2020 TICKET OPTIONS & FAQs
Rodeo/Concert Tickets (Season and Individual Tickets)

2020 SEASON TICKET HOLDERS
OPTIONS:
1. Donate the balance of your 2020 Season Tickets to the Houston Livestock Show and Rodeo. (An acknowledgement of your donation will be provided.)
2. Rollover the balance of your 2020 Season Ticket purchase for the March 11 – 22 performances to your 2021 Season Ticket purchase. If you choose this option, there is no action needed on your part.
3. Request a refund of the balance of your 2020 Season Tickets. (Refunds will be completed by April 30, 2020.)

An email will be sent to 2020 ticket buyers this week to choose an option. If you do not respond by April 3, your balance will automatically rollover to your 2021 Season Ticket purchase.

If you, as a Season Ticket holder, transferred any of your tickets via Flash Seats to another user, the March 11 – 22 tickets will be removed from their Flash Seats account and returned to your Season Ticket holder account, which will then allow the Rodeo to complete the option you chose above. Refunds are sent to the original purchaser. If you sold your tickets, you will need to handle the refund directly with the purchaser.

If you purchased tickets through a secondary ticket provider, such as VividSeats, StubHub, Seat Geek or Ticketmaster, please contact those sites directly for information.

2020 INDIVIDUAL TICKET PURCHASERS
OPTIONS:
1. Donate the cost of your 2020 tickets to the Houston Livestock Show and Rodeo. (An acknowledgement of your donation will be provided.)
2. Request a refund of the cost of your 2020 tickets. (Refunds will be completed by April 30, 2020.)
   a. Refund Deadline: April 3, 2020

An email will be sent to 2020 ticket buyers this week to choose an option.

If you purchased secondary market tickets through RODEOHOUSTON/AXS/Flash Seats, refunds will be automatically processed by April 30, 2020, and refunds will come from AXS.

If you purchased tickets through a secondary ticket provider, such as VividSeats, StubHub, Seat Geek or Ticketmaster, please contact those sites directly for information.
FAQS

What if I bought tickets online through the RODEOHOUSTON, AXS or Flash Seats site?
• If you bought primary or secondary market tickets through rodeohouston.com or axs.com, see above for the Individual Ticket Options. Credits to your card will come from AXS.
• If you purchased secondary market tickets through Flash Seats, your card will be credited automatically, and no action is required on your part. Credits to your card will come from AXS.

What if I bought or sold tickets via VividSeats, StubHub, Seat Geek or Ticketmaster, or another secondary market provider?
• If you purchased or sold tickets through a secondary ticket provider, such as VividSeats, StubHub, Seat Geek or Ticketmaster, please contact those sites directly for information.

What if I purchased tickets through social media, through friends, etc.?
• You would have to contact the person that sold you the tickets.

What if I bought tickets in person at the Rodeo or NRG Park Box offices?
• **Cash or Check** – If you purchased your tickets with cash or check, you must bring your ticket(s) to the Rodeo ticket window on the second floor of NRG Center to get a refund. The refund will be issued by a company check and mailed by April 30. Due to the current health situation, the Rodeo offices are closed. We will communicate when our offices reopen.
• **Credit Card** – If you purchased your tickets with a credit card, your credit card will be credited by April 30, 2020. There is no additional action needed from the purchaser.

Do I have the option to donate to the Rodeo?
• Yes, you can donate to the Rodeo.
  • If you purchased online through the RODEOHOUSTON or AXS websites, you should receive an email and you can choose Donate as an option.
  • If you purchased onsite at the Rodeo or NRG Park Box offices and want to donate to the Rodeo, visit rodeohouston.com/donate.

What if I sold tickets via AXS/Flash Seats?
• If you sold tickets through AXS/Flash Seats, AXS will refund the purchase price to the buyer.
• If you have not requested your funds, AXS will remove the funds from your account.
• If you have requested and received the funds, AXS will charge your credit card on file for the amount paid to the buyer.
  • If your credit card cannot be charged the full amount, the amount due will be reduced from your balance of your March 11 – 22, 2020, tickets.

For additional information, email tickets@rodeohouston.com.