



**HOUSTON LIVESTOCK SHOW AND RODEO™**

**NRG Park • March 3-22, 2020**

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

4/4/2020

## **2020 TICKET OPTIONS & FAQs**

### **Rodeo/Concert Tickets (Season and Individual Tickets)**

**TICKET BUYERS: Thank you for your patience as we work through the refund process. Refunds will be processed by April 30, 2020.**

#### **2020 SEASON TICKET HOLDERS**

**An email was sent to 2020 season ticket buyers to choose an option, with a deadline of April 3. After April 3, balances AUTOMATICALLY ROLLED OVER to 2021 Season Ticket purchases.**

#### **OPTIONS WERE:**

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.
3. **Request a refund** of the balance of your 2020 Season Tickets. (Refunds will be completed by April 30, 2020.)

#### **Transferred Tickets**

- If you transferred any of your tickets via Flash Seats to another user, the March 11 – 22 tickets were removed from your Flash Seats account and returned to your Season Ticket holder account, which allows the Rodeo to complete the option you chose.

#### **Sold Tickets**

- 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 has removed the funds from your account.
- If you have requested and received the funds, the amount due to AXS has been reduced from any refund balance you may have had from your March 11 – 22, 2020, tickets.
  - If the refund balance of your March 11 – 22, 2020, tickets did not cover the amount due to AXS, your credit card was charged the remaining balance due.

**Scroll to page 2 for Individual Tickets**  
**Scroll to page 3 for FAQs**



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## 2020 INDIVIDUAL TICKET PURCHASERS

### Purchased online via RODEOHOUSTON or AXS

An email was sent to 2020 ticket buyers to choose an option. If you did not respond by April 3, your balance will be refunded to your credit card by April 30, 2020.

#### OPTIONS WERE:

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

### Purchased in person at NRG Park Box Office or Rodeo Ticket Window – with an email address on file, and purchased via cash, check or credit card

An email was sent to 2020 ticket buyers to choose an option. If you did not respond by April 3:

- **Purchased via credit card:**
  - Your balance will be refunded to your credit card by April 30, 2020.
- **Purchased via cash or check:**
  - A check will be mailed to you by April 30, 2020.

#### OPTIONS WERE:

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

### Purchased in person at NRG Park Box Office or Rodeo Ticket Window – with no email address on file

- **Purchased via cash or check:**
  - **To request a refund** for your March 11 – 22, 2020, Rodeo tickets, you must bring your Rodeo tickets to the Rodeo offices once the offices re-open. Please visit [rodeohouston.com](http://rodeohouston.com) for the latest updates on our reopening.
- **Purchased via credit card:**
  - **Refunds** for your March 11 – 22, 2020, Rodeo tickets will be refunded to the credit card used to purchase the tickets.



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## FAQS

### What if I bought tickets online through the RODEOHOUSTON, AXS or Flash Seats site?

- If you bought primary 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 was credited 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 who 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. 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 at [rodeohouston.com/donate](https://rodeohouston.com/donate).

### What if I sold tickets via AXS/Flash Seats?

- If you sold tickets through AXS/Flash Seats, AXS has refunded the purchase price to the buyer.
- If you have not requested your funds, AXS has removed the funds from your account.
- If you have requested and received the funds, the amount due to AXS has been reduced from any refund balance you may have had from your March 11 – 22, 2020, tickets.
  - If the refund balance of your March 11 – 22, 2020, tickets did not cover the amount due to AXS, your credit card has been charged the remaining balance due.

For additional information, email [tickets@rodeohouston.com](mailto:tickets@rodeohouston.com).