



## **SASSRA TICKET POLICIES**

**By purchasing, accepting, or using a SAN ANGELO STOCK SHOW & RODEO (SASSRA) ticket, any original ticket holder or subsequent ticket holder(s) agree to the SASSRA TICKET POLICIES.**

### **GENERAL**

- For the purpose of these Policies, a ticket includes all gate passes, parking passes, registrations or entry fees for all SASSRA events including but not limited to the fairgrounds, carnival, livestock show, and Rodeo events, whether paid or complimentary.
- All persons over the age of four must present a ticket to enter all ticketed areas.
- This ticket is a revocable license and admission may be refused.
- All tickets must be presented in their original format, whether print-at-home, mobile, or box office ticket stock. Mobile tickets are the only acceptable form of digital tickets – photographs, screenshots, or other forms of ticket duplications will not be accepted.
- SASSRA is not responsible for lost, stolen, or damaged tickets or property.
- For the safety and security of patrons, ticket holder and ticket holder's belongings maybe searched upon entrance to the fairgrounds/ coliseum and ticket holder hereby consents to such search and waives all related claims.
- For the safety of all patrons, pets of any kind are prohibited on the premises. Exceptions to this policy will be made for service animals as defined by the Americans with Disabilities Act.
- If the ticket holder's conduct endangers or disrupts patrons or others involved in the event, management reserves the right to remove the ticket holder from the premises.
- Ticket holder voluntarily assumes all risks and danger of personal injury and all other hazards arising from or related in any way to the event for which the ticket is for.
- Ticket holder acknowledges that the complete SASSRA Ticket Policies are available on-line at [www.SanAngeloRodeo.com](http://www.SanAngeloRodeo.com).

### **TICKET RESELLING**

- SASSRA's official ticket provider is Saffiretix. SASSRA is in no way affiliated with any other ticket provider and cannot guarantee ticket authenticity from other providers.
- You assume all risk when purchasing tickets through a scalper, third-party reseller, or non-authorized ticket center, and SASSRA will not be able to guarantee validation or grant refunds for purchases through any avenue other than Saffiretix.
- SASSRA forbids the resale or attempted resale of tickets at a price higher than the face value printed on the ticket. Violations may result in a ticket seizure and/or cancellation.
- SASSRA does not condone the scalping of tickets. SASSRA reserves the right to cancel any and all tickets found to be resold for higher than face value prices.
- SASSRA shall not knowingly sell tickets to ticket resellers.

### **SEASON TICKETS**

- Season Tickets are sold by contacting our SASSRA Offices.
- SASSRA Season Ticket holders opting to renew seats must complete the renewal form *and* remit payment to SASSRA by December 6th.
  - a. If the renewal form *and* deposit payment is not received by December 6<sup>th</sup>, a late penalty will apply and tickets may be released.
  - b. If Season Tickets and late penalties are not paid in full by March 1<sup>st</sup>, Season Tickets will be FORFEITED.

### **BOX SEAT TICKETS**

- The offer to sell Box Seats for any event is made by the Association to an individual/entity/firm at its sole discretion on an annual basis.
- Box Seats must be paid in Full:
  - a. By the entity in whose name the Box Seats are held.
  - b. By March 1st.

### **REFUNDS**

- SASSRA tickets are non refundable and cannot be exchanged. No refunds are given for inclement weather.
- All SASSRA events are subject to changes of times and dates. Refunds may or may not be issued in response to these changes. SASSRA reserves the right to determine the appropriate course of action for each refund situation and modify accordingly.
- If any refunds will be issued due to event changes or cancellation, SASSRA will make a public statement informing ticket holders of the exact procedure they must follow to obtain the refund.
  - a. It is the ticket holder's responsibility to have an updated email address on file with SASSRA to receive emails from the organization.
  - b. Ticket holder acknowledges that he/she may not receive important messages regarding refunds if he/she doesn't have an email on file in the SASSRA system.
- Tickets obtained from any source other than SASSRA administration, box office, or online at [www.sanangelorodeo.com](http://www.sanangelorodeo.com), including complimentary tickets and tickets purchased from a third-party reseller or resale website, **WILL NOT BE ELIGIBLE** for a refund of any kind.
- Tickets that have already been scanned, validated, or used to gain entry to an event will not be eligible for a refund.
- Any approved refunds will be issued less service fees, fees levied by SASSRA, Saffiretix, and its credit card processor.

### **PHOTOGRAPHY**

- Ticket holder's name, voice, image and likeness may be used by SASSRA in any written/audio account, picture, or video taken in connection with the event for any purpose, including SASSRA promotional purposes, with no further compensation to or consent from the ticket holder.
- Cameras, including cell phones and small handheld devices, are permitted on the premises for personal use only. The commercial use of photos or video recordings of the event is strictly prohibited.
- Cameras with a professional lens (over three inches) or flash attachments, monopods, tripods, and selfie sticks are prohibited.
- Special permission for professional video/photography, including news or media, may be approved.

### **WEAPONS**

- SASSRA hosts family-friendly events and takes seriously the safety and security of its attendees, hiring law enforcement and security officers to ensure public order is maintained.
- SASSRA will not allow firearms, knives with fixed blades or blades longer than four inches, or weapons of any kind at any event. That includes concealed carry and open carry of firearms.
- Pursuant to Section 30.06, Penal Code (Trespass by License Holder with a Concealed Handgun), a person licensed under Subchapter H, Chapter 411, Government Code (Handgun Licensing Law), may not enter this property with a concealed handgun.
- Pursuant to Section 30.07, Penal Code (Trespass by License Holder With an Openly Carried Handgun), a person licensed under Subchapter H, Chapter 411, Government Code (Handgun Licensing Law), may not enter this property with a handgun that is carried openly.

### **SERVICE FEES**

- All online, in-app, and phone ticket purchases will incur Service Fees based on the face value of the ticket.
- Mail fulfillment rates are \$10.50 per order.
- Additional fees may be applied for onsite box office sales and SASSRA administrative office sales.

### **UNACCOMPANIED MINORS**

- All minors 12 years of age or younger must be accompanied by a parent or guardian over the age of 18.
- Event personnel will report all unaccompanied minors to onsite security officers for the safe return of the minor to the appropriate legal guardian.

### **NOTIFICATIONS OF POLICY AMENDMENTS**

- SASSRA reserves the right to revise the SASSRA TICKET POLICIES at any time.
- SASSRA reserves the final and absolute right to interpret these Policies and settle and determine all matters, questions and differences in regards to or otherwise arising out of or connected with, or incident to, SASSRA events; and to amend or add to these Policies as its judgment may determine at any time. Any ticket holder who violates any of these Policies will forfeit all privileges and be subject to such penalty as SASSRA deems appropriate.
- SASSRA shall furthermore have the right to delegate any or all the rights, authorities and responsibilities which it has under these Policies to such SASSRA Management as it deems appropriate.