

# PENDLETON ROUND-UP™



&

# Happy Canyon



## Pendleton Round-Up & Happy Canyon Ticket Policy

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*This policy applies to Pendleton Round-Up (PRU) and Happy Canyon (HC) advanced and season tickets only. There are separate policies for Concert and Banner Bank Pendleton PBR Classic tickets. The Pendleton Round-Up & Happy Canyon reserves the right to revise the ticket policy at any time. The current ticket policy is available on the official web site at [www.pendletonroundup.com](http://www.pendletonroundup.com) or [www.happycanyon.com](http://www.happycanyon.com). You may also contact the PRU/HC Ticket Office and request a copy of the policy to be mailed to you.*

## GENERAL TICKET INFORMATION:

### **Pendleton Round-Up & Happy Canyon Ticket Office Contact Info**

Mailing address: PO BOX 609, Pendleton, OR 97801

Physical address: 1330 SW Court Ave; Pendleton, OR 97801

Phone: 800-45-RODEO or 541-276-2553; option 1- tickets

Fax: 541-276-9776

Email: [tickets@pendletonroundup.com](mailto:tickets@pendletonroundup.com)

- **Child Seating Policy-** All children 3 and over will be charged full admission. Only children two years old and under who do **not** occupy a seat will not require a ticket and must sit on their parent/guardians lap during the performance. Children who have reached their 3rd birthday are required to have a ticket to attend any PRU/HC performance.
- **Accessible Seating-** Please contact the Pendleton Round-Up & Happy Canyon ticket office for information on accessible seating. Due to limited availability, we cannot guarantee accessible seating will be available for all performances. The re-sale or transfer of accessible seating is prohibited. Management reserves the right to take appropriate action regarding the misuse of these tickets which may result in the relocation or revocation of tickets without refund.
- **Fan Code of Conduct-** The Pendleton Round-Up & Happy canyon is committed to providing an enjoyable and safe experience. Irresponsible conduct will not be tolerated at either the PRU and/or HC event venues or in its parking lots and, in some cases, may result in arrest and/or ejection from the premises. The following will not be tolerated:
  - Behavior that is unruly. Disruptive, or illegal in nature.
  - Intoxication or other signs of alcohol impairment resulting in irresponsible behavior.
  - Foul or abusive language or obscene gestures.
  - Interference with the performance (including throwing objects into the arena or on stage).
  - Failing to follow instructions of the PRU/HC personnel.
  - Verbal and physical harassment of fans.
  - Any other conduct deemed to be beyond the bounds of reason.*Repeat violations of the above policy may result in the permanent revocation of season tickets, regardless of whether or not the spectators or violators using the tickets are the season ticket holders of record.*
- **Individual Ticket Sales-** Individual tickets for the Pendleton Round-Up and/or Happy Canyon can be purchased by phone at 800-45-RODEO or 541-612-3421, at the ticket office or through [www.pendletonroundup.com](http://www.pendletonroundup.com) or [www.happycanyon.com](http://www.happycanyon.com). Payment in full is required when making ticket reservations.
- **1910 Room Ticket Sales-** Tickets are sold on a first come, first serve basis and must be purchased at the time of booking. Tickets are only available for purchase directly by phone or through the box office. Ticket levels include: Buckaroo (single ticket at a bistro style table), Silver (table of 8), and Private (private suite for 20). All Ticket purchase includes; 4 course meal and all alcoholic and non-alcoholic drinks. Must be 21 & over to be in the 1910 room. Outside food is allowed in the 1910 room; no food or drinks from the 1910 room are allowed to leave.
- **Third Party Ticket Purchases-** [etix.com](http://etix.com) is the official ticketing platform for the Pendleton Round-Up & Happy Canyon. PRU/HC is not responsible for ticket purchased at any other non-affiliated third party websites, as tickets may be lost, stolen or counterfeit, and will not be honored by PRU/HC. It is unlawful to obtain or attempt to obtain admission by fraud. All such admissions or attempted admissions will be prosecuted to the fullest extent of the law.

- **Refunds & Exchanges-** The Pendleton Round-Up & Happy Canyon has a strict no refunds or exchanges policy. If for any reason you are unable to use your tickets, you may sell them at face value on-site in the designated resale area located across from the east ticket booth in Roy Raley Park or through one of the resale programs, which includes the Pendleton Chamber of Commerce or [pepsiticketlocator.com](http://pepsiticketlocator.com)
  - **All sales are final.** PRU/HC is not responsible for lost, stolen or forgotten tickets or replacement tickets.
  - PRU/HC reserves the right to refuse and/or revoke any ticketed admission without refund.
  
- **Event Cancellation-** PRU/HC will contact ticket purchasers in regards to event cancellation prior to the event(s) happening and procedure for the event(s). For cancelled events, credit card purchases will be refunded to the credit card used for the purchase within 20 business days of the cancellation announcement. PRU/HC cannot refund to an alternate credit card. If your credit card changed numbers since you made the purchase this should not impact your ability to receive the refund. If you no longer have an account with the same credit card provider, please notify us at [tickets@pendletonroundup.com](mailto:tickets@pendletonroundup.com) so that we may provide further assistance. Those who purchased from the PRU/HC box office with cash and/or check must take their tickets to the box office during normal business hours to receive a refund. Checks will be issued to the purchaser within 20 business days of the cancellation announcement. Only the face value of the ticket will be refunded. **Fees associated with the order may or may not be refunded and will be determined by a per event cancellation basis. Fees which include but not limited to the delivery fees, convenience fees, and processing fees.**
  - Cancellation of or impact on the event and/or performance(s) from an act of God, strikes, epidemics, and any act or order of any public authority or any cause, similar or dissimilar, beyond the control of PRU/HC, reserves ticket holder/purchaser no right to refund or exchange, and PRU/HC is not obligated to provide substitute performance(s) and/or event.
  
- **Replacement Ticket Policy-** In the event that a ticket has been lost or left behind and needs to be replaced, it must be done in the manner specified below. Only the account holder of record, with proper identification (driver's license, passport, or state identification card) can obtain replacement ticket(s). Replacement tickets may only be obtained at the ticket office windows. Replacement tickets will not be re-mailed. The Pendleton Round-Up and Happy Canyon reserves the right to charge a processing fee of up to \$5.00 per ticket for lost tickets, at the sole discretion of the Box Office Manager. In the case of stolen ticket(s), a police report must contain the account holder of record's name, the exact section, row and seat(s) that were stolen and which performances(s) the tickets were stolen for. A copy of the police report must be presented to the Round-Up & Happy Canyon Ticket Office prior to the issuance of replacement tickets.
  
- **Releasing of tickets-** If the original account holder wants to release tickets to another patron tickets can be picked up at will call only. The account holder must email [tickets@pendletonroundup.com](mailto:tickets@pendletonroundup.com) releasing the tickets from their name and into the new ticket holder's name. They must also specify the exact tickets to be released which includes the exact event, performance, section, row and seat(s). The original ticket barcode will be canceled and a new barcode will be created. The new ticket holder must present a valid ID to pick up the tickets at will call. Releasing tickets to the Pendleton Chamber of Commerce for resale must also be done via email to [tickets@pendletonroundup.com](mailto:tickets@pendletonroundup.com) specifying the exact event, performance, section, row, and seat(s). After we receive the release email, we will take the tickets to the Pendleton Chamber of Commerce. ***No releases of tickets will be accepted over the phone. The PRU/HC reserves the right to charge the account holder a \$5 release fee per order, fee must be paid before release will occur.***
  
- **Will Call-** Tickets may be left at either the PRU/HC Box Office during the event. The customer picking up these tickets must present a valid photo ID for tickets to be issued. Any tickets not picked up from the Ticket Office by the time the office closes (usually an hour after the performance begins) on the night of the event can be obtained from the main gate security.

**Advanced Orders-**These are tickets that can be purchased beginning 15 months in advance or June 1 of each year. (Example- June 1, 2019 you may order tickets for the 2020 Round-Up/Happy Canyon)You may order your tickets online at [www.pendletonroundup.com](http://www.pendletonroundup.com) or In-person and by phone at the Pendleton Round-Up and Happy Canyon Office. Payment in full is required at the time ticket orders are placed either online or by phone. Patrons that choose the standard mail delivery option will receive their tickets beginning May of the current year. If the print@home delivery method is chosen the patron will receive their tickets through their confirmation email that they receive. Patrons must print out tickets and bring them to the entry gates to be scanned. Mobile tickets will be accessible through the confirmation or the account manager. Tickets must be ready to be scanned when entering the gate.

#### **Delivery Method Options:**

- Standard Mail Delivery- Tickets are mailed out at the beginning of May of the year that ticket(s) are purchased for. We will stop mailing all tickets 14 business days prior to the performance. Only Will call and print@home will be available for the delivery method \*fee applies
- Will Call- A valid ID is required to pick up the tickets at will call by only the account holder of the tickets. \*fee applies
- Print@home- must be printed and presented at the gate for entrance. \*tickets may not be viewable or accessible until closer to the event
- Mobile Tickets- Can be shown and scanned at gate for entrance \*tickets may not be viewable or accessible until closer to the event

*\*fees are subject to change at any time without notice. Change in delivery method is also subject to a fee.*

## **SEASON TICKET INFORMATION**

Ticket orders for the Pendleton Round-Up and/or Happy Canyon can be put on a season ticket status at the request of the purchaser. A season order entitles you to the same seats each year. To establish a NEW season ticket order, requester must fill-out a new season ticket request form and must be turned in by May 1<sup>st</sup> of the year prior of requesting seats. If a form is received after May 1<sup>st</sup> the form will go to the next year and the patron will have to purchase regular tickets for the current year. (i.e. Patron fills out a new permanent request form in April 2019, the request will go on file for 2020 Round-Up. If the patron wants seats for 2019 Round-Up, they will have to purchase from the available seats at the time of order). Forms are available at the Round-Up/Happy Canyon ticket office and online at [pendletonroundup.com](http://pendletonroundup.com). By signing the season ticket request form the season ticket holder agrees to the ticket policy(s). The new season ticket holder(s) will be notified that they have been established with a new season ticket account and a copy of the current ticket policy. The Pendleton Round-Up and Happy Canyon reserves the right to refuse season tickets to anyone at any time.

**South Grandstand Box Seats for Round-Up** – South Grandstand box seats are available on a season ticket status only. Box seat holders must purchase the same seats for all four days. If the ticket holder does not purchase the South Grandstand Box Seats for any one year, the season ticket order will be canceled and the box seats made available others on the waiting list. **The waiting list for South Grandstand Box Seats is lengthy and names are no longer being taken.**

**Centennial West Grandstands box seats for Round-Up-** West Grandstand box seats are available on a season ticket status basis only. There is an initial first year buy in to become a box seat holder in the west grandstands. Contact the box office if you are interested in purchasing west grandstand box seats and initial buy in information. **Box seat holders must purchase the same seats for all four days. If the ticket holder does not purchase the West Grandstand Box Seats for any one year, the season ticket order will be canceled and the box seats will be made available to others.**

**Centennial West Grandstand Seats for Round-Up** - Season tickets in the West Grandstand must be purchased for all four days of the Round-Up. The same seats and the same number of seats must be purchased for all four days. If the ticket holder does not purchase the West Grandstand seats for any one year, the season ticket order will be canceled and the seats made available other.

**North & South Grandstands for Round-Up** – Season tickets are available for all four days of the Round-Up. These grandstands have a large portion of season tickets that have occupied the seats for many years. Seats for the first year might not be the most desirable. Friday and Saturday seats for the first few year(s) will most

likely be in the top row(s), if anything is available.

**Grandstand & Box Seats for Happy Canyon-** Season tickets are available for all four performances and in all price levels.

**Parking Passes-** PRU/HC is no longer accepting new season parking passes. Parking passes are non-transferable for individual account holders. If the parking pass is in the name of a business, the business must name a contact person for the account and parking pass. Designated parking spot(s) is decided upon by PRU/HC. Parking pass holder will be notified prior to Round-Up week where the designated parking spot will be. Each parking pass is good for one parking spot and Monday-Saturday of Round-Up week. Parking pass will not be authorized any other time.

**SEASON TICKET POLICY-** The Pendleton Round-Up & Happy Canyon reserves the right to revise the ticket policy at any time. The current ticket policy is available on the official web site at [www.pendletonroundup.com](http://www.pendletonroundup.com) or [www.happycanyon.com](http://www.happycanyon.com). Season ticket holders may also contact the PRU/HC Ticket Office and request a copy of the policy to be mailed to you.

#### **Season Ticket Account Holder Definition-**

The name(s) stated on all account holder information (invoice as well as season tickets) denotes the name of the season ticket holder(s) on file.

1. For account holder(s) protection, we will only accept name and address changes, transfer requests and inquiries from the account holder(s) of record. It is suggested that both spouses' names are on the account if the account holder is married. If only one of the spouses names are listed on the account, only the spouse listed on the account may make changes to the account.
2. Season tickets that are held in a company name, family trust or business must designate an authorized person to make changes to the account.
3. The account holder of record is liable for any losses or damages caused by prohibited conduct, including liability: The PRU & HC for any unauthorized sale, advertised resale or misuse of PRU or HC tickets.

#### **INVOICE PAYMENTS/ DUE DATES-**

- Invoices PRU & HC season ticket invoices are mailed annually in mid-December and full payment is due by March 1<sup>st</sup> for that year's event. If you do not receive an invoice by mid-January it is the account holder(s) responsibility to contact the ticket office about receiving a new invoice via email. If tickets are not paid for by the deadline indicated in the invoice, you lose the right to the tickets. Only one invoice will be sent via mail. No notices or second invoice will be sent by mail. If Round-Up and/or Happy Canyon does not receive payment from a ticket holder, the season ticket order will be canceled and the seats will be made available to others.
- Payments can be made via phone, mail, online, and in person at PRU/HC ticket office. If payments are being made in person at the PRU/HC ticket office, we will request an ID to pay and pick up the tickets. Tickets can only be paid for and picked up by the account holder. Tickets can only be mailed to the address listed on the account. Prior authorization in writing must be made by the account holder(s) for a non-account holder to submit payment or pick up the tickets. The non-account holder will be asked to provide a valid ID.

- **CHANGE OF ADDRESS AND CONTACT INFORMATION- *It is the responsibility of the account holder(s) to keep Round-Up and/or Happy Canyon advised of their current contact information including; mailing address, phone number, and email.*** All changes of contact information must be done in writing or by the change of address form and can be sent via mail or email. Only the account holder(s) are allowed to make changes. Address changes will not be made over the phone. PRU/HC may request a copy of a valid ID before making any changes to the account.
- **CANCELATIONS-** Must be done in writing by the account holder(s). Cancellations can be turned into the ticketing office, faxed, emailed or mailed. Cancellations will not be accepted over the phone.

- **RESALE OF PRU & HC SEASON TICKETS-** The redistribution of account holder tickets to family and friends without the intent of selling tickets at a profit is authorized. RUP/HC provides a resale area on the grounds where tickets may be resold for face value or less. You can also contact the Pendleton Chamber of Commerce about their resale program or use the Pepsi ticket locator website (begins 1<sup>st</sup> of August each year) to resell your season tickets. Reselling of RUP/HC season tickets for greater than face value is not permitted, and may result in forfeiture of all current and future season ticket rights and privileges.

### **IMPROVEMENTS & ADDITIONAL SEATS REQUESTS-**

The Pendleton Round-Up and Happy Canyon strives to provide the best possible seats for all season ticket holders. It is essential to understand we experience very little turnover, which leaves very few seats available for use in the improvement process. We will review all change requests and attempt to improve as many seats as possible. In order to request a change or improvement in seating, a change request form must be submitted to the PRU/HC ticket office no later than May 1<sup>st</sup> of the year prior to requesting the move or additional seats. If a form is received after May 1<sup>st</sup> the form will go to the next year and the patron will have to purchase their regular season tickets. (i.e. Patron fills out an improvements and additional request form in April 2019, the request will go on file by the date received for 2020 Round-Up and will be reviewed for changes. If the requested is received on May 2<sup>nd</sup>, the request will be placed on file by the date received and will be reviewed the following year in 2021). Only one request is needed on file until fulfillment. All duplicate requests will be discarded. If you are amending your request it will then be filed by date of amendment and not the original date of request. If an account is transferred and/or will to another or new account holder, requests do not transfer with the account. The new account holder must submit their own request for improvement and/or additional seats.

### **TRANSFERS & WILLING OF TICKETS-**

Pendleton Round-Up and Happy Canyon season tickets may be transferred or willed ONLY to an "immediate family member" of the account holder(s). Immediate family members are defined as spouses, domestic partners recognized under the laws of the state in which the Account Holder(s) lives, parties to a civil union recognized under the laws of the state in which the Account Holder(s) lives, and children of the account holder(s). If two or more names appear as account holders, then it will be necessary for ALL named account holders to sign off on the transfer form. No other transfers or willing of season tickets will be recognized as valid as PRU/HC tickets do not convey a property right to the account holder. If there is no personal representative or we do not hear from anyone within 60 days of the death, the order will be canceled and the seats will be made available to others. It is suggested to have the transfer/will of tickets form filled out and on file at the Pendleton Round-Up & Happy Canyon ticket office.

In the event of the death of the account holder before written consent can be obtained, the following procedures will be followed in order to transfer the deceased account holder's tickets:

- (1) Account Holders Final Will & Testament- If the deceased account holder has included the transfer of his/her PRU/HC tickets in their will to a spouse, domestic partner, person with whom they are joined in a civil union, or to a child, the tickets will be transferred to the individual identified. NO OTHER TRANSFERS WILL BE RECONGNIZED as PRU/HC tickets do not convey a property right to the account holder. PRU/HC advise that account holders include their account number, seat locations and recipient of the ticket expressly in the will.
- (2) To surviving spouse, domestic partner, or person with whom the account holder was joined in a civil union, even if not included in a will (appropriate documentation may be required).
- (3) To the children of the account holder- If no final will or spouse is available for the ticket transfer, then the surviving children will be offered the opportunity for the transfer of the account holder's tickets. If the children of the account holder are unable to agree on the disposition of the tickets then tickets will revert back to the PRU/HC.

The transfer recipient must provide the Pendleton Round-Up & Happy Canyon ticket office with a copy of the

Death Certificate as well as identification and the appropriate paperwork to show relation to the deceased along with written notice updating the account contact information.

**Transfer of Business-Owned Tickets-** Tickets may be transferred from a business-owned entity to an individual account holder if the business ceases operation. In this case, proper legal documentation must be provided in order to complete the transfer. Please contact the ticket office for details on the transfer of business owned tickets.

**Divorce Settlement-** Upon divorce or separation, the Pendleton Round-Up & Happy Canyon will honor a stipulation authorizing retention or transfer of ticket to one or both of the parties. Without stipulation or agreement, the tickets shall revert to the Pendleton Round-Up and/or Happy Canyon who shall have the right to divide the tickets between the parties or they will revert back to PRU and/or HC if the parties are unable to reach an agreement.

**Unauthorized Transfer of Season Tickets-** The Pendleton Round-Up & Happy Canyon remains committed to the fans on the season ticket waiting list. For this reason, the current ticket policy strictly prohibits any transfer of season tickets, or any attempt to circumvent the official ticket policy on the transfer of PRU/HC season tickets, will result in a violation of the PRU/HC Ticket Policy, which may result in the revocation of season tickets and season ticket holder privileges.