



HOUSTON LIVESTOCK SHOW AND RODEO™

NRG Park • March 3-22, 2020

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

2020 Carnival Pre-Sale FAQs

1. What's new/changed regarding the 2020 Half-Price Carnival Pack Pre-Sale process?

2020 Carnival Packs are Going Digital!

- It's the same great half-price carnival packs (including ride/game tickets and coupons) without the paper!
- Rodeo carnival guests will use a smartphone to access their ride/game tickets and coupons by downloading the free RODEOHOUSTON App and the Rodeo Carnival App.

2. How do I access my carnival packs?

1. Download the free Rodeo Carnival app
2. Open the Rodeo Carnival App
3. Tap "Click here to Register" and setup your account
4. Click "Carnival Packs & Carnival Tickets"
5. Click "Add or Send a Carnival Pack" and follow the onscreen instructions to use your carnival coupons and carnival tickets directly at ride, game and food booths in the RCS Carnival Midway

3. Can my family members and friends still ride and play from the same pack?

Yes, your family and friends can log into your account from their own smartphone.

4. Can I buy and then give a carnival pack to a family member or friend?

Yes! If you've purchased online, click on the "Click Here to Load Your Carnival Packs" link located on your receipt and follow the instructions. If you load the pack to your phone, this cannot be undone. You will have to transfer each ticket, one by one, with the person standing next to you.

Yes! If you've purchased a fulfillment card from a Rodeo volunteer and haven't uploaded to the Rodeo Carnival app yet, you can give the card to anyone and they can upload to their Rodeo Carnival app account at their convenience. If you load the pack to your phone, this cannot be undone. You will have to transfer each ticket, one by one, with the person standing next to you.

5. Can I buy and then give individual tickets or coupons to a family member or friend?

Yes, select the coupon or ticket you want to send, check the transfer box, and follow the in-app instructions. *Note: The recipient must have an account with the Rodeo Carnival App. Transfers can only be done with the phones side by side, transfers are once and are final.*

6. Can I add ride and game tickets to my account?

Yes, through the Rodeo Carnival app, you can purchase additional full-price ride and game tickets.

7. What do I do if my phone dies?

Charging stations *will be available at kiosks throughout the carnival.*

8. Is WiFi available in the carnival area?

Additional WiFi will be available in the carnival area during the 2020 Rodeo.

9. What if I don't have a smartphone?

If you do not have a smartphone, you can take your carnival pack (either the pack you purchased from a volunteer or the e-ticket from your online order) to any ticket booth at the entrances to the Houston Livestock Show and Rodeo to exchange for a paper version. **DO NOT** scratch off the QR code if you are planning to exchange your card. **DO NOT** load the packs if you plan to exchange to the paper version.

10. Who do I contact for support?

- For app support, call 832.390.0470.
- For on-site help or assistance, visit the nearest RCS Guest Services location within the carnival.