PAYMENT INFORMATION

CAN I MAKE PAYMENT USING A CREDIT CARD?
Yes - Visa credit and debit cards exclusively. Visa is a proud sponsor of the NFL and the New England Patriots and is the only credit card accepted for the purchase of Patriots tickets.

CAN I PAY WITH A FRIEND OR FAMILY MEMBER’S VISA CARD ONLINE?
Yes, you may use a friend or family member’s Visa with his or her consent. Make sure to change the billing information in the payment screen to match the cardholder and not the Season Ticket Member of record when making payment online [NOTE: this will NOT change the name/address on your season ticket account]. Failure to do so will result in the card being declined.

WHERE DO I MAKE MY SEASON TICKET PAYMENT ONLINE?
After logging in to your account at www.patriots.com/ticketexchange, go to your 2017 Patriots Season Ticket invoice and click “Pay Now.”

HOW DO I ENROLL MY VISA CARD IN “PAY AS WE PLAY”?
Click here for a detailed step-by-step guide CLICK HERE

HOW DO I KNOW IF MY ONLINE PAYMENT WAS RECEIVED?
When payment has been received, a confirmation number will be displayed on the screen. A confirmation email will also be sent to the email address on file. Please print and save the confirmation page for your records.

WHY WAS MY VISA DEBIT CARD DECLINED?
Most debit cards have a transaction limit or daily limit for security purposes. Although you may have sufficient funds in your account, the debit card may decline because you have reached your daily limit. If this should occur, you may consider making multiple payments over different days. Alternately, please contact your bank for authorization to exceed your daily limit.

CAN I USE MULTIPLE FORMS OF PAYMENT?
Yes: You may use any combination of cash, check or Visa to submit payment for an account. Please note the account must be paid in full by the renewal deadline.

WILL YOU ACCEPT MY PAYMENT IF I MAIL IT ON THE DATE OF MY RENEWAL DEADLINE?
Yes. The Gillette Stadium Ticket Office will accept payments that are postmarked on or before the renewal deadline. We recommend sending the payment via certified mail to ensure the Ticket Office receives payment in a timely manner.
LOG IN INFORMATION

ACCOUNT LOG IN: www.patriots.com/ticketexchange

WHY IS MY ACCOUNT LOCKED?
Accounts become locked when an incorrect password is entered three or more times on the account.

HOW DO I UNLOCK MY ACCOUNT?
To unlock your account, please go to www.patriots.com/ticketexchange. Select “Forgot Your Password?” at the bottom of the login section and enter the email address that is registered on your season ticket account. A temporary password will be emailed and you will be prompted to reset your password the next time you log in.

WHY DOESN’T THE SYSTEM RECOGNIZE MY EMAIL ADDRESS?
Your email address may be out of date with the Ticket Office. It is also possible that your email address is associated with more than one account in our system. The best way to log in to your account is by using your account number and password. If you have any difficulty, email tickets@patriots.com with your name and account number for further assistance.

HOW DO I UPDATE MY EMAIL ADDRESS?
Log in to your account at www.patriots.com/ticketexchange and select “Edit My Profile.” If you are unable to log in, please contact the Ticket Office via email at tickets@patriots.com. For your security, please provide your account number, full name of the account holder of record, the mailing address on your season ticket account and your new email address. This information is required to update your email address.

OTHER FREQUENTLY ASKED QUESTIONS

HOW DO I BECOME AN OPTUM FIELD LOUNGE MEMBER?
The Optum Field Lounge is sold out for the 2017 season. To join the Optum Field Lounge wait list please visit http://www.patriots.com/tickets/fieldlounge

WHEN WILL MY SEASON TICKETS BE MAILED?
Season tickets will be mailed in July. To ensure your season tickets are being mailed to the correct address, all address changes must be submitted to the Ticket Office by May 1, 2017.

HOW DO I CHANGE MY ADDRESS?
For our records and your protection, all address changes must be in writing and accompanied by the following documentation: a copy of your photo ID (does not need to show updated address) and a copy of a recent piece of mail received at the new address (e.g. utility/phone/cable bill). Note: The identification must be that of the Season Ticket Member of record. If you are updating a corporate account, address changes and changes in contact name must be on company letterhead that shows the new address, signed by an officer of the company coupled with his/her business card showing his/her title.

Address changes may be faxed to (508) 698-1587, OR scanned and emailed to tickets@patriots.com.