



RODEO AUSTIN TICKET POLICIES

The purchaser of the ticket and any subsequent holder agrees to the RODEO AUSTIN Ticket Policies and the following terms:

- All persons, including children, must present a ticket to enter the arena.
- Use of ticket constitutes agreement with the terms listed.
- All persons must hold and keep their ticket stub.
- This ticket is a revocable license and admission may be refused.
- All events and entertainment are subject to entertainer, date and time changes.
- No refunds, exchanges or cancellations, except in the event of Loss of Arena or Entertainer Cancellation – see policy below.
- Accommodations for persons with disabilities require advance request to (512) 477-6060.
- 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, firearms, cameras, video cameras, recording devices, laser pointers, bundles and containers of any kind.
- 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.
- 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 or consent to Holder.
- Ticket holder agrees not to transmit information about the event, including, but not limited to, any written account, picture or video.
- The 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.
- A season ticket holder must be the purchaser of their season seats. The season ticket holder must write the check for the tickets or be the name on the credit card used for payment.
- Season tickets will only be sold in groups of four (4) seats.
- RODEO AUSTIN forbids the resale or attempted resale of this ticket at a price higher than the face value printed on the ticket. Violations may result in a ticket seizure and/or cancellation.
- A purchased ticket to the RODEO AUSTIN may only be resold through the official Texas Box Office Reseller.
- RODEO AUSTIN shall not knowingly sell tickets to ticket resellers.
- 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,

texasboxoffice.com, Rodeo Austin box office, Texas Box Office Phone Center, official Texas Box Office Outlet, or through the StubHub Official Ticket Re-Sale Program.

- 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, texasboxoffice.com, Rodeo Austin box office, Texas Box Office Phone Center, official Texas Box Office Outlet, or through the StubHub Official Ticket Re-Sale Program 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 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.
- RODEO AUSTIN reserves the right to revise the RODEO AUSTIN Ticket Rules at any time.
- RODEO AUSTIN's Executive Committee reserves the final and absolute right to interpret these Rules and settle and determine all matters, questions and differences in regard thereto or otherwise arising out

of or connected with, or incident to, the RODEO AUSTIN; and to amend or add to these Rules as its judgment may determine at any time. Any ticket holder who violates any of these Rules 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 Rules to such RODEO AUSTIN Management as it deems appropriate.
- Ticket holder acknowledges that purchasing a ticket to any RODEO AUSTIN event grants RODEO AUSTIN permission to contact ticket holder via the e-mail address provided at the time of purchase. Ticket holder may unsubscribe from RODEO AUSTIN mailing lists at any time.
- RODEO AUSTIN does not sell or share ticket purchaser's personal data to/with other parties.
- Ticket holder acknowledges that the RODEO AUSTIN Ticket Rules are available online at www.RodeoAustin.com.
- 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 ticket 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 deadline will be issued souvenir tickets. Tickets paid for after the September 1st 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.