



HOUSTON LIVESTOCK SHOW AND RODEO™

NRG Park • March 3-22, 2020

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

4/3/20

2020 TICKET OPTIONS

Half-Price Carnival Packs, Carnival Tickets, Food Cards, Grounds Admission Tickets and Season Grounds Passes

HALF-PRICE CARNIVAL PACK BUYERS: The deadline to upload your Carnival packs and decide to roll-over your packs or request a refund has been extended to Friday, April 10, 2020, at midnight.

THE PROCESS

Everyone who purchased Half-Price Carnival Ticket Packs will have the option to **roll their remaining tickets to be used at the 2021 Carnival** or **get a refund for unused ride and game tickets**. Regardless if you choose rollover or refund, everyone must upload their ticket packs to the Rodeo Carnival App.

- All customers that have created an account in the Rodeo Carnival App will receive a push notification (text message) informing them that they will need to open the Rodeo Carnival app and, if prompted to do so, install an update that will enable them to rollover or request their refund. The Rodeo Carnival App will walk you through the **Rollover** or **Refund** Process. We have made this process as simple as possible. If you choose to rollover, you will immediately receive a card in your account that contains bonus tickets which represents 20% of your remaining half-price tickets.
- Once you upload the Half-Price Carnival Packs to the app, you may choose your option of Rollover or Refund.
- **Only one Rollover/Refund request per customer. Do not submit your request before adding all of your Half-Price Carnival Packs. Once you hit submit, there is no option to Rollover or Refund additional packs.**
- If you purchased full-price carnival tickets and want to request a refund, email info@rcsfun.com or call 602.935.4060. These are the tickets and packs bought on-site at the Carnival.

TIMELINE

To ensure we get everyone's request processed quickly, we are asking for all Half-Price Carnival Packs to be uploaded and the decision to roll-over or refund be made by **Friday, April 10, 2020, at midnight.**

ROLLOVER HALF-PRICE CARNIVAL PACKS

You will receive a push notification via text message notifying you to open the Rodeo Carnival App, and if prompted, to get the latest update. The updated app will offer the ability to rollover your half-price carnival tickets. If you choose to roll over to 2021, you will receive 120% of your remaining tickets per pack. A card will automatically appear in your account. If someone had 100 tickets remaining, they will see 120 next year when they come to the Carnival.

REFUND HALF-PRICE CARNIVAL PACKS

For those seeking a refund on unused half-priced ride and game tickets, you need to make sure you have registered your Carnival Packs in the Rodeo Carnival App. Within the next few days

you will receive a push notification via text message notifying you to open the Rodeo Carnival app. If you have not already installed the latest version of the app, you will be prompted to update. The updated app will offer you the ability to request a refund for your unused tickets. Once the request for refund has been processed, all half-price tickets and coupons will automatically be removed from your account. Once our offices are re-opened, we will begin processing all requests. Checks will be mailed as soon as possible.

FOOD CARDS

All Food Cards purchased for 2020 will rollover and be valid for the 2021 Houston Livestock Show and Rodeo.

- If you purchased a Food Card online and have not picked it up, it will be available at Will Call in 2021.

GROUNDS ADMISSION TICKETS

Unused Grounds Admission Tickets can be rolled over and used for the 2021 Houston Livestock Show and Rodeo — simply hold onto your ticket and use it at the gates in 2021. If you do not want to rollover Grounds Admission Tickets to the 2021 Show, you can come to the Rodeo offices and apply for the refund once we re-open. Grounds Admission Tickets must be presented and scanned for use to apply for refund.

GROUNDS SEASON PASS

Grounds Season Passes can be rolled over and used for the 2021 Houston Livestock Show and Rodeo — simply hold onto your pass and use it at the gates in 2021. If you do not want to rollover your Grounds Season Pass to the 2021 Show, you can come to the Rodeo offices and apply for the refund once we re-open. Refunds on Grounds Season Passes will be pro-rated based on usage.

- If you used your pass three or more times, there is no refund.
- If you used your pass two or fewer times, you will receive a pro-rated refund.
- If you purchased a Season Pass online and have not picked it up, it will be available at Will Call in 2021.

Anyone who does not want to upload the Half-Price Carnival Packs to the Rodeo Carnival App can come to the Rodeo offices and apply for the refund once we re-open. We will be announcing hours specifically to handle Half-Price Carnival Ticket Sales issues at some point in April. All timelines will be fluid based on mandates from local authorities and best practices. Our number one concern is the health and safety of our staff, volunteers and customers.

- For questions regarding full-price carnival tickets bought on-site at the Carnival, please email info@rcsfun.com.
- For all other questions, please email CTSCstatus@rodeohouston.com.