

**Improvements & Additional Seat 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 1st of the year prior to requesting the move or additional seats. If a form is received after May 1st 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 2nd, 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.

**Transfers & Willing of Tickets Cont.-**

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 Pendleton Round-Up & Happy Canyon

**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 Settlements-**

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 Transfers -**

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.

# PENDLETON ROUND-UP™ & HAPPY CANYON

## SEASON TICKET POLICY



**PENDLETON ROUND-UP & HAPPY CANYON  
TICKET OFFICE CONTACT INFORMATION:**

**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**

*This policy applies to the Pendleton Round-Up (PRU) and Happy Canyon (HC) season tickets only. There are separate policies for Concert and Xtreme Bulls 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 websites [www.pendletonroundup.com](http://www.pendletonroundup.com) and [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.*

## 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.

## Seating Options:

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 1st of the year prior of requesting seats. If a form is received after May 1st 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 -

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-

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.***

## North & South Grandstands -

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.

## 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.

## Invoice payments/ Due Dates-

- Invoices PRU & HC season ticket invoices are mailed annually typically in mid-December and full payment is due by March 1st 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. Non-account holders are able to pay for the tickets, but the tickets will only be mailed to the address on file. If the account holder would like a non-account holder to pick up the tickets, the account holder must provide a written notice specifying that the non-account holder can pick-up the tickets and the specific tickets that the non-account holder can pick-up, which includes the event(s), performance(s), row(s), and seat(s). Notices must be received by email, mail, or in person. The non-account holder will be asked to provide a valid ID.

## Cancelations-

Must be done in writing by the account holder(s). Cancelations can be turned into the ticketing office, faxed, emailed or mailed. Cancelations 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 1st 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.