

# Guest Services

It is the goal of the management, staff and volunteers of the Galveston County Fair and Rodeo to make your visit to the Fairgrounds enjoyable, memorable, and of course SAFE!

The Galveston County Fair and Rodeo provides a diverse amount of services that will enable you to enjoy the Fair including hand washing stations, parking lot tram services, ATMs and more...



**Parking:** Parking is free at the fairgrounds. Be sure to lock your vehicle, and take note of where you are parked. Take a minute to familiarize yourself with your surroundings when you arrive to avoid confusion when you depart. When driving in the parking lots, please drive with caution and watch for pedestrian traffic.



## Accessible Parking:

Parking spaces for ADA guests are available and located in all Fair parking areas, with a valid state-issued license plate or placard, on a first come, first served basis. Accessible drop-off and pick-up is just outside of the Main Ticket Booth (Gate 1).

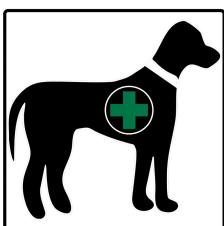
Upon arrival at the fair, please make sure to pick up a schedule of events at the Ticket Booth. This is the best way to plan your day and locate all the activities there are to see and do at the Galveston County Fair and Rodeo



**Cameras:** There will be plenty of memorable moments, so bring your camera or video camera and capture the special day forever. Please note: The maximum length of a camera lens to be 6".



**Pets:** We love pets, but the fair is not pet friendly. Pets are not permitted on the Fairgrounds except service animals in compliance with the ADA.



## Service Animals

Service dogs and miniature horses are welcome at the Galveston County Fair and Rodeo provided they are on a leash or lead at all times. A member of your party must remain with the animal. Currently, the ADA provides no definition of therapy, comfort or emotional support service animals and as such are not considered service animals nor permitted at the Galveston County Fair and Rodeo.

For more information about service animals and the ADA, please visit their website at [ADA.gov](http://ADA.gov).



**Restrooms:** Are located at the Rodeo Concession Building, The Ed Pickett Building and the Hospitality Room. Portable restrooms are also available throughout the Fairgrounds.



**Smoking/e-cigarettes/Vaping:** Smoke free/e-cigarette free/Vaping free zones include the Livestock Barn, the Ed Pickett Memorial Building, the Livestock Office, the main Office Building, the Cookoff Building, and the Boots N Wine Garden.

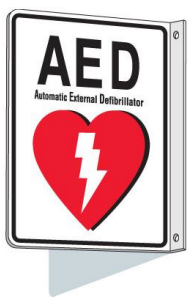


**Diaper Changing Facilities:** Are available in all permanent restrooms.

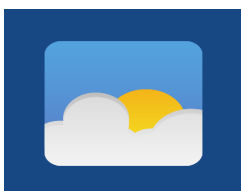


**First Aid:** The first aid building is located at Gate 2, (up at the front of the fairgrounds between the Main Office Building and the CookOff Office Building. The Galveston County Fair and Rodeo has a staff of EMTs and other health-care professionals who can treat minor injuries and assess when a Fair guest should be transported to a hospital.

First Aid can come to you if you are hurt on the Fairgrounds. Please contact the nearest security officer so that he or she can summon our First Aid Team.



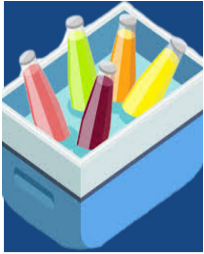
**Automated External Defibrillators (AEDs):** Automated External Defibrillators (AEDs) are located with the Health-Care Staff onsite.



**Weather:** Check the weather report and be prepared with sunscreen and visors on warm, sunny days. Have a jacket or sweatshirt for cool evenings. A poncho or umbrella is a good idea if skies turn gray.



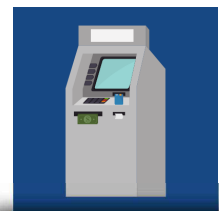
**Shoe Attire:** Wear comfortable shoes. With over 25 acres of activities and the fairground, there will be plenty of walking.



**Leave coolers at home:** No glass containers, bottles, cans, outside food and beverages, coolers or picnic baskets are permitted to be brought in onto the fairgrounds during operational hours.



**Tram:** For your convenience, parking lot trams are provided and run daily to and from the Main Gate.



**ATMs:** ATMs are conveniently located throughout the Fairgrounds. (see Fairgrounds map for locations). Major credit cards (MasterCard, Visa, Discover and American Express) are accepted at the Fair's Box office. Some or all of those credit cards are accepted at most food and product vendor booths.



**Phone Charging Station:** A phone charging station is located in the Ed Pickett Memorial Building.



**For your Safety & Health:** The Galveston County Fair and Rodeo asks everyone to wash his or her hands before leaving the restrooms, animal areas, petting zoo and barns especially before eating. There are hand-sanitizing stations located through-out the fairgrounds and food-court area.

Report A Lost Item



**Reporting A Lost Item:** If you lose something at the Galveston County Fair and Rodeo, please call 409-986-6010. If there is no answer, be sure to leave a voice message. Be sure to - 1.) Describe the lost item, using as much detail as you can, including the date you attended the Fair. 2.) Speak Clearly, leave your name and phone number. Speak slowly enough that the office personnel can write down your phone number. 3.) If you lost a cell phone, please include the phone brand and the phone service, as well as any other information that will help identify your phone (such as distinctive case or custom decoration). 4.) If you lost your keys, please include information such as approximate number of keys, if it is a keyless fob, whether they are car, home or office keys, and whether there is a key ring decorative item.

**Claiming A Lost Item If You Have Heard From The Main Office That They Have Definitely Or May Have Your Lost Item:** If it is during the fair, Come to the Main Ticket Booth, the ticket taking personnel or the office personnel can help you. If it is after the fair, come to the Main Fair office.

Report A Found Item



**Reporting A Found Item:** If you have found someone's lost item, You can bring it to the Main Ticket Booth, located at the Main Entrance or You can take it to the Security Building, located behind the Rodeo Arena.

**Lost People:** Children who have become separated from their parents are brought to the Main Office, where they will have a quiet place to wait. We act quickly to find lost children and reunite them with their parents. Children who become separated from their parents should go to a uniformed Fair Security Officer, or a Fair Board Member (easily identified by their badge).

**Take a Photo:** Parents are encouraged to use their mobile phone to take a photo of their child on arrival. Should you become separated, a photo will help our Security to quickly find the child.

**Wear a "People Find" Bracelet:** We recommend that children, and adults who would find it useful, to wear a "People Find" bracelet, which is available at the Main Office building. Write a mobile phone number (but not the child's name) on the inside of the wristband, where it is accessible to Fair personnel but not to the public. These wristbands may be worn by anyone of any age who is unable to remember a phone number.





**Selfie Sticks/Tri-pods/Mono-pods:** For safety reasons, selfie sticks/tri-pods/mono-pods are strictly prohibited and may not be brought onto the Fairgrounds during the Galveston County Fair and Rodeo



**Authorized Personnel:** During the Fair, only authorized personnel are allowed in any of the offices located on the Fairgrounds. If you have business with the Main Fair office at the Youth Building, please enter thru the main doors during office hours, do not try to enter thru the kitchen door.



**Promotional Materials:** Unauthorized solicitation of business of any kind with patrons, contracted vendors, and/or performers is strictly prohibited. Unapproved solicitors will be escorted off the grounds and unauthorized promotional material will be confiscated.



**Clothing Policy:** The Galveston County Fair and Rodeo is a Family-Oriented Event. All clothing should be family friendly and shouldn't create a distraction. Guest are required to wear footwear, shorts/pants and shirts at all time. Prohibited attire includes Clothing that identifies the wearer as part of a gang or one that supports a gang, Transparent clothing, Clothing displaying offensive message/language, Clothing that exposes inappropriate portions of the body



**Skateboard, Roller Skates, Hoverboards:** Do not bring skateboards, hoverboards, foot-powered scooters, roller skates, shoes with wheels in the soles and similar types of wheeled transportation inside the fenced area of the fairgrounds. This is for your safety and the safety of the other patrons who visit the Fair.



**Bicycles:** You may ride your bicycle to the Galveston County Fair and Rodeo, but you may not bring it inside the gates.



**Other Prohibited Items:** For the Safety of all of our fair guests, The following items are not permitted at the Galveston County Fair and Rodeo, Weapons (Please help us keep the Fair safe and fun for all! Keep all weapons at home or in your vehicle), Laser Pointers, Pepper Spray/Mace, Glass Bottles/Containers, Fireworks, Illegal Drugs, Any Noise Making Devices such as air horns/bull horns/megaphones/whistles or similar items, Drones with or without cameras, Remotely Controlled Aircraft or Ground Vehicle, Disruptive Behavior or Unlawful Acts

Possession, distribution or use of any controlled substance

Drug Paraphernalia

Display of colors associated with gang activity

Disorderly Conduct

Soliciting

Political Campaigning

Banners Judged to be in poor taste or offensive



**Mobility Rentals:** Please note, the Fair does not have any mobility rentals. With over 25 acres within the fence and another 38 acres of parking, if you require mobility assistance, feel free to bring your own wheelchair or electric scooter.



**Accessible Seating in the Rodeo Arena**

The ADA seating areas are located on the North side of the Rodeo Arena.



### Wagons

Wagons are allowed to pull small children in.



### Battery Operated Scooters:

Strollers, wheelchairs and battery operated scooters are allowed.



NO DRONES

### Drones/UAVs/UASs

Drones, quad-copters and/or any type of remote controlled craft are not allowed on the fairgrounds. The Galveston County Fair and Rodeo, Inc., prohibits the use of all remote control devices of any type, including, but not limited to, aircraft, drones, quad-copters, cars or trucks, on or above property owned, leased or controlled by the Fair. Operation of such remotely controlled aircraft or ground vehicles without prior written consent of the "Fair", or proper law enforcement authority will result in the confiscation of all related materials, being removed from the Fair property, and/or prosecution under Texas Law.



**Air-Conditioned Building:** The Ed Pickett Memorial Building is Air Conditioned. Please access if you feel the need to cool off.



**Overnight Camping in the Parking Lot:** There will be no overnight camping in the parking lot at any time during the Fair.

### PLEASE NOTE:

The Galveston County Fair and Rodeo, Inc., is --- and always has been --- a private entity. The Fair leases the property from the County of Galveston but is not a part of the County or controlled by a government body