



Last Updated: May 15, 2024

## **TICKET TERMS AND CONDITIONS**

By opting to purchase, allocate or possess tickets to any event at the Salinas Sports Complex, you automatically agree to our terms of use. If you have issues with any of the terms and conditions listed below or do not agree with the risk mentioned here, please do not purchase tickets.

We may make changes to these Terms at any time. Any changes we make will be effective immediately when we post a revised version of these Terms on the Site. The "Last Updated" date above will tell you when these Terms were last revised as well as at the end of this document. By continuing to use this Site after that date, you agree to the changes.

### **DISCLAIMER AND LIMITATION OF LIABILITY**

You voluntarily assume all risks whether occurring prior to, during and after this event. You agree to release the organization, facility, participants, Saffire and their respective affiliates and representatives from responsibility and related claims.

### **RECORDING, TRANSMISSION AND EXHIBITION**

By attending the Event, you understand, agree, and acknowledge that (i) you may be photographed and filmed, and (ii) you hereby provide Management with your absolute, express consent to be photographed and filmed. You further understand and agree that these images and/or recordings can be registered, stored, transmitted, broadcast/streamed, rebroadcast, and sold for archival, promotional, and/or commercial purposes, in any manner, throughout the universe, and in any media, now known or hereafter devised, without any compensation to you.

### **UNLAWFUL RE-SALE OF TICKETS**

Do not make additional copies of your ticket(s); duplicates will be rejected. Purchase of ticket by a third party is not authorized and carries a risk of being fraudulent. Unlawful sale or attempted sale subjects' tickets to revocation without refund. Tickets obtained from unauthorized sources may be invalid, lost, stolen or counterfeit and so are void.

### **ADMISSION**

The code on each ticket allows redemption of the item described, and it will be scanned for authenticity. Event reserves the right to require photo ID for entry. The ticket is a revocable license to fulfill this item. Management may, without refund, revoke this license and refuse admission or redemption for non-compliance with these terms or for disorderly conduct. Children under 2 years of age do not require a ticket and must sit on an adult ticket holder's lap for selected performances only.

### **RAIN OR SHINE**

Event will take place rain or shine. The event date and time is subject to change without notice; such changes do not constitute a reason for refund or exchange.

### **CLEAR BAG POLICY**

A clear bag policy will be in effect for events produced by the California Rodeo Association in order to enhance security and efficiency entering the arena at the Salinas Sports Complex. The policy limits fans to one clear bag (not to exceed 12x6x12", logo size cannot exceed 4.5x3.4"), or clear backpack or clear fanny pack per person and one small clutch or purse (not to exceed 4.5x8.5") for personal items. Medically necessary items and diaper bags (must accompany a child) are the only exceptions; however, they are still subject to search.

### **SUBJECT TO SEARCH**

Holder of a ticket consents to allowing a search of their person and/or personal possessions for purposes of ensuring the safety of all event attendees and to ensure no contraband, weapons, or unauthorized items are brought into the facility.

### **ITEMS NOT ALLOWED**

For your safety and comfort, as well as the safety and comfort of those around you, the following items are NOT allowed on the grounds, exhibit areas or rodeo arena:

- Weapons
- Laser Pointers
- Artificial Noisemakers
- Banners and Signs
- Outside Food and Drinks except one factory sealed, non-alcoholic, less than 24 oz water bottle per person.
- Cans or Glass Bottles & Personal Coolers
- Umbrellas
- Seat cushions with backs. (Seat cushions without backs must not exceed 18 inches wide and contain no pockets, zippers, or concealable items)
- Pets (except Service Animals)
- All Persons, Bags, Jackets and Blankets will be searched
- Smoking is prohibited
- Strollers are prohibited in the grandstands
- Recording, transmission, distribution or selling of any description, account, picture, video, audio or other reproduction of the event is strictly prohibited without permission.

### **REFUNDS/EXCHANGES**

By proceeding with a purchase from the California Rodeo Salinas you acknowledge that you have read, understood, and agree to abide by the terms outlined in this disclosure regarding refunds.

Please note that all ticket sales are deemed as final transaction, and we do not offer refunds, exchanges or cancellations. This policy applies to all ticket purchases made through our website or any authorized ticketing platforms. The California Rodeo Salinas recommends acquiring tickets only through our authorized platforms and does not guarantee authenticity for tickets purchased, exchanged or otherwise obtained through unauthorized platforms.

We understand that unforeseen circumstances may arise that prevent you from attending an event. However, due to the nature of event planning and logistics, we are unable to accommodate refund requests, including but not limited to:

- Change in personal plans
- Travel disruptions
- Inclement weather
- Artist or performer lineup changes
- Venue changes

### **DISPUTES OR CHARGEBACKS**

Disputing charges processed by or on behalf of the California Rodeo Salinas including by its partner, Saffire or SaffireTix, may result in being blacklisted (banned) from future purchases and should not be used a method for obtaining a "refund".

### **LOST/STOLEN/DAMAGED TICKETS**

Keep tickets in a cool, safe place. Ticket(s) can be damaged by exposure to heat or sunlight. We are not responsible for lost, stolen, damaged or destroyed tickets and are under no obligation, and, in many instances, are not able to replace tickets.

### **CANCELED/POSTPONED EVENTS**

Occasionally, events are canceled or postponed by the promoter, team, band, artist, act, or venue, etc. Should this occur, it is the customer's responsibility to check for the status of an event. We will attempt to contact you to inform you of refund or exchange procedures for that event. For exact instructions on any canceled or postponed event, please check the event information page online or contact us.

In the event an event is canceled, you most likely will be refunded the face value/printed value of the ticket(s), no additional fees will be refunded. Please check the event information page online for exact instructions.

In the event an event is postponed, you will be contacted via email (provided at checkout) with the new event information as soon as we are updated. Unless notified otherwise, your tickets will most likely be valid for the new event date. Please check the event information page online for exact instructions.

### **CONTACTING US**

If you have any questions or concerns regarding this policy or need assistance with your ticket purchase, please don't hesitate to contact our customer support team at [tickets@carodeo.com](mailto:tickets@carodeo.com).

### **INFORMATION REGARDING COVID-19**

Please refer to the [California Department of Public Health](#) for up to date information about COVID-19 and the guidelines that are in place for "Outdoor Mega Events" at that time.

### **EFFECTIVE DATE AND CHANGES**

The California Rodeo Salinas reserves the right to modify the terms of this policy at any time and in our sole discretion, by posting a change notice to this page.

This policy was last modified on May 15, 2024.