

## PRICING AND AVAILABILITY

TicketsWest is the ticketing provider for Reno Rodeo. Reno Rodeo sets the ticket prices and determines the seat locations. Tickets are generally sold through a variety of distribution points, including online, through a phone center, and at the venue's ticket office. Most distribution points generally access the same ticketing system and inventory. Therefore, tickets for popular days of the rodeo may sell out quickly. Additional tickets may become available prior or on the day of the performance, however, TicketsWest does not control this inventory or its availability.

## CANCELLATION POLICY

All sales are final. Tickets are non-refundable; however, they are exchangeable if notified within 48 hours of event. The only person who can cancel tickets is the person whose name is on the account. If there is a reason that no suitable performance is available for exchange, the customer can elect to be issued a refund for the amount of the order, **less** per order fees.

## PAYMENT POLICY

The Reno Rodeo accepts Visa, MasterCard, Discover and American Express for all qualifying events whether in person or online. Payment for tickets is at the point of sale. If a credit card isn't available, customers may call the Reno Rodeo Ticket Office and send a check made out to "Reno Rodeo Association" (if it is received at least a week before show), but **NO SEATS WILL BE RESERVED** until payment has been received.

## TICKET FEES AND ORDER CHARGES

Tickets purchased through the Site are typically subject to a per ticket fee and/or a non-refundable per order charge. There may also be a phone fee (for orders taken by phone) and a delivery charge (online purchases) added as well. A customer may go directly to the venue ticket office and pay a 3% surcharge/convenience fee on all credit card products except on debit, check cards and cash transactions.

## REFUNDS AND EXCHANGES

Before purchasing tickets, carefully review your event and seat selection. The Reno Rodeo generally does not issue refunds or exchanges after a ticket has been purchased with respect to lost, stolen, damaged or destroyed tickets. In addition, we may occasionally offer tickets at a discount after the original on sale date and will not refund the difference between the original price and the sale price.

By purchasing tickets for the Reno Rodeo, you agree that you will not attempt to evade, avoid, or circumvent any refund prohibitions in any manner. You also agree to not dispute or seek a “chargeback” from the company whose credit card you used to purchase Reno Rodeo tickets from this Site. Should you do so, your tickets may be cancelled, and the Reno Rodeo may, in its sole discretion, refuse to honor pending and future ticket purchases made from all credit card accounts or online accounts on which such chargebacks have been made, and may prohibit all persons in whose name the credit card accounts exist and any person who accesses any associated online account or credit card or who otherwise breaches the provision from purchasing tickets through the Reno Rodeo Site and/or TicketsWest.

Refunds issued for tickets are for face value paid and all per ticket fees, less per order fees. Refunds can only be issued using the same method of payment that was used to purchase the tickets. If a credit card was used to make the refunded purchase, then only that actual credit card will receive the credit for the refund. The Reno Rodeo will not be liable for travel or any other expenses that you or anyone else incurs in connection with a cancelled or postponed event.

We cannot refund or exchange tickets for events that are less than 24 hours away. You may contact the Rodeo Ticket Office at 775-329-3877 x132 to discuss the severity of the situation.

## **CANCELLED AND POSTPONED EVENTS**

Occasionally, events are canceled or postponed. We will attempt to contact you to inform you of refund or exchange procedures for that event. For exact instructions on any canceled or postponed event, please check our website or call the Reno Rodeo Office.

If an event is canceled, and you purchased tickets through the Reno Rodeo or TicketsWest’s online systems, we will automatically issue a refund to the credit card that you used to purchase that ticket. If a ticket was purchased through the Rodeo Ticket Office in person, you may only be able to receive the refund by presenting the ticket yourself at the Rodeo Ticket Office where it was purchased, or a copy of your tickets can be emailed as proof of receipt.

If the event was moved or rescheduled, Reno Rodeo may set refund limitations such as a cutoff date prior to the event to request a refund. Please contact the Reno Rodeo if you are not able to attend the rescheduled event. Please be sure to have your account number available so we can expedite your refund if applicable. You also have the option to donate your ticket order amount to the Legacy Project, renamed the Nevada Western Heritage Center, which is the funding campaign for renovating the Reno Rodeo Arena. Per order fees are normally not refunded on rescheduled or postponed events.

## DELIVERY OPTIONS

When you purchase tickets for the Reno Rodeo, there are several different delivery options to choose from, depending on where you live, how much time is left before the event starts, or how quick and accessible you would like to have your tickets. Please carefully review the list of delivery methods offered during the purchase process and their requirements:

- **Delayed Mobile** – Due to COVID-19 and the uncertainty of events being cancelled or postponed at the last minute, we have decided to implement “Delayed Delivery” on all tickets when they first go on sale. Tickets would be purchased normally online, in person and by phone but you will not receive the actual tickets until a later date. You will receive a confirmation email that will show that date, time and seat locations that you purchased. Please keep that information somewhere safe and accessible so if you have any questions regarding your tickets, we can look up your transaction. A second email will be sent that contains the link to click on to download your tickets to your phone at a later date. We highly recommend you use your Wallet App on your iPhone or android phone to store your tickets for easy access.

### DESCRIPTION FROM ONLINE PAGE:

Reno Rodeo tickets will be issued in May 2022. At that time, you will receive an email containing a link to download your mobile device ticket(s) to Apple Wallet or Google Pay. Once your tickets have been emailed, you can download your tickets from the My Account page on your mobile device or download them from the link in the email.

- **Delayed Print at Home** – Tickets will be emailed to you as a .pdf file at a later date. After you complete the checkout process, you will receive a confirmation email. A second email will be sent to you at a later date that contains your actual tickets. Please make sure to check your SPAM or BULK email box for your Print-at-Home tickets if they are not in your primary folder. Allow time for your email delivery, if you do not receive your Print-at-Home tickets prior to the day of the event, please log back into your account and select Re-Issue Your Print-at-Home Tickets. Please contact the Reno Rodeo Ticket Office if you do not receive your initial Print at Home email or your Re-Issue attempt. If you reissue the barcodes on Print at Home Tickets, or request that we reissue them, then you are responsible for making sure the tickets with the new barcode are used. We will not be liable if entry is refused due to attempted use of voided tickets. If you cannot receive your re-issued tickets you must contact the ticket office to have replacement tickets issued and held for you at Will Call.

### DESCRIPTION FROM ONLINE PAGE:

Tickets will be issued in May 2022. You will receive a separate email containing a link to download a PDF of your ticket(s). All orders will receive two emails - one confirming your order and a second containing the link to your ticket(s).

- **Will Call** – Tickets will be available for pick up at the ticket office on the day of the event. Tickets left at Will Call will not be refunded. Will Call start and end times are subject to change and are not grounds for a refund. You must present a valid state issued picture ID, and your confirmation receipt. If you are unable to pick up your order because you do not have the aforementioned items in your possession at the time and place of pickup, you will not receive a refund for this purchase.

## LIMITATION OF LIABILITY

- Dirt and other objects may fly into the spectator area during an event which may possibly cause injury. Always stay alert before, during and after the event. If struck, immediately ask an usher for directions to a medical station. You voluntarily assume all risks and danger incidental to the event for which the ticket is issued, whether occurring before, during or after the event, and you waive any claims for personal injury or death against the Reno Rodeo Association, TicketsWest, venue management, and/or participants, each as applicable, and all of their respective parents, affiliates, and subsidiaries and the agents, officers, directors, owners and employees of each of them on behalf of yourself and any accompanying minor. You bear all risks of inclement weather. Event date and time are subject to change.
- Reno Rodeo and TicketsWest will not be responsible for any losses or damages arising from your attendance at such events, including claims for personal injury, or damage to personal property, or any other claims for negligence on the part of the Event Provider. You, on behalf of yourself and any accompanying minor, hereby release and forever discharge TicketWest and its parents, affiliates and subsidiaries and their respective agents, officers, directors, owners and employees from any liability or claims for damages that may arise as a result of your attendance at the events. It is hereby understood that the purchase of tickets by you and your attendance at such events shall not be construed as an assumption on the part of TicketsWest of responsibility, liability, or control of the events.

## UNLAWFUL RE-SALE OF TICKETS; COMMERCIAL PURPOSES

- Unlawful resale (or attempted resale), counterfeit or copy of tickets is grounds for seizure and cancellation without compensation. In addition, Reno Rodeo reserves the right to restrict or deny ticket purchasing privileges to anyone that Reno Rodeo determines to be, or has been, in violation of this policy. Because Reno Rodeo does not guarantee the authenticity of tickets purchased from any non-authorized third party reseller (such as brokers or individuals), Reno Rodeo recommends you purchase tickets directly through Reno Rodeo and TicketsWest, or from the Rodeo Ticket Office to ensure ticket authenticity. Tickets may not be used for advertising, promotions, contests or sweepstakes, unless formal written authorization is given by the Reno Rodeo, provided that even if such consent is obtained, any use of Reno Rodeo and TicketsWest trademarks and other intellectual property is subject to both parties consent.

## THIRD PARTY WEBSITES

- This Site may hyperlink to sites not maintained by or related to the Reno Rodeo. Hyperlinks are provided as a service to users and are not sponsored by or affiliated with this Site or Reno Rodeo, and Reno Rodeo makes no representations or warranties about the content, completeness, or accuracy of those third party sites. Information you submit at a third-party site accessible from this Site is subject to the term of that site's privacy policy, and Reno Rodeo has no control over how your information is collected, used, or otherwise handled.