



RODEO AUSTIN TICKET POLICIES

The purchaser of the ticket and any subsequent ticket holder agrees to the RODEO AUSTIN Ticket Policies and terms included herein. Use of ticket constitutes agreement with the terms listed.

GENERAL

- All persons over the age of two must present a ticket to enter all ticketed areas.
- This ticket is a revocable license and admission may be refused.
- Accommodations for persons with disabilities require advance request via telephone to any RODEO AUSTIN ticket call center.
- RODEO AUSTIN is not responsible for lost, stolen, or damaged tickets or property.
- For the safety and security of patrons, ticket holder and ticket holder's belongings may be searched at the RODEO AUSTIN event, and ticket holder hereby consents to such search and waives all related claims.
- The following items are not allowed to be brought onto the premises: food; beverages; illegal drugs; controlled substances; weapons (see Weapons policy below); laser pointers; fireworks or other explosives; artificial noise makers; drones; skateboards, scooters, hover boards or any other personalized vehicle, except in accordance with federal ADA requirements; and any other items deemed unsafe by Rodeo Austin personnel.
- We love that our Austin community is pet friendly! However, for the safety of all patrons, pets of any kind are prohibited on the premises. Exceptions to this policy will be made for service animals as defined by the Americans with Disabilities Act.
- If the ticket holder's conduct endangers or disrupts patrons or others involved in the event, management reserves the right to remove the ticket holder from the premises.
- Ticket holder voluntarily assumes all risks and danger of personal injury and all other hazards

arising from or related in any way to the event for which the ticket is for.

- This ticket may not be used for advertising promotions (e.g., drawings, contests and sweepstakes), or other trade purposes without RODEO AUSTIN's prior written consent.
- Ticket holder acknowledges that the complete RODEO AUSTIN Ticket Policies are available online at www.RodeoAustin.com.

PHOTOGRAPHY AND FILMING

- Ticket holder's name, voice, image and likeness may be used by RODEO AUSTIN in any written/audio account, picture, or video taken in connection with the event for any purpose, including RODEO AUSTIN promotional purposes, with no further compensation to or consent from the ticket holder.
- Cameras, including cell phones and small handheld devices, are permitted on the premises for personal use only. The commercial use of photos or video recordings of the event is strictly prohibited.
- Cameras with a professional lens (over three inches) or flash attachments, monopods, tripods, and selfie sticks are prohibited.
- Due to contractual agreements between Rodeo Austin and main stage performers, video and audio recording inside the arena during the concert performance is prohibited at all times.
- Special permission for professional video/photography, including news or media, may be approved. Requests must be made through the Rodeo Austin Marketing Department prior to the event.

- Cameras and cases may be subject to search upon entering the premises.

REFUNDS

- All events and entertainment are subject to entertainer, date and time changes.
- No refunds, exchanges, rainchecks or cancellations, except in the event of Loss of Arena or Entertainer Cancellation.
- In the event that the Rodeo & Concert does not take place due to an extreme situation or due to the loss of use of the Arena, RODEO AUSTIN will issue refunds to the following ticket holders:
 - a. Season ticket holders
 - b. Individual ticket holders who purchased their ticket via RodeoAustin.com, Ticketfly.com, Rodeo Austin box office, or the Ticketfly Phone Center.
 - c. Tickets purchased from any source not listed in Sections a. or b. (above) **WILL NOT BE ELIGIBLE** for a refund of any kind.
- In the event that the Concert entertainer cancels and RODEO AUSTIN replaces the entertainer with another entertainer, RODEO AUSTIN will issue refunds requested within a predetermined number of days in the following manner:
 - a. Individual ticket holders who purchased their ticket via RodeoAustin.com, Ticketfly.com, Rodeo Austin box office, or the Ticketfly Phone Center may request a refund in advance of the Rodeo & Concert performance; all refunds must be requested prior to the day of the Rodeo & Concert performance.
 - b. Season ticket holders **WILL NOT BE ELIGIBLE** for refunds.
 - c. Tickets purchased from any source not listed in Section a. (above) **WILL NOT BE ELIGIBLE** for a refund of any kind.
- In the event that the Concert entertainer cancels without means for RODEO AUSTIN to replace the entertainer in time for the Rodeo & Concert performance, RODEO AUSTIN will issue partial refunds based on the face value of the ticket to ticket holders in attendance the night of

the cancellation on-site only; no refunds will be issued after the performance.

- In the event that any refunds will be issued, RODEO AUSTIN will make a public statement informing ticket holders of the exact procedure they must follow to obtain the refund.
- RODEO AUSTIN reserves the right to determine appropriate course of action for each refund situation and modify accordingly.

SEASON TICKETS

- Season tickets are sold in groups of four (4) seats.
- RODEO AUSTIN Season Ticket holders opting to renew seats must pay for Season Tickets in full by September 1st.
 - a. If payment is not received in full by October 1st, a \$100 per seat late penalty will apply.
 - b. If Season Tickets and late penalties are not paid in full by November 1st, Season Tickets will be **FORFEITED**.
 - c. Only tickets paid for by the September 1st deadline will be guaranteed souvenir tickets. Tickets paid for after this deadline may be issued standard RODEO AUSTIN ticket stock.
- RODEO AUSTIN will fill empty seats in the lower bowl of the arena each night. If your seat(s) are unoccupied at the end of the Bareback Riding, Event Staff ushers will allow “seat warmers” to fill your seats until you arrive.
- A select number of seats in the arena may be deemed Founders Box Seats. Only Rodeo Austin Founder members are eligible to purchase season ticket packages in Founders Box Seats.

SERVICE FEES

- All online, phone center, and mobile device ticket purchases will incur the following Service Fees based on the face value of the ticket:

Ticket Price (FROM)	Ticket Price (TO)	TOTAL FEE PER TICKET
\$0.01	\$9.99	\$2.60

\$10.00	\$19.99	\$3.20
\$20.00	\$29.99	\$4.00
\$30.00	\$39.99	\$4.80
\$40.00	\$174.99	\$5.35
\$175.00+		\$8.00

- Additional fees will be applied for the following services:
 - a. U.S. Postal Service Mail Fee: \$3.50 per order
 - b. 2nd-Day Mail Fee: \$17.95 per order
 - c. Phone Center Fee: \$2.00 per ticket
 - d. Box Office Fee: \$5.00 per order processed through the Rodeo Austin office, including season tickets, groups, and other specialty ticket orders.

TICKET RESELLING

- RODEO AUSTIN forbids the resale or attempted resale of tickets at a price higher than the face value printed on the ticket. Violations may result in a ticket seizure and/or cancellation.
- Rodeo Austin does not condone the scalping of tickets. You assume all risk when purchasing tickets through a scalper, third-party reseller, or non-authorized ticket center.
- RODEO AUSTIN shall not knowingly sell tickets to ticket resellers.

UNACCOMPANIED MINORS

- All minors 12 years of age or younger must be accompanied by a parent or guardian over the age of 18.
- Rodeo Austin will report all unaccompanied minors to onsite security officers for the safe return of the minor to the appropriate legal guardian.

WEAPONS

- Rodeo Austin hosts family-friendly events and takes seriously the safety and security of its attendees, hiring law enforcement and security officers to ensure public order is maintained.
- Rodeo Austin will not allow firearms, knives with blades longer than three inches, or weapons

of any kind at any Rodeo Austin produced event. That includes concealed carry and open carry of firearms.

- Pursuant to Section 30.06, Penal Code (Trespass by License Holder with a Concealed Handgun), a person licensed under Subchapter H, Chapter 411, Government Code (Handgun Licensing Law), may not enter this property with a concealed handgun.
- Pursuant to Section 30.07, Penal Code (Trespass by License Holder With an Openly Carried Handgun), a person licensed under Subchapter H, Chapter 411, Government Code (Handgun Licensing Law), may not enter this property with a handgun that is carried openly.

NOTIFICATIONS OF POLICY AMENDMENTS

- RODEO AUSTIN reserves the right to revise the RODEO AUSTIN Ticket Policies at any time.
- RODEO AUSTIN's Executive Committee reserves the final and absolute right to interpret these Policies and settle and determine all matters, questions and differences in regard thereto or otherwise arising out of or connected with, or incident to, RODEO AUSTIN; and to amend or add to these Policies as its judgment may determine at any time. Any ticket holder who violates any of these Policies will forfeit all privileges and be subject to such penalty as the Executive Committee may order.
- The Executive Committee shall have the further right to delegate any or all of the rights, authorities and responsibilities which it has under these Policies to such RODEO AUSTIN Management as it deems appropriate.