

## TICKET FAQ's

### **General**

**When do tickets go on sale?** Tickets for the 2024 Season went on sale May 2<sup>nd</sup>, 2024.

**When does the Ticket Office open?** The Ticket Office will open for the 2024 Season on Thursday, Jun 20<sup>th</sup>, 2024.

**Can tickets be refunded or exchanged?** All sales are final. We do not refund or exchange any tickets.

**What if I have misplaced my online tickets?** If you have lost your tickets, please use the ["Lost Ticket"](#) feature on our website.

**When do we stop mailing tickets?** 10 days before the event date, but tickets can be held for ticket pickup, or you can choose mobile or print at home tickets.

**When are tickets mailed out?** If you purchased tickets online and selected mail delivery, they will be mailed out within 10 business days, unless noted otherwise.

**How do I pick up tickets set for Ticket Pickup?** Tickets must be picked up by the person whose name is on the order, and they must bring a photo ID and order number to the Ticket Office. If you need to change the name of the person picking up tickets, please email [tickets@carodeo.com](mailto:tickets@carodeo.com).

**Can I pick up my tickets instead of printing them out?** No, the delivery method chosen at checkout is final.

**What if my physical tickets were lost or damaged?** Tickets that were lost or damaged and were purchased at the Ticket Office cannot be replaced. Tickets that were lost or damaged and were purchased online can be found using the ["Lost Ticket"](#) feature on the Tickets page.

**What if an event is canceled?** In the event an event is canceled and you purchased your tickets online, you will automatically be refunded the ticket price — except applicable fees — if you ordered your tickets online through carodeo.com. No additional action is needed, and you won't need to reach out. Refunds will be delivered — except applicable fees — to the same credit card used for purchase. The refund process should take 30 days. You can email questions about ticket refunds to [tickets@carodeo.com](mailto:tickets@carodeo.com). Tickets purchased at the Ticket Office will need to be refunded in person at the Ticket Office or by completing a form online, once available.

**What if an event is postponed?** In the event an event is postponed, you will be contacted via email (if an email was provided at checkout) with the new event information as soon as we are updated. Unless notified otherwise, your tickets will be valid for the new event date. If you are unable to make the new event date and refunds have been approved by the artist, team, venue and/or promoter, you will need to contact the Ticket Office via email at [tickets@carodeo.com](mailto:tickets@carodeo.com).

**What are the dates for the Rodeo?** This year's Rodeo will take place from July 18<sup>th</sup> through the 21<sup>st</sup>. 2024. Bull Riding will be on Wednesday, July 17<sup>th</sup>, 2024.

**Do you have accessible seating available?** General Admission Accessible seating is available in front of the box seats in the West Grandstand. Each person is allowed 2 companion seats with purchase of a wheelchair accessible seat. Disabled seating in this area alternates with one bleacher with 2 seats and a space for 1 wheelchair. We also have semi-ambulatory seating in the West Grandstand Box Seats for those who have a mobility disability but who wish to use a seat that is not in a wheelchair seating location.

**How old does a child need to be to have a ticket?** Children 2 & up must purchase a ticket. Children under 2 are free but must sit on a lap. Children ages 2 to 12 can purchase a discounted kid's ticket when available.

**What sections are covered?** Rows 21 & up are covered in the West Grandstand, however shade may start at a higher or lower row depending on where the sun is. There is no shade in the North or South Grandstand.

**Do You Offer Military Discounts?** Occasionally we have promotional tickets for Eligible veterans, active-duty military personnel, first responders and their families. Please visit Veteran Tickets Foundation at [www.vettix.org](http://www.vettix.org) or First Tickets Foundation at [www.1sttix.org](http://www.1sttix.org) to check availability (*You must use an existing or create an account to request tickets*).

## **Rodeo**

**What row is closest to the arena?** In the West and North Grandstands, the lettered box seats are closest to the track and arena respectively, followed by row 1 in the numbered sections. In the South Grandstand, Row 1 in Sections 55-60 are the closest to the arena.

**What are box seats?** Box seats are premium individual seats in the North and West Grandstands. They are the seats closest to the arena and track respectively. Our box seats are split into two rows of three seats, six seats total per box. Most of these seats are sold to Season Ticket Holders, any boxes not purchased by them may be released to the public.

**What is general admission?** General admission is first come first serve seating in the upper portion of the North Grandstand.

**What events take place?** The arena features bareback riding, saddle bronc riding, bull riding, team roping, steer wrestling, and more. On the track there are also specialty performances, horse races, barrel racing, mutton busting and more.

**What other things are there to do at the California Rodeo Salinas?** We have plenty of food and merchandise vendors across the midway as well as underneath the West Grandstand in the mall. We also have a Kids Corral that is free. It is filled with games and activities for kids. For those 21 and over we have the Coors Banquet Bull Xing Cantina, the Crown Royal Saloon, and the Short Branch Bar.

**When do Bull Xing Tickets go on sale?** Tickets to the Coors Banquet Bull Xing Cantina went on sale May 2<sup>nd</sup>, 2024.

**How can I purchase VIP tickets?** VIP tickets are only sold in Sponsor packages. If you would like to get more information on Sponsor Packages please contact Victoria Carlisle, Sponsor Manager at [vcarlisle@carodeo.com](mailto:vcarlisle@carodeo.com).

## **Bull Riding**

**Do you have accessible seating available?** General Admission seating is available in front of the box seats in the West Grandstand. Each person is allowed 2 companion seats with purchase of an accessible seat. Disabled seating alternates with one bleacher with 2 seats and a space for 1 wheelchair.

**How old does a child need to be to have a ticket?** Children 2 & up must purchase a ticket. Children under 2 are free but must sit on a lap. Children ages 2 to 12 can purchase a discounted kid's ticket when available.

**What sections are covered?** Rows 21 & up are covered in the West Grandstand, however shade may start at a higher or lower row depending on where the sun is. There is no shade in the North or South Grandstand.

**What are box seats?** Box seats are premium individual seats in the North and West Grandstands. They are the seats closest to the arena and track respectively. Our box seats are split into two rows of three seats, six seats total per box. Most of these seats are sold to Season Ticket Holders, any boxes not purchased by them may be released to the public.

**Is there general admission?** There is no General Admission for the Bull Riding event, all seats are assigned.

**What other things are there to do at the event?** We have plenty of food and merchandise vendors across the midway as well as underneath the West Grandstand in the mall. For those 21 and over we have the Coors Banquet Bull Xing Cantina, and Short Branch Bar.

**When do Bull Xing Tickets go on sale?** Tickets to the Coors Banquet Bull Xing Cantina went on sale on May 2<sup>nd</sup>, 2024.

**How can I purchase VIP tickets?** VIP tickets are only sold in Sponsor packages. If you would like to get more information on Sponsor Packages please contact Victoria Carlisle, Sponsor Manager at [vcarlisle@carodeo.com](mailto:vcarlisle@carodeo.com).

## **2020 Toby Keith Concert**

**Are there refunds or exchanges being offered?** Yes, please visit [our website](#) for more information.

**I purchased tickets from another website, how do I get the tickets?** We are not responsible for tickets bought from a third-party seller. Please contact the place where you bought them from. Please note that tickets bought from unauthorized sources may not be valid for entry.

## **Fall Round Up Festival**

**When will tickets go on sale?** Unfortunately, we will not be having this event for 2024.