

TICKET POLICY ~ PENDLETON ROUND-UP & HAPPY CANYON



This policy applies to Round-Up and Happy Canyon tickets only. There are separate policies for Concert and US Bank Pendleton PBR Classic tickets.

GENERAL:

- All children over two will be charged full admission. Only children two years old and under who do not occupy a seat will not require a ticket.
- Absolutely no refunds or exchanges.
- Payment in full is required when making ticket reservations.
- Ticket orders are filled according to the date they are received.

ADVANCE ORDERS:

Payment in full is required at the time ticket orders are placed. Round-Up and/or Happy Canyon will fill orders with the best seats available on a first come first served basis. Ticket orders may be placed as far in advance as 22 months (i.e. after November 1, 2004 tickets may be ordered for the 2006 show). The earlier an order is placed the better the seat selection; however, some seats are not available on a permanent basis. It is not possible for us to guarantee specific seats when an order is placed. The ticket purchaser may specify locations; we will try to get as close as possible to your request. Receipts are mailed at the time of the order. Tickets are mailed the summer prior to the show. There are no refunds or exchanges on tickets.

If the Round-Up and/or Happy Canyon should oversell any particular section, you will be moved to the best seats available in another section. If Round-Up and/or Happy Canyon should oversell any particular day, they will refund and cancel any orders beyond the capacity of the stands, starting with the most currently placed orders and working backwards.

PERMANENT ORDERS:

Ticket orders for Round-Up and/or Happy Canyon can be put on a permanent basis at the request of the purchaser. A permanent order entitles you to the same seats each year. To establish a NEW permanent order, tickets should be purchased for the next year's show and a written request form should be filled out (i.e. 2008 attendees purchase tickets for 2009, fill out a written request and their order will go permanent in 2010). Forms are available at the Round-Up office.

South Grandstand Box Seats for Round-Up are available on a permanent basis only. Order 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 order will be canceled permanently.

****The waiting list for South Grandstand Box Seats is lengthy and names are no longer being taken****

- It is the responsibility of those who make permanent orders to pay for their tickets within thirty days of the time they receive a bill from the Round-Up and/or Happy Canyon. Bills are mailed after the first of the year. If tickets are not paid for by the deadline, you lose the right to the tickets. Only one billing will be sent. No notices or second billings will be sent. If Round-Up and/or Happy Canyon does not receive payment from a ticket holder, the order will be canceled permanently.
- It is the responsibility of the order holder to keep Round-Up and/or Happy Canyon advised of their current address.
- Established permanent orders, which are no longer wanted, can be canceled by notifying the office in writing.
- Orders may be transferred to relatives only. Transfers must be in writing and specify the date the order should be changed and the relationship, name and address of the person to whom the order is to be transferred.
- In case of the death of a permanent order holder, the surviving spouse or personal representative of the deceased's estate must notify the office as to who will become the new permanent order 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 permanently.
- If a ticket order is in the name of a business, and the business is sold or goes out of business, the disposition or cancellation of the order will be decided by the Round-Up and/or Happy Canyon Board.
- In case of a divorce, the office must have a letter signed by both parties stating the name and address under which the ticket order is to be placed. If this is not done, the order will be canceled.
- If you wish to increase or change your permanent order, it will be on a first come first served basis based on the date of the request, not the original date of the order. Your request will be noted on your order, but it may take time to fill it. Any changes must be in writing and can only be made by the account holder.
- The Round-Up and Happy Canyon will cancel orders any time there is fraudulent use of the ticket order.

OTHER:

Handicap accessible parking is available at the Pendleton Convention Center. There is drop off access at the Southeast gate of the Round-Up Grounds.

The primary Round-Up Box Office is located on the southeast corner of the Round-Up grounds near Roy Raley Park. Happy Canyon Box Office is located on the east side of the Pendleton Convention Center.