



# Wrangler National Finals Rodeo Ticket Policy

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# Season Ticket Information

**Account Holder Definition:** The name(s) and address stated on the Las Vegas Events (“LVE”) ticket application and computer system shall be the Season Tickets “Account Holder” and all communicating by LVE regarding season tickets shall be direct to the Account Holder only.

1. LVE will only accept changes to or inquiries about Account Holder information from the Account Holder.
2. If the Season Tickets Account Holder is a business or trust, they must designate a single individual as the authorized representative for purposes of making any changes to the account.
3. Account Holders are bound by the terms and conditions appearing on the back of all tickets.
4. Account Holders must be at least 18 years of age.

## **Change of Address**

Any changes to the Account Holder’s mailing address will only be made upon receipt by LVE of a completed “**Account Holder Change of Information Form**” from the Account Holder. Address changes will not be made over the phone. LVE recommends the Account Holder verify receipt of the **Account Holder Change of Information Form**.

Account holders are responsible for providing a current mailing address to the Las Vegas Events Ticket Office. **In the event your tickets are returned to Las Vegas Events due to an incorrect mailing address, the account holder will be responsible for the additional mailing charges.** The additional mailing charge must be submitted to the LVE ticket office before the tickets will be reshipped.

## **Season Ticket Account Contact Information**

All season ticket accounts must have a valid email and phone number on file. The Las Vegas Events Ticket Office preferred method of communication is via email. It is the responsibility of the Account Holder(s) of record to make sure all contact information on the season ticket account is up to date. All account holders have an opportunity to provide updated contact information with the annual NFR Ticket Invoice. Should your contact information change throughout the year, please email [TicketOffice@LasVegasEvents.com](mailto:TicketOffice@LasVegasEvents.com) to request an update.

## **Season Ticket Account Constraints**

There is only one account allowed per household. The term household representing but not limiting to a single dwelling, 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. The maximum amount of tickets allowed per account is four (4).

## **Receipt of Tickets**

If you have paid for, but not received your season tickets by November 1<sup>st</sup>, please contact the Las Vegas Events Ticket Office immediately.

## **Revocable License**

Wrangler National Finals Rodeo tickets grant a revocable license that may be withdrawn at any time by LVE. This revocable license does not convey any property right to the Account Holder. The purchase of NFR season tickets does not qualify or entitle the Account Holder to an automatic renewal of tickets in subsequent years. Without in any way limiting its rights, LVE expressly reserves the right to change season ticket policies and prices at any time and for any reason. Account holders are advised that LVE will revoke tickets for certain conduct including, but not limited to, the following:

- a. Any form of fraudulent activity;
- b. The purchase of tickets for the sole purpose and/or intent of unauthorized reselling.
- c. Use of tickets for sweepstakes, contests, and/or promotions without the prior written consent from LVE and the NFR.
- d. Any additional form of resale not authorized by Las Vegas Events and the NFR.

## **Season Ticket Policy**

LVE reserves the right to revise this ticket policy at any time. The current ticket policy is available on the official web site at [www.NFRexperience.com](http://www.NFRexperience.com). Season ticket holders may also contact the LVE office and request a copy of the policy be mailed to them.

## **Resale Option for NFR Tickets**

The redistribution of account holder tickets to family and friends without the intent of selling tickets at a profit is authorized. In addition, the resale of NFR tickets on the secondary online selling sites found at [www.NFRexperience.com/ticketexchange](http://www.NFRexperience.com/ticketexchange) is also authorized.

In the event the Account Holder is unable to attend specific performances and needs to sell their tickets, LVE recommends utilizing one of our two ticket exchanges: the Official NFR Online Ticket Exchange or the Official NFR Onsite Ticket Exchange.

The re-sale or transfer of ADA accessible seating is prohibited except to an individual with need to an accessible seat. If you are unable to use the ADA accessible seating tickets purchased, LVE recommends the Account Holder contact the LVE Ticket Office for a refund on the cost of these tickets.

### **Official NFR Online Ticket Exchange ([www.NFRexperience.com](http://www.NFRexperience.com))**

LVE, in association with the PRCA, have partnered with PrimeSport to provide rodeo fans with the opportunity to buy and sell Wrangler NFR tickets through the Official NFR Online Ticket Exchange. This site offers all rodeo fans the confidence that they are using a website which provides a safe, secure and authentic location to buy and sell rodeo tickets. This site may be accessed at [www.NFRexperience.com/ticketexchange](http://www.NFRexperience.com/ticketexchange). Please read the online ticket exchange Buyers & Sellers Guide for additional information.

### **Official NFR On-site Ticket Exchange - Cowboy Christmas Gift Show**

The Official NFR On-site Ticket Exchange (the "Exchange") is held annually at the Cowboy Christmas Gift Show during the Wrangler NFR. At the Exchange, Account Holders with tickets may sell their tickets back at face value. Due to inventory levels, the Official NFR Ticket Exchange may not be purchasing tickets for all days.

If you know in advance that you will be unable to attend specific performances of the Wrangler NFR, you have the option of mailing your tickets in early to be sold on consignment at the Exchange. You must complete and submit the NFR TICKET EXCHANGE FORM located at [www.NFRexperience.com](http://www.NFRexperience.com) or contact the LVE Ticket Office. Please mail tickets along with the form to LVE office.

### **Scalping**

- a. Scalping (CCO 12.38.020) is termed as selling a ticket above face value.
- b. The scalping of NFR tickets, on site at the UNLV campus and the Thomas & Mack Center is strictly prohibited as it violates the NFR ticket policy as well as Nevada State law.
- c. Attempting to sell or solicit the sale of a ticket(s) (even at face value) on UNLV campus without a Business license (CCO 6.56.030) also violates NFR and University policy. Therefore, a violation of these University policies or Nevada State law will result in your revocation of your NFR tickets in the future even if criminal charges are not filed against you.
- d. LVE reserves the right to revoke any existing season or single-performance ticket orders and declare you ineligible for future tickets if it receives sufficient information that a ticket sold to an Account Holder was sold or offered for resale on the UNLV campus for greater than the face value of the ticket.

### **Seat Improvement Requests**

LVE annually provides the best possible seats for all season ticket holders. However, LVE experiences a very little turnover leaving very few seats available for use in the improvement process. LVE reviews all requests and attempt to improve as many seats as possible. During the annual invoicing period, if you do not wish to participate, please check the “No” box found in the lower left corner of the white copy of your invoice that you mail in with your payment. If LVE is unable to handle a request, your seats will remain in the original seating location.

### **Transferring & Willing of Tickets**

NFR season tickets may be transferred or willed ONLY to an “immediate family member” of an Account Holder or, in the event that tickets are held by a business entity to the owner(s) of record. Immediate family members are defined as spouses, domestic partners recognized under the laws of the state in which the Account Holder lives, parties to a civil union recognized under the laws of the state in which the Account Holder lives, and children of the Account Holder. No other transfers or willing of NFR Season Tickets will be recognized as valid. Tickets must be transferred into the new Account Holder’s name prior to August 1<sup>st</sup> of the year in which the transfer is to take effect. Transfers sought after August 1<sup>st</sup> will not take effect until the following year. If the Account Holder is willing the tickets, the beneficiary’s name should be placed on file at LVE through submission of an Account Holder Transfer & Will form. LVE recommends that the Account Holder complete this form, however, if the Account Holder passes away without completing the form, the executor of the estate or another authorized representative of the estate of a deceased must complete an Account Holder Transfer & Will form.

If the deceased Account Holder has included the transfer of his/her NFR tickets in a will 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 RECOGNIZED** as NFR tickets do not convey a property right to the Account Holder. LVE advises that Account Holders include their account number, seat locations and recipient of the ticket expressly in the will.

**If the Account Holder Transfer & Will Form is not completed prior to the death of the account holder, the following procedures will be followed in order to transfer the deceased account holder's tickets:**

**Account Holders Final Will & Testament** – If the deceased account holder has included the transfer of his/her NFC 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 RECOGNIZED as NFR tickets do not convey a property right to the account holder. LVE advises that account holders include their account number, seat locations and recipient of the ticket expressly in the will.

**If there is no will, Season Tickets will be transferred to the surviving spouse, domestic partner, or person with whom the account holder was joined in a civil union** (appropriate documentation may be required).

If no spouse, domestic partner or person with whom the account holder was joined in civil union survives the Account Holder, 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 Las Vegas Events. The transfer recipient must provide the LVE 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 the Change of Information Form 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. Transferring of business owned tickets to an individual account holder will be required to follow the protocols established by the transfer or willing ONLY to an "immediate family member" of a Business-owned Account Holder. 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, LVE will honor a court order authorizing retention or transfer of tickets to one or both of the parties. Without a court order, the tickets shall revert to the LVE who may divide the tickets between the parties if the parties reach an agreement. If no agreement is reached, the tickets will revert to LVE.

**Unauthorized Transfer of Season Tickets** – LVE and the PRCA remain committed to the fans on the Season Ticket Waiting List. For this reason, the current ticket policy strictly prohibits any transfer of season tickets except in the limited circumstances outlined above. Any unauthorized transfer of season tickets, or any attempt to circumvent the official ticket policy on the transfer of NFR season tickets, will result in a violation of this Ticket Policy, which will result in the revocation of season tickets and the Account Holder privileges.

**Invoice Payments/Due Dates**

Personal check, cashier's check and money order are the only acceptable forms of payment for season tickets. A \$25 late payment charge will be added to your account on invoices paid after the due date. You have 15 days past the due date stated on your NFR invoice to submit payment with the above \$25 late fee. Failure to pay your invoice by this due date will result in the loss of your season ticket renewal privileges.

## **Fan Code of Conduct**

Las Vegas Events and the PRCA are committed to providing an enjoyable and safe experience. Irresponsible conduct will not be tolerated at the Thomas & Mack Center 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).
- Failing to follow instructions of arena 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.

# **General Ticket Information**

## **Contact Las Vegas Events**

The best method to contact the Las Vegas Events Ticket Office is via email at **[TicketOffice@lasvegasevents.com](mailto:TicketOffice@lasvegasevents.com)**. You may contact Las Vegas Events staff by phone at 702-260-8605.

## **Accessible Seating**

Please contact the Las Vegas Events Ticket Office for information on accessible seating. The re-sale or transfer of accessible seating is prohibited except as described above. If you are unable to use the accessible seating tickets purchased, the ticket holder is required to contact the LVE Ticket Office for a refund on the cost of these tickets. 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.

## **Child Seating Policy**

Children, ages 3 and under, will be admitted to the event at no charge provided they are able to sit on their parent/guardians lap during the performance.

## **Individual Ticket Sales**

Individual tickets for the NFR can be purchased through [www.UNLVtickets.com](http://www.UNLVtickets.com), the Official NFR Online Ticket Exchange ([www.NFRexperience.com/ticketexchange](http://www.NFRexperience.com/ticketexchange)) or the Official NFR On-site Ticket Exchange located at the Cowboy Christmas Gift Show.

## **Mad Dash 30 Tickets**

The Mad Dash 30 ticket program offers rodeo fans an opportunity to purchase a balcony ticket for all ten (10) NFR performances. These can be purchased directly from the Thomas and Mack Center Box Office, by calling UNLV Tickets or visiting their website at [www.UNLVTickets.com](http://www.UNLVTickets.com). These tickets allow the bearer entrance into the concourse. The bearer must then locate an open seat in the BALCONY AREA ONLY or in the Cowboy Corral (Cox Pavilion) where the live action is shown on large video screens. The bearer may sit in any balcony seat unless the original ticket holder claims that seat. If within 30 minutes after the rodeo starts, you are unable to find an open balcony seat, you may view the rodeo from the concourse or your money will be refunded at the Thomas and Mack Center Box Office, less processing fees.

### **Mailing of Tickets**

All NFR tickets are typically mailed out around October 1st of each year. All tickets ordered less than two weeks before the event will be held at Will Call.

### **NFR Season Ticket Waitlist**

The NFR has a waitlist for balcony season tickets only. You may sign up for the waitlist by visiting the official web site of the NFR: [www.NFRexperience.com](http://www.NFRexperience.com). The link for the wait list is: [http://www.nfrexperience.com/home/nfr\\_waitlist](http://www.nfrexperience.com/home/nfr_waitlist).

### **Parking**

Paid parking for the NFR is very limited at the Thomas & Mack Center. Complimentary round-trip shuttles operate from all official host hotels during each performance. Visit our web site at [www.NFRexperience.com](http://www.NFRexperience.com) for the latest routing schedule.

### **Refunds & Exchanges**

Las Vegas Events has a strict no refunds or exchanges policy. If for any reason you are unable to use your tickets then you may sell these tickets through our Official Online NFR Fan-2-Fan Ticket Exchange or the Official Onsite NFR Ticket Exchange located at the Cowboy Christmas Gift Show

**Replacement Ticket Policy** In the event that a ticket has been lost or left behind and needs to be replaced, only the Account Holder of record, with proper identification (driver's license, passport, or state identification card) can obtain replacement ticket(s). A \$10.00 non-refundable processing fee per request will be charged at the time of replacement and shipping charges may apply. Payment for the replacement ticket must be submitted to LVE before the replacements will be mailed out. The only acceptable forms of payment will be personal check, cashier's check or money order made payable to LVE. In the case of stolen ticket(s), a police report must be filed with the agency having jurisdiction where the theft occurred. The police report must contain the season ticket holder of record's name, the season ticket account number, 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 LVE Ticket Office prior to the issuance of replacement tickets.

### **Web Site Information**

The official web site for the Wrangler National Finals Rodeo is [www.NFRexperience.com](http://www.NFRexperience.com). All other questions can be directed to the Las Vegas Events Ticket Office at (702) 260-8605 or via email at [TicketOffice@lasvegasevents.com](mailto:TicketOffice@lasvegasevents.com).

### **Will Call**

Tickets may be left at the Thomas and Mack Center Box Office during the event. The customer picking up these tickets must present a valid photo ID for tickets to be issued. A \$5 fee will be charged to the Account Holder at the time tickets are dropped off.

Any tickets purchased through the Official NFR Online Ticket Exchange less than 3 days before the performance will be available for pickup at the Official On-site Ticket Exchange, located at the Cowboy Christmas Gift Show during gift show business hours. Any tickets not picked up from the Ticket Exchange will be sent to will call at the Thomas and Mack Center Box Office. You must have current photo identification at the time of pick up.







## NFR Account Holder – Transfer & Will Form

Account #: \_\_\_\_\_ Tickets are being transferred or willed? \_\_\_\_\_

Name(s) on the Account: \_\_\_\_\_

Please list the name(s) you would like to **transfer** or **will** your season tickets to and their relation. Tickets may only be transferred or willed to an immediate family member specified in the Season Ticket Policy above.

\_\_\_\_\_ Relation: \_\_\_\_\_

\_\_\_\_\_ Relation: \_\_\_\_\_

If tickets are being willed, a notation will be made on the account. In the instance something happens to the Account Holder(s) the above listed will contact the Las Vegas Events ticket office to discuss the next step in changing the name on the account.

If tickets are being transferred, the current Account Holder releases all rights to the tickets once changes are made on the system. Please print the new address where invoicing, tickets and all further correspondence will be sent along with new contact information.

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

**The Transfer and Will Form must be signed and notarized by the Account Holder(s) of record or in accordance with the policy above. Please keep a copy of this signed form for your records.**

I acknowledge I am the Account Holder of record and have the right to transfer or will these tickets to the names listed above. Once this transfer is complete, I will no longer be a NFR Account Holder and am not able to reclaim my transferred seats.

\_\_\_\_\_  
(Print) Account Holder(s) Name                      (Signature)                      (Date)

\_\_\_\_\_  
(Print) Account Holder(s) Name                      (Signature)                      (Date)

\_\_\_\_\_ (Ticket Office Representative Signature)

This form must be completed and signed by the Wrangler NFR season ticket Account Holder(s) or by another authorized signatory described in the Policy above. Form must be mailed to LVE Attn: Ticket Office. Las Vegas Events reserves the right to reverse an account transfer in the event that incorrect information listed on this form was provided to Las Vegas Events.