

12TH MAN FOUNDATION TICKET POLICIES

For inquiries regarding 12th Man Foundation ticket policies, please call 888-992-4443 or email tickets@12thmanfoundation.com

TICKET POLICIES

- All Venues: Everyone, regardless of age, must have a ticket for entry to reserved seating areas. This includes infants and children.
- Children under two (2) are permitted free of charge in general admission seating at regular season Texas A&M athletic events where GA seating is offered.
- This policy applies to events held at Texas A&M University campus only and excludes any postseason or non-athletic events.

PREMIUM SEATING AREAS

Policies are in place for all premium seating areas at Texas A&M athletic venues. Season ticket holders with seats in qualifying premium sections are provided with the policies and procedures in advance of each season and are accessible to the season ticket holder year-round. Running and horseplay inside premium areas is prohibited.

REFUNDS

- Event date and times are subject to change. There are no refunds or credits.
- Texas A&M University reserves the right to change the date, opponent and start time of any event.
- These changes will not entitle the ticket holder to a refund. All changes will be communicated through local media and 12thman.com
- Tickets purchased on the secondary market are not refundable or changeable through the 12th Man Foundation Ticket Center with the exception of ADA exchanges (see ADA information on page 2). If you have purchased a ticket to a Texas A&M event via the secondary market, please refer to the secondary provider's ticket policies. **Texas A&M does not set policies or control inventory for any secondary marketplace and therefore cannot issue refunds or changes on their behalf.**

LOST OR STOLEN TICKETS

Lost or Stolen Tickets

- A lost or stolen ticket, or those left at home, may be reprinted or converted to a digital ticket. Only the ticket holder of record may request a reprinted ticket; although the reprinted ticket(s) may be left in another name. Information on the account must be verified by the ticket holder of record before the reprint can be issued. Once a ticket is reprinted or converted, the original bar code will be void.
- There is no charge for a digital conversion; however, a reprint fee of 20% of the ticket cost may apply to a printed ticket.

Lost or Stolen Parking Pass

- Parking passes that are lost or left at home, or have been lost in the mail due to secondary party mailing and are located in general admission lots (lots that do not have a specified allotted space) are not eligible for reprint.
- Parking passes that have been stolen can be replaced if a police report is submitted.
- Parking passes that have been mailed firsthand from the 12th Man Foundation or a 12th Man Foundation contracted printing company and have been lost in the mail can be replaced.

ADA SEATING

- The 12th Man Foundation is committed in accommodating the needs of individuals with disabilities, as defined by the Americans with Disabilities Act and its corresponding regulations for accessible seating in Texas A&M athletic venues. For more information visit the ADA Seating section [here](#).

POSTPONED/CANCELED EVENT

Baseball Postponed/Rescheduled Game

If a game is postponed/rescheduled before gates open or between the time gates open and the end of the fifth inning, the ticket from the original game can be used for admittance to the postponed/rescheduled event. There are no refunds or exchanges for rescheduled events.

NOTE: A game is considered complete after five innings of play, and no rain out tickets would be issued.

Baseball Canceled Game

If you purchased a single game ticket from the 12th Man Foundation and that game is canceled and not rescheduled, the original ticket may be exchanged for a ticket to a future regular season baseball home game, subject to availability. If no regular season home games remain in that season, a refund will be issued for single game ticket purchasers, which includes the single game donation (if applicable). Refunds will be issued within a week to card on file or mailed to address on file via check. There are no refunds for season ticket holders.

Exchanges can be made at the box office or by phone. Tickets purchased via the secondary market cannot be exchanged through the 12th Man Foundation (with the exception of ADA needs) or refunded. **Only tickets purchased directly from the 12th Man Foundation are eligible for an exchange consideration.**

Softball Postponed/Rescheduled Game

If a game is postponed/rescheduled before gates open or between the time gates open and the end of the fourth inning, the ticket from the original game can be used for admittance to the postponed/rescheduled event. There are no refunds or exchanges for rescheduled events.

NOTE: A game is considered complete after four innings of play, and no rain out tickets would be issued.

Softball Canceled Game

If you purchased a single game ticket from the 12th Man Foundation and that game is canceled and not rescheduled, the original ticket may be exchanged for a ticket to a future regular season softball home game, subject to availability. If no home games remain, a refund will be issued for single game ticket purchasers. Refunds will be issued within a week to card on file or mailed to address on file via check. There are no refunds for season ticket holders.

Exchanges can be made at the box office or by phone. Tickets purchased via the secondary market cannot be exchanged through the 12th Man Foundation (with the exception of ADA needs) or refunded. **Only tickets purchased directly from the 12th Man Foundation are eligible for an exchange consideration.**

Tennis Postponed/Rescheduled Match

If a match is postponed/rescheduled before gates open or before the match is considered complete (when one team reaches a total of 4 points) the season credential will allow entrance to the rescheduled match.

Due to the value of a season credential pass refunds will not be issued if a match is canceled before gates open or between time gates open or before the match is considered complete and the match is not rescheduled.

FULL 12TH MAN FOUNDATION DONOR & TICKET POLICIES

For a comprehensive list of 12th Man Foundation donor & ticket buyer policies, [click here](#).