



HOUSTON LIVESTOCK SHOW AND  
**RODEO**<sup>™</sup>



P.O. Box 20070  
Houston, Texas 77225  
832.667.1000  
[rodeohouston.com](http://rodeohouston.com)

## Carnival Ticket FAQs

**All unused 2020 Carnival Packs, Carnival Food Cards,  
NRG Park Admission Tickets and Ground Season Passes  
will be valid during the 2022 Rodeo**

***All refunds will be paid via check.  
Please allow two weeks from receipt of request for refund processing.***

### I HAVE HALF-PRICE CARNIVAL TICKETS AND WANT A REFUND:

- ***I have already uploaded my carnival pack to the Rodeo Carnival App:***
  - Within the Rodeo Carnival App, click REFUND and follow the in-app steps
  - ***Multiple packs?*** You MUST upload ALL your carnival packs BEFORE submitting
  - Carnival packs must be uploaded by March 19, 2021
  - Checks will be mailed by March 31, 2021
  
- ***I have not uploaded my carnival pack to the Rodeo Carnival App:***
  - Download the Rodeo Carnival App to your mobile device
  - Register an Account and follow the instructions on the back of the carnival card
  - If you purchased online and have a link, click the link on your receipt and upload your pack to your device
  - Within the Rodeo Carnival App, click REFUND and follow the in-app steps
  - ***Multiple packs?*** You MUST upload ALL your carnival packs BEFORE submitting
  - Carnival packs must be uploaded by March 19, 2021
  - Checks will be mailed by March 31
  
- ***I do not have or do not want to download the Rodeo Carnival App:***
  - Visit [rodeohouston.com](http://rodeohouston.com) to print a refund [form](#)
  - Complete the [form](#) and mail to the Houston Livestock Show and Rodeo, along with your unused carnival pack (we recommend getting a mailing tracking number)
  - The Rodeo will verify the remaining balance
  - Checks will be mailed by March 31, 2021, or two weeks after the form and pack is received
  
- ***I absolutely want to submit my request in person:***
  - Visit [rodeohouston.com](http://rodeohouston.com) to print a refund [form](#)
  - Complete the [form](#) and bring to the Rodeo offices, along with your unused tickets
    - Office hours will be Saturday, April 10, 2021, and Saturday, April 24, 2021, from 9 a.m. to 3 p.m. (Located in NRG Center)
      - Due to the current health situation, the Rodeo offices at NRG Park are closed until further notice, therefore, please follow the health guidelines for entering NRG Park.
        - Masks and health screenings are required for entry to NRG Park. Please enter at Gate 10 (Kirby and McNee) and tell security you are here for “Carnival Refunds.” Park in the Red Lot.
  - The Rodeo will verify the remaining balance within a few days
  - Refund checks will be mailed by May 15, 2021

**I EXCHANGED MY CARNIVAL PACK FOR PAPER TICKETS, I PURCHASED ONSITE AT A TICKET BOOTH, AND/OR I HAVE NRG PARK ADMISSION TICKETS, GROUNDS SEASON PASSES, CARNIVAL FOOD CARDS AND WANT A REFUND:**

- ***I cannot come to the Rodeo offices but want a refund:***
  - Visit [rodeohouston.com](http://rodeohouston.com) to print a refund [form](#)
  - Complete the [form](#) and mail to the Houston Livestock Show and Rodeo, along with your unused tickets (we recommend getting a mailing tracking number)
  - The Rodeo will verify the remaining balance
  - Checks will be mailed by March 31, 2021, or two weeks after the form and tickets are received
- ***I absolutely want to submit my request in person:***
  - Visit [rodeohouston.com](http://rodeohouston.com) to print a refund [form](#)
  - Complete the [form](#) and bring to the Rodeo offices, along with your unused tickets
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        - Masks and health screenings are required for entry to NRG Park. Please enter at Gate 10 (Kirby and McNee) and tell security you are here for “Carnival Refunds.” Park in the Red Lot.
  - The Rodeo will verify the remaining balance within a few days  
Refund checks will be mailed by May 15, 2021

**I WANT TO ROLLOVER MY TICKETS TO 2022:**

- ***I already uploaded my carnival pack to the Rodeo Carnival App:***
  - There is no action necessary. Simply use your carnival pack at the 2022 Rodeo.
- ***I have not uploaded my carnival pack to the Rodeo Carnival App:***
  - Download the Rodeo Carnival App to your mobile device prior to the 2022 Rodeo
  - Register an Account and follow the instructions on the back of your carnival card
  - If you purchased online and have a link, click the link on your receipt and upload your pack to your device
- ***I do not have or do not want to download the Rodeo Carnival App:***
  - Bring your card to the Will Call windows during the 2022 Rodeo to exchange for paper tickets
- ***I have NRG Park Admission Tickets, Grounds Season Passes and Carnival Food Cards:***
  - There is no action necessary. Simply use your NRG Park Admission Tickets, Grounds Season Passes and Carnival Food Cards at the 2022 Rodeo.

**IN 2020, I ROLLED OVER MY TICKETS TO THE RODEO CARNIVAL APP, BUT NOW I WANT A REFUND:**

- Refunds may be requested through the Rodeo Carnival App.

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