



# RODEO AUSTIN TICKET POLICIES

**By purchasing, accepting, or using a Rodeo Austin ticket, any original ticket holder or subsequent ticket holder(s) agree to the RODEO AUSTIN TICKET POLICIES included herein.**

## GENERAL

- For the purpose of these Policies, a ticket includes all gate passes, parking passes, registrations or entry fees for BBQ Austin, Kick Open the Chutes, and Rodeo Austin fairgrounds, carnival, livestock show, and ProRodeo & Concert events, whether paid or complimentary.
- 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.
- All tickets must be presented in their original format, whether print-at-home, mobile, souvenir Season Tickets, or box office ticket stock. Mobile tickets are the only acceptable form of digital tickets – photographs, screenshots, or other forms of ticket duplications will not be accepted.
- 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 will be searched upon entrance to the RODEO AUSTIN fairgrounds, and ticket holder hereby consents to such search and waives all related claims.
- RODEO AUSTIN prohibits certain items on its premises. A list of these items will be provided at [www.RodeoAustin.com](http://www.RodeoAustin.com) and on signage at or around all security check points.
- 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](http://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**

- RODEO AUSTIN takes place rain or shine. No refunds will be issued for inclement weather.
- All RODEO AUSTIN events and entertainment are subject to entertainer, date and time changes. Refunds may or may not be issued in response to these changes.
- RODEO AUSTIN reserves the right to determine the appropriate course of action for each refund situation and modify accordingly.
- If any refunds will be issued due to event changes or cancellation, RODEO AUSTIN will make a public statement informing ticket holders of the exact procedure they must follow to obtain the refund.
  - a. It is the ticket holder's responsibility to have an updated email address on file with RODEO AUSTIN and to opt-in to receive emails from the organization.
  - b. Ticket holder acknowledges that he/she may not receive important messages regarding refunds if he/she opts out of the RODEO AUSTIN email system.
- Only valid ticket holders of paid, qualified tickets are eligible for refunds, including:
  - a. Individuals who purchased directly from the RODEO AUSTIN administrative office, including Season Ticket holders, BBQ teams, Mutton Bustin' participants, and livestock show entrants.
  - b. Individuals who purchased online at [www.RodeoAustin.com](http://www.RodeoAustin.com) or [www.Etix.com](http://www.Etix.com)
  - c. Individuals who purchased onsite at the RODEO AUSTIN box office or via the RODEO AUSTIN/Etix phone sales center
- Tickets obtained from any source not listed in Sections "a.", "b.", or "c." (above), including complimentary tickets and tickets purchased from a third-party reseller or resale website WILL NOT BE ELIGIBLE for a refund of any kind.

- Tickets that have already been scanned, validated, or used to gain entry to an event will not be eligible for a refund.
- Any approved refunds will be issued less service fees, fees levied by RODEO AUSTIN, Etix, and its credit card processor.
- Season Ticket holders can only request a refund for the entire ticket package. Refunds for individual nightly performances will not be granted. Refund requests must be placed in writing in writing by emailing [Tickets@rodeoaustin.com](mailto:Tickets@rodeoaustin.com) prior to the start of the opening night ProRodeo & Concert performance. Refunds will be issued less service fees, fees levied by RODEO AUSTIN, Etix, and its credit card processor.

## **SEASON TICKETS**

- Season Tickets are sold in groups of four (4) seats.
- RODEO AUSTIN Season Ticket holders opting to renew seats must complete the online renewal form *and* remit full payment to RODEO AUSTIN by September 1<sup>st</sup>.
  - a. If the online renewal form *and* full payment is not received by September 1<sup>st</sup>, a \$100 per seat late penalty will apply.
  - b. If Season Tickets and late penalties are not paid in full by October 1<sup>st</sup>, Season Tickets will be FORFEITED.
  - c. Only tickets paid for by the September 1<sup>st</sup> deadline will be guaranteed souvenir tickets. Tickets paid for after this deadline may be issued standard RODEO AUSTIN ticket stock.
- RODEO AUSTIN may fill vacant seats in the lower bowl of the arena each night. If your seat(s) are unoccupied at the end of the evening's rodeo performance, Event Staff ushers may allow "seat warmers" to fill your seats for the concert.
- 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, in-app, and phone center ticket purchases will incur Service Fees based on the face value of the ticket.
- An additional \$2.50 per order will be applied for phone center sales.
- Mail fulfillment rates are \$2.50 per order for regular mail and \$19.95 per order for express mail.
- Additional fees may be applied for onsite box office sales and RODEO AUSTIN administrative office sales.

## **TICKET RESELLING**

- RODEO AUSTIN's official ticket provider is Etix. RODEO AUSTIN is in no way affiliated with any other ticket provider and cannot guarantee ticket authenticity from other providers.
- You assume all risk when purchasing tickets through a scalper, third-party reseller, or non-authorized ticket center, and RODEO AUSTIN will not be able to guarantee validation or grant refunds for purchases through any avenue other than Etix.
- 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. RODEO AUSTIN reserves the right to cancel any and all tickets found to be resold for higher than face value prices.
- 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.
- Event personnel 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 fixed blades or blades longer than four 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 the rights, authorities and responsibilities which it has under these Policies to such RODEO AUSTIN Management as it deems appropriate.