 90 minutes prior to kickoff. Guests will exit the section based on their seating location and staff will direct them to the closest exit. Exits will be staggered this year to promote social distancing.

## EVACUATION PROCEDURES

NRG Stadium staff are trained to handle any emergency situation that arises. Should an evacuation become necessary, please make sure that you are aware of the exits nearest your seat and be prepared to follow the instructions of the NRG Stadium staff.



## FAN CODE OF CONDUCT

NRG Stadium is a fan-friendly environment. We are committed to providing a safe, comfortable and enjoyable experience for everyone. Fans are advised that the following behavior will not be tolerated.

- Behavior that is unruly, disruptive or illegal in nature
- Intoxication or other signs of alcohol or substance impairment that results in irresponsible behavior
- Foul or abusive language, including racial or other slurs, or obscene gestures
- Interference with the progress of the game (including throwing objects onto the field)
- Failing to follow instructions of law enforcement, guest services and security personnel
- Verbal or physical harassment of opposing team fans
- Unreasonably obstructing the view of other patrons or any other persons at the game

Any fan acting in a disruptive manner or not following official instructions will be asked to leave immediately. The Houston Texans Two Strike Program allows for a warning to fans who are disruptive or acting inappropriately by giving out a yellow card with a reminder about our Fan Code of Conduct. However, if a staff member must approach someone a second time during a game for inappropriate behavior, the fan will be required to leave NRG Park Property. Any fan acting in a disruptive manner will be asked to leave immediately. Evicted guests are not welcome to return for the remainder of the game and may be subject to further disciplinary action, including the revocation of season tickets. All Season Ticket Members are responsible for their conduct as well as the conduct of their guests and/ or persons occupying their seats. **Violation of COVID-19 guidelines will subject a fan to discipline under the Two Strike Program.**

## FAMILY RESTROOMS

We have family restrooms and ADA accessible restrooms located on every level of the Stadium on the concourses.

## FAN MAIL

All fan mail addressed to specific players is coordinated through the Player Personnel Department. Please feel free to send the letters to: Specific Player or Coach, NRG Stadium, 2 NRG Park, Houston, TX 77054.

## FIRST AID

First aid stations are located at sections 120, 140, 301, 329, 525 and 551. Please text our gameday text-line at 832.241.0202 for immediate assistance on gameday.

## FIRST GAME CERTIFICATE

Sign up to receive an electronic First Game Certificate at any Guest Services booth on gameday.

# G

## GAMEDAY HOTLINE & TEXT-LINE

On gameday, if you have a question, comment or concern, please text our gameday text-line at 832.241.0202 for immediate assistance from a Houston Texans representative. Our representatives are available to assist you with gameday needs such as where to find specific concessions or assistance with an unruly fan. To reach our gameday hotline, please call 832.667.1400.

## GUEST SERVICES

For assistance on gameday, please text our gameday textline at 832.241.0202 or visit us at any Guest Services booth to speak with a Texans representative. There are Guest Service Booths located at sections 113, 133, 319, 347, 517, and 543. Guest Services can assist guests with lost and found, lost children, comments, ticket issues, complaints, stadium directions, Designated Driver, and general information.

# L

## LOST & FOUND

Guests needing to claim or report lost items during a game should visit a Guest Services Booth. Guests inquiring about lost items at previous games should call the Lost and Found hotline at 832.667.1714 or email [LostAndFound@NRGpark.com](mailto:LostAndFound@NRGpark.com).

## LOST CHILDREN/ADULTS

If a member of your party is lost on gameday, please visit any Guest Services location or text our gameday text-line at 832.241.0202 for assistance.

## LOST/STOLEN TICKETS

If you have lost your tickets or had them stolen, please reach out to the Houston Texans Ticket Office at 832.667.2002, option 1 on Monday - Friday from 8:30 AM to 5:30 PM and Saturdays prior to home games from 10 AM to 2 PM (hours are subject to change). On gameday, the Ticket Office is available by phone from 8 AM to halftime.

# N

## NOISE-MAKERS

NFL policy prohibits noisemakers from being brought inside the Stadium. This includes, but is not limited to, all horns, including air horns, cowbells, and whistles. We reserve the right to confiscate any item that does not adhere to this policy.

## NO RE-ENTRY

Once a ticket has been scanned, no re-entry will be permitted.

# P

## PARKING

- **ADA Parking:** ADA parking is available in every lot at NRG Park. To access these sections, you must have a pre-purchased parking pass and a government issued placard or license plate. On gameday, enter the color lot of your pre-purchased parking pass and ask parking staff to assist in directing you to the designated ADA section at the front of the lot.
- **Noise:** For the enjoyment of all fans in the parking lots, amplified music, excessive noise or vulgar language is not tolerated.
- **Illegal Parking:** Vehicles illegally parked will be towed at the owner's expense.
- **Oversized Vehicles:** Parking spaces are 8' x 16' so all RV's, buses, and oversized vehicles will need to pre-purchase a minimum of (2) parking passes depending on vehicle size, and need to park in the designated areas in each lot. Please email [ParkingFeedback@HoustonTexans.com](mailto:ParkingFeedback@HoustonTexans.com) for more information.
- **Ride Share/UBER/LYFT:** The pick up and drop off location is located in front of Hall B of the NRG Center.
- **Roadside Assistance:** For issues on gameday, please text 832.241.0202 to speak with a Texans Representative.
- **Transportation:** The Metrorail is available to fans for all Texans home games. For a complete list of pick-up locations and fare information, please visit [www.RideMetro.org](http://www.RideMetro.org).

## PLAYOFF TICKETS

When the Texans qualify for the NFL playoffs, all Season Ticket Members will have the right to purchase their current seat locations for Wild Card/Divisional and AFC Championship home games. The NFL establishes playoff ticket pricing a few weeks prior to the start of the playoffs. You will receive an invoice for playoff tickets once those prices are set. Season Ticket Members will be guaranteed the first right of refusal for playoff tickets. If your invoice for these tickets is not returned by the deadline set through Ticket Operations, you will forfeit your right to purchase your seats for the NFL Playoff games. Season Ticket Members will have the option to sign up for the "Pay As We Play" plan where their credit card will be automatically run once a home playoff game is clinched. PSL holders must purchase their tickets for any Texans postseason home game to keep their NRG Stadium PSL.

## PROHIBITED ITEMS

For your safety and the continuity of the game on the field, the following items are prohibited in NRG Stadium: backpacks, beach balls, Frisbees, coolers, fireworks, selfie sticks, illegal substances, laser pens, outside food and beverages, weapons/firearms, air horns, whistles and cow bells. Please note that this is not an exhaustive list and other items may be prohibited in NRG Stadium if they are deemed, in the sole discretion of the Houston Texans or Stadium management, to be dangerous or disruptive.

# R-S

## 50/50 RAFFLE

The Houston Texans Foundation will continue to host the 50/50 Jackpot this season. Not only can you win big, but valuable dollars will be raised to support our Champions for Youth initiatives. Enter the jackpot at a Texans home game by purchasing tickets from one of our 50/50 fundraising representatives or by visiting any of the 8 kiosks located throughout the stadium. Tickets can be purchased via credit or debit card but cash will not be accepted this year. The fan with the winning ticket wins HALF of the jackpot! Jackpot will be cashless.

## RESTROOMS

Restrooms are located on every level in the stadium. We also have family restrooms and ADA accessible restrooms located on each level.

## ROOF POLICY

The roof decision (open or closed) is made two hours prior to kickoff each gameday. Many factors besides temperature affect this decision, such as the chance of rain, the amount of cloud cover, the projected wind speed and other variables. Our overall goal is to provide the best gameday environment for our team and our fans. To find out the final decision on gameday, please visit [HoustonTexans.com](http://HoustonTexans.com) or text us at 832.241.0202 two hours prior to kickoff. Under NFL guidelines, once the roof decision has been made, the only person who can change it is the Game Referee.

## SECURITY SCREENING

Please be aware that all persons entering NRG Stadium are subject to security screening. You and your belongings may be searched upon entry into the Stadium. By tendering your ticket and entering the Stadium, you consent to such search and waive any related claims that you might have against the Houston Texans, the NFL, its member clubs, the Stadium landlord and each of their affiliates and agents. If you elect not to consent to the searches, you will be denied entry into the Stadium. Please be prepared and arrive early to the game to allow for this extra security procedure.

## SMOKING

There will be no smoking or vaping inside of the stadium on gamedays. Smoking will not be permitted on the smoking terraces or Stadium ramps.

## STANDING ROOM ONLY

Every ticket has a seat assignment. Please note that there are no standing room only tickets on gameday. Ushers will clear the first five feet behind each section and aisles during games. We appreciate your cooperation in keeping the sightlines clear for all fans.

## STROLLERS

Strollers are allowed inside the Stadium on gameday but must be checked in at a Guest Services booth. Diaper bags are not permitted. All baby formula, wipes and diapers must be placed in an NFL approved bag.

## SUITES/LUXE

For information regarding our luxury suites, please contact our Premium LUXE team at 832.667.2299.



# T

## TAILGATING

Tailgating will be prohibited at this time.

## TICKETS

All Texans gameday tickets and parking will be mobile and can be accessed through the Houston Texans app using your Ticketmaster login. Make sure everyone in your pod downloads the Houston Texans mobile app so they can pull up their individual ticket on their mobile device prior to arriving at the entrance gate. This will keep the entrance process quick for everyone!

# W

## WAITLIST

To join the Houston Texans Season Ticket Waitlist, please visit our website at [HoustonTexans.com](https://HoustonTexans.com) and sign up. As a Waitlist Member you receive special opportunities to enjoy exclusive offers and experiences!

## WIFI

Complimentary WiFi is available to all stadium guests courtesy of Xfinity. Simply select “xfinitywifi” on your mobile device to connect.

## WILL CALL

The box office will be closed on gameday and there will be no Will Call for the 2020 - 2021 season. If you have any questions regarding your tickets, please call our Ticket Office at 832.667.2002. This phone line is active Monday - Friday, 8:30 PM - 5:30 PM, and on gamedays from 8:00 AM - Halftime.