

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 Policy-

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.

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 or 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 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.

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:

o Behavior that is unruly. Disruptive, or illegal in nature.

o Intoxication or other signs of alcohol impairment resulting in irresponsible behavior.

o Foul or abusive language or obscene gestures.

o Interference with the performance (including throwing objects into the arena or on stage).

o Failing to follow instructions of the PRU/HC personnel.

o Verbal and physical harassment of fans.

o 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.

PENDLETON ROUND-UP™ & HAPPY CANYON

GENERAL 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) general ticket policy 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 and www.happycanyon.com. You may also contact the PRU/HC Ticket Office and request a copy of the policy to be mailed to you.

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

Event Cancellations-

PRU/HC will contact ticket purchasers in regards to event cancellation 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 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.*

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 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 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.

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 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.

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.

Delivery Method Options:

Tickets are only valid for the event and seat for which it is issued. It is unlawful to reproduce a ticket of any form.

Standard Mail-

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. For information about releasing tickets to another patron for pick up please read the releasing of tickets portion in the policy. **fee applies*

Print-at-home -

must be printed and presented at the gate for entrance. Tickets are scaled to print on a 8.5 x 11" size paper. Please make sure that barcode is scannable. If ticket is not scannable a fee may apply to reprint tickets at the gate. **tickets may not be viewable or accessible until closer to the event*

Mobile Tickets-

Can be shown and scanned at gate for entrance. Please have tickets viewable and ready to scan when entering the gates. If tickets are not scannable a fee may apply to reprint tickets at the gates **tickets may not be viewable or accessible until closer to the event*

All ticket holders voluntarily assumes all risks and danger incidental to the event for which their ticket is issued whether occurring prior to, during or after the same and agrees that the organization(s), agents, and/or directors are not responsible or reliable for any injuries resulting from such causes.