



## Houston Livestock Show and Rodeo™

P.O. Box 20070 · Houston, Texas 77225 · 832.667.1000 · rodeohouston.com

### **RODEOHOUSTON® Refund Procedures for the Wednesday, March 8, 2017, performance**

Upon request and per the guidelines below, refunds will be given to the original purchaser of tickets purchased between Jan. 9, 1 a.m., and March 6, 10 a.m., at the Houston Livestock Show and Rodeo™ Ticket Office or NRG Park Box Office; or online at AXS.com or rodeohouston.com.

**Refunds must be requested before 8 a.m., Wednesday, March 8.**

**For tickets purchased from rodeohouston.com, hlsr.com or axs.com:**

- The original purchaser must call 855.239.7207.
- The full purchase amount, including service fees, will be refunded to the credit card used to purchase the tickets.

**For tickets purchased at the Houston Livestock Show and Rodeo Ticket Office or the NRG Park Box Office:**

- The original purchaser may request a refund by phone at 832.667.1080 or in person at the Show's Ticket Windows, located on the second floor of NRG Center.
- For tickets purchased with a credit card, the full purchase amount will be returned to the card used to purchase the tickets.
- For tickets purchased with cash or check, cash will be refunded to the original purchaser. Cash refunds will be handled in person only at the Show's Ticket Office.

**Refunds will not be issued for:**

- Season Tickets;
- tickets scanned for entrance to NRG Park on March 8;
- tickets purchased before Jan. 9, 1 a.m.;
- tickets purchased after 10 a.m., Monday, March 6;
- or any tickets purchased from any entity other than rodeohouston.com, hlsr.com, or AXS.com, or at one of the two box offices listed above.

Once a refund is issued, the original tickets will not be valid for admission and the barcode will be de-activated.

If a refund is not requested, the original ticket, regardless of the entertainer name on the ticket, will be valid for admission.