

Frequently Asked Questions

How can I purchase additional single game tickets?

With your season membership, you will receive an email to purchase additional tickets before they go on sale to the public. You can also purchase additional tickets throughout the season from 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 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. Space is limited each game, and messages are reserved 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 and Bogart's Lounge?

Access to the Lexus Lounge is only available to our Courtside Suite Partners, Courtside Seat Partners, select Corporate Partners and Lexus Lounge Members. Golden Nugget Club and Bogart's Lounge are available to our Season Members in Baseline Rows A-C, Sideline Rows B-D and select Frost Club Seat Partners.

Can we bring cameras or bags into the game?

Cameras are permitted if the lens is less than 3 inches. Professional cameras are not allowed unless accompanied by an appropriate media credential. Video cameras and audio recorders are prohibited in Toyota Center. The league's policy prohibits all backpacks and hard-sided bags, along with any other bags (including briefcases, luggage, purses and diaper bags) that are larger than 14" x 14" x 6" in size. Single-compartment drawstring bags and fashion backpack purses will be permitted. Please note that all approved bags are subject to inspection upon entry, and the Toyota Center is unable to store prohibited items during the game.

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 Rockets Mobile Ticketing 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.

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 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 ticketsservices@rocketball.com.

What is my priority number and how can I change it?

Your priority number is established the day you purchase your membership. This is a number that is used to represent your tenure as a Season Ticket Member. We do not sell or change priority numbers.