



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

Feb. 28 – March 19, 2023

3 NRG Park  
NRG Center  
Houston, Texas 77054  
832.667.1000

[rodeohouston.com](http://rodeohouston.com)

## 2023 Carnival FAQs

**Half-Priced Carnival Pack sales end Saturday, Feb. 25, 2023.**

### Carnival Product: Half Priced Carnival Packs and Food Cards

*New this year: Food cards purchased online will now be delivered to your rodeohouston app similar to the delivery of half priced carnival packs.*

**1. I can't find my online carnival product or food card order, what do I do?**

[Please click here to locate your order.](#)

**2. If I buy carnival product, can I transfer to a family member or friend?**

You can! As long as the recipient has an account set-up in the rodeohouston app and it is within the transfer guidelines.

- I have a Half Price Carnival Pack but I have not loaded it to my rodeohouston App: Simply hand the card to the recipient and have them follow the instructions on the back of the card. *Note: Recipient needs to have their own account set up on the rodeohouston App.*
- I already have tickets loaded into my account on the rodeohouston App: Using the simple in-app instructions, you can easily transfer or share entire carnival packs and/or food cards to anyone with an account in the rodeohouston App.
  - You can transfer an unlimited amount of half price carnival packs.
  - You can transfer no more than 5 digital food cards and/or full price carnival tickets.

**3. 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 the green RCS Guest Services booth located within the carnival to exchange for a paper version. **DO NOT scratch off the QR code if you are planning to exchange your card.**

[Please click here to view a map of RCS Guest Services locations.](#)

**4. Can I use tickets that I bought last year?**

Unfortunately, all carnival related products including half priced carnival packs, food cards, carnival and admission tickets are only valid for the current year. We allowed tickets to rollover from the 2020 Rodeo to the 2022 Rodeo after the 2020 Houston Livestock Show and Rodeo was cancelled due to Covid-19 concerns.

We have resumed back to our normal policy that carnival packs and tickets are valid only for the year purchased.

**5. Where can I find a list of rides and games, including number of tickets needed?**

This information is currently unavailable. Please check back soon!

**6. How much are carnival tickets for 2023?**

Ride and game tickets cost \$.50 cents each. They can be purchased through the rodeohouston app or in-person at any RCS Ticket Booth or Kiosk in the carnival area.

**7. What happens if it rains during my visit?**

Some attractions may close due to inclement weather and will not reopen until conditions permit safe operation. Please enjoy a meal or shopping until such weather passes. Rodeo Houston does not issue rain checks or refunds for inclement weather.

**8. What do I do if my phone dies?**

Charging stations will be available at kiosks throughout the carnival.

**9. Is Wi-Fi available in the carnival area?**

Yes, a Wi-Fi network named "Carnival Wi-Fi" will be available when you are in the carnival area during the 2023 Rodeo. There is also improved cell phone connectivity throughout NRG Park grounds.

**10. Who do I contact for support?**

- For general questions, email [carnival@rodeohouston.com](mailto:carnival@rodeohouston.com)
- For on-site help or assistance, please visit the nearest RCS Guest Services location within the carnival.