

## Season Ticket Member Frequently Asked Questions

### **How can I purchase additional single game tickets?**

Season Ticket Members will have the opportunity to purchase additional tickets before they go on sale to the public. You may also purchase additional tickets throughout the season through your personal service executive. Price levels and availability are subject to change. The Houston Rockets reserve the right to limit the number of additional tickets that a Season Ticket Member may purchase.

### **Does the Tundra Garage accept cash parking?**

The Tundra Garage does not accept cash parking. Parking in the Tundra Garage is available for our Premium Seat Partners or by purchasing a single game pass through your personal service executive.

### **May I bring a bag into Toyota Center?**

Toyota Center encourages fans to travel light and not bring bags. Bags that are 5.5" x 8.5" or smaller will be screened through an expedited visual process. Bags that are larger than 5.5" x 8.5" but smaller than 14" x 14" x 6" will be scanned through additional screening process and/or x-ray machines that will likely require a longer wait. Medical bags and parenting bags are permitted and are the only bags larger than 14" x 14" x 6" that will be allowed. This policy is subject to change at any time.

### **May I bring a camera into Toyota Center?**

Professional cameras are prohibited at all events in Toyota Center unless accompanied by an appropriate media credential. Cameras containing lenses not exceeding 4" in length with no flashes may be allowed for some events. Video cameras and audio recorders are prohibited in Toyota Center unless specifically approved. Please check in advance by calling 713-758-7330.

### **Does my child need a ticket?**

Any child over 36 inches in height needs to purchase a ticket.

### **How do I get a personal message on the scoreboard?**

Scoreboard announcements are reserved for birthday and anniversary announcements on a first-come, first-served basis. Contact your personal service executive at least three (3) business days in advance to secure an announcement.

### **How do we get access into the Lexus Lounge, Golden Nugget Club or PNC Club?**

Access to our courtside lounge spaces is reserved for our Courtside Suite and Seat Partners, Floor Seat Partners, Lexus Lounge Members, and select Corporate and Premium Seat Partners.

### **Can I reserve giveaway items for a game?**

Giveaway items are limited and given out on a first-come, first-served basis upon entry to the Toyota Center. Giveaways are one item per person and cannot be reserved on a game night.

### **How do I get a refund or exchange my tickets?**

Toyota Center and the Houston Rockets do not allow refunds or exchanges. You may sell or transfer your tickets through AXS Mobile Tickets or donate your tickets to the Clutch City Foundation at least 48 hours prior to the game date. To donate tickets, please contact your personal service executive or call 713-758-7330.

### **How can we change information on our account?**

The Season Ticket Member of Record can submit changes with updated information to their personal service executive or email [membershipservices@rocketball.com](mailto:membershipservices@rocketball.com)