



# NFR

## TICKET POLICY

JANUARY 2021



# Wrangler National Finals Rodeo Ticket Policy

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# Season Ticket Information

This Policy is available at [www.NFRexperience.com](http://www.NFRexperience.com). Season ticket holders may also contact the LVE Ticket Office and request a copy of the policy be mailed to them.

**Account Holder Definition:** The name(s) and address stated on the Las Vegas Events (“LVE”) ticket application and computer system shall be the “Season Ticket Account Holder” (sometimes the “Account Holder”) and all communication by and between LVE and the Season Ticket Account Holder must be only through these parties. There is a maximum of two account holders of record per account.

## **Account Holder Responsibility**

1. LVE will only accept changes to or inquiries about the Season Ticket Account from the Account Holder(s).
2. If the Account Holder is a business or trust, the business or trust must designate a single individual as the “Authorized Representative” for purposes of communicating with LVE regarding the account.
3. The Account Holder(s) are bound by the terms and conditions appearing on the back of the Season Tickets.
4. 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**” signed by Account Holder(s). Address changes will not be made over the phone.
5. Each Season Ticket Account Holder is responsible for providing a current mailing address to the Las Vegas Events Ticket Office. **The deadline for submitting an address change is August 1<sup>st</sup>. In the event tickets are returned to Las Vegas Events due to an incorrect mailing address, the Account Holder(s) will be responsible for any additional mailing charges.** Payment of additional mailing charge must be submitted to the LVE ticket office before the tickets will be re-mailed.
6. Should your contact information change throughout the year, please send an Account Holder Change of Information Form by mail to the Las Vegas Events Ticket Office or by email to [TicketOffice@LasVegasEvents.com](mailto:TicketOffice@LasVegasEvents.com).
7. All Account Holders must have a valid email and phone number on file with LVE.
  - a. The Las Vegas Events Ticket Office primary method of communication is via email.
  - b. 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.
8. Each Season Ticket Account Holder must be at least 18 years of age.
9. **HEALTH & SAFETY:** The Thomas & Mack Center, LVE and the PRCA will be providing health and safety protocols during your visit to the venue grounds. Leading up to the event, all protocols will be updated and sent to all account holders via email. These health and safety protocols will also be available on NFRexperience.com and all official NFR social media platforms. All account holders and their guests will be required to adhere to these protocols to gain admission into the NFR. Account holders are encouraged to reach out to NFR ticket staff via email at [ticketoffice@lasvegasevents.com](mailto:ticketoffice@lasvegasevents.com) should you have any questions on these health & safety protocols. It should be noted that the Thomas & Mack Center, LVE and PRCA are unable to guarantee that complete exposure to any infectious illness will be eliminated. It is the responsibility of the ticket holder and their guests to assess their health and make appropriate decisions to minimize the risk of exposure and spread of illness before attending the Wrangler NFR. If you feel ill, are experiencing any symptoms including, but not limited to, a fever, cough, sneezing, loss of taste or smell, have tested positive or come in close contact with someone who tested positive for COVID-19 or any other infectious disease in the last fourteen days, or any member of your immediate household has been directed by health care providers or the health department to self-isolate, it is the ticket holder’s responsibility to not attend the Wrangler NFR.

## **Season Ticket Account Constraints**

There is only one account allowed per household with a maximum of two (2) account holders of record. The term household means, but is not limited to, adults (individuals over the age of 18) related by blood or marriage living in a single dwelling, spouses, and domestic partners recognized under the laws of the state in which the Account Holder(s) lives. Season Ticket Accounts are allowed a maximum of four (4) tickets.

## **MyNFRAccount**

This online ticket management platform will be introduced in February 2021 and will be the primary ticket management tool available for account holders. Within MyNFRAccount, account holders will be able to manage and review many aspects of their account including:

- Payment of ticket invoice
- Review of seat locations
- Ticket transferring
- Sale of tickets from your account on the official NFR secondary platform
- Access to all pertinent ticketing forms
  - Change of Information Form
  - Transfer & Will Form
  - Ticket Policy
  - Ticket Reprint Form
- Event updates and information

## **Invoice Payments/Due Dates**

Payment by personal check, cashier's check and money order should be made out to Las Vegas Events and mailed to *Dept. 301, PO Box 30102, Salt Lake City, UT 84130*; this address is to be used for payments only. Payment by credit card can be made online through your MyNFRAccount (convenience fee will apply). 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 within 15 days of the invoice due date will result in the loss of your season ticket renewal privileges.

## **Receipt of Tickets**

If you have paid for, but not received your season tickets by October 15<sup>th</sup>, contact the Las Vegas Events Ticket Office immediately.

## **Revocable License**

Wrangler National Finals Rodeo tickets grant a revocable license to Accounts Holders that may be withdrawn at any time by LVE in its sole and complete discretion. The revocable license granted to Account Holders 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 with or without notice.

LVE **will** revoke season tickets for any of the following reasons:

1. Any form of unauthorized activity relating to obtaining, selling, reselling, exchanging or using NFR season tickets;
2. Purchasing tickets for the sole purpose and/or intent of unauthorized reselling.
3. **Scalping**
  - a. Scalping is selling a ticket above face value.
  - b. The scalping of NFR tickets at any time 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 also violates NFR and UNLV policy. Therefore, a violation of these policies and state law will result in revocation of your NFR season tickets for all future events.
  - d. Attempting to sell or solicit the sale of a ticket(s) (even at face value) on Las Vegas Convention Center property without a Business license also violates NFR policy. Therefore, a violation of these policies and state law will result in revocation of your NFR season tickets for all future events.
4. Use of tickets for sweepstakes, contests, and/or promotions without the prior written consent from LVE and the NFR.
  5. Any additional form of resale not authorized by Las Vegas Events and the NFR.
  6. 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 and Las Vegas Convention Center.

## **Permitted Uses and Resale of NFR Seasons Tickets**

The sale of NFR season tickets by Account Holders to family and friends without a profit is authorized. In addition, the resale of NFR tickets on the secondary online selling sites found at [NFRexperience.com](http://NFRexperience.com) is also authorized.

In the event the Account Holder is unable to attend specific performances and needs to sell their tickets, LVE recommends utilizing our Official NFR Online Ticket Exchange presented by StubHub.

## **StubHub - The Official Fan to Fan Marketplace – booth located at Cowboy Christmas**

StubHub is the Official Fan to Fan Marketplace of the Wrangler NFR. All NFR fans are able to sell their unused tickets or purchase additionally needed tickets by visiting their website at [www.StubHub.com](http://www.StubHub.com). In addition to utilizing their online service you may visit their booth at Cowboy Christmas during the Wrangler NFR.

## **Seat Improvement Requests**

LVE annually provides the best possible seats for all Account Holders. However, LVE experiences an extremely low turnover rate leaving very few seats available for use in the improvement process. LVE reviews all requests and attempts to improve as many seats as possible. During the annual invoicing period, if you do not wish to participate in a seat improvement or you would like to make a specific request, please email [ticketoffice@lasvegasevents.com](mailto:ticketoffice@lasvegasevents.com). 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 individual Account Holder. 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 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 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 to become the Account Holder. If the children of the account holder are unable to unanimously agree on the disposition of the tickets or there is a dispute between them tickets will revert back to Las Vegas Events.

The transfer recipient must provide the LVE Ticket Office with a copy of the Death Certificate of the Account Holder as well as identification and the appropriate paperwork to show relation to the deceased along with the Transfer & Will 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. The proposed account holder must have been owner of the business or a surviving “immediate family member” of the owner of the business. If the company is being sold, the transfer of tickets must take place prior to the sale of the business. 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 [legal] separation, LVE will honor an order of the court directing the retention or transfer of NFR season tickets. Without a court order, the tickets shall revert to LVE who may divide the tickets equally between the parties.

**Unauthorized Transfer of Season Tickets** – LVE and the PRCA remain committed to the fans on the NFR Season Ticket Waitlist. 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 is a violation of this Ticket Policy and will result in the revocation of season tickets and future abilities to purchase season tickets.

**Transfer and Will Legal Responsibilities** – It is the Account Holder’s responsibility to ensure that transfer/will forms are properly completed and timely submitted to LVE. If LVE is named as a party in any dispute or litigation regarding to disposition of season tickets, the tickets will revert back to LVE. If LVE is required to participate in litigation it will be entitled to a full award of all its attorney’s fees and costs prior to any transfer of season tickets occurring.

## **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 ejection from the premises and/or an arrest. 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 or 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 revocation of season tickets, regardless of whether or not the spectators or violators using the tickets are the season ticket holders of record.

**Clear Bag Policy** – The NFR and the Thomas & Mack Center have a Clear Bag Policy in effect for all ten performances in an effort to enhance security and efficiency entering the arena. The NFR Clear Bag Policy is consistent with industry standards nation-wide. Fans are limited to one clear bag per person and one small clutch for personal items. All items are subject to search. All prohibited items will be denied admittance. For a complete list of approved and prohibited bags as well as exceptions please visit [www.NFRexperience.com](http://www.NFRexperience.com).

## **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 also contact Las Vegas Events staff by phone at 702-260-8605.

### **Contact Thomas & Mack Box Office – UNLV Tickets**

UNLV Tickets is the box office at the Thomas & Mack Center. You may contact someone at the box office at 702-739-3267 or Toll Free at 866-388-3267. The website for additional information or to purchase general public or Mad Dash tickets is [www.UNLVtickets.com](http://www.UNLVtickets.com).

### **Accessible Seating**

There is accessible seating in both the lower and upper level of the arena. For season tickets in the accessible seating area please contact the Las Vegas Events Ticket office on availability. All accessible seating not sold as a season ticket will be available to the general public through UNLV Tickets at [www.UNLVTickets.com](http://www.UNLVTickets.com) or 702-739-3267. The re-sale or transfer of accessible seating is prohibited except as described above. Management reserves the right to take appropriate action regarding the misuse of these tickets that 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.

### **General Public Ticket Sales**

General Public tickets for the NFR may be purchased through [www.UNLVTickets.com](http://www.UNLVTickets.com) or the Official NFR Online Ticket Exchange, [www.StubHub.com](http://www.StubHub.com).

### **Mad Dash Tickets**

The Mad Dash 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 onto the concourse.

The bearer may then locate an open seat in the BALCONY AREA ONLY or watch the live action on large video screens in the Cowboy Corral (Cox Pavilion) or The 'Shoe. The bearer may sit in any open 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 continue to view the rodeo from the Cowboy Corral or The 'Shoe or your money will be refunded at the Thomas and Mack Center Box Office, less processing fees. Refunds end promptly at 7:15pm PT every performance.

### **Mailing of Tickets**

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. All international orders, except for Canada, will be placed at Will Call at the Thomas & Mack Center Box Office.

### **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, [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 NFR Online Ticket Exchange. Please visit [www.NFRexperience.com](http://www.NFRexperience.com) for additional information.

In the event the Wrangler NFR is forced to cancel due to a "Force Majeure", "Act of God" or unforeseen restrictive governmental law or regulations, account holders would have the choice to receive a refund or roll their payment over to the following season.

**Replacement Ticket Policy** In the event a ticket is lost or left behind and needs to be replaced, a Ticket Reprint Form, found at [www.NFRexperience.com](http://www.NFRexperience.com), must be completed and submitted to the LVE Ticket Office. 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. 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 & 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 Will Call fee will be charged at the time tickets are dropped off.



State of \_\_\_\_\_ County of \_\_\_\_\_  
On this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before  
me, the undersigned notary public personally  
appeared \_\_\_\_\_  
and \_\_\_\_\_ proved to  
me through satisfactory evidence, to be the person(s)  
who signed the preceding document in my presence.



\_\_\_\_\_  
Signature of Notary Public

## NFR Account Holder – Change of Information Form

Account # \_\_\_\_\_

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

If you would like to add your spouse, domestic partner, or civil union not already listed as an account holder of record, please fill out the below. Accounts may only have **two (2)** account holders of record at a given time. **Form must be notarized if adding second account holder of record.**

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

If your contact information has changed please update it below. All future invoices, tickets and correspondence will be sent to the address provided below.

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

\_\_\_\_\_  
Signature (Must be signed by the Account Holders)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature (Must be signed by the Account Holders)

\_\_\_\_\_  
Date

This form must be completed and signed by the Wrangler NFR season ticket Account Holder(s). **Form must be notarized ONLY if adding second account holder of record.** Form may be mailed, emailed or faxed to the Las Vegas Events Ticket Office. Las Vegas Events reserves the right to reverse an account modification in the event that incorrect information listed on this form was provided to Las Vegas Events.

Mail form to:  
Las Vegas Events  
Attention: Ticket Office  
770 E. Warm Springs Rd., Suite 140  
Las Vegas, NV 89119

Email form to: TicketOffice@LasVegasEvents.com  
Fax Form to: 702-425-1696

State of \_\_\_\_\_ County of \_\_\_\_\_  
On this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_, before  
me, the undersigned notary public personally  
appeared \_\_\_\_\_  
and \_\_\_\_\_ proved to  
me through satisfactory evidence, to be the person(s)  
who signed the preceding document in my presence.



It is the Account Holder's responsibility to ensure that transfer/will forms are properly completed and timely submitted to LVE. If LVE is named as a party in any dispute or litigation regarding to disposition of season tickets, the tickets will revert back to LVE. If LVE is required to participate in litigation it will be entitled to a full award of all its attorney's fees and costs prior to any transfer of season tickets occurring.

\_\_\_\_\_  
Signature of Notary Public

## NFR Account Holder – Transfer & Will Form

Account #: \_\_\_\_\_

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 as a spouse or children.

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

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

If tickets are being transferred, the current account holder releases all rights to the tickets once changes are made on the system. 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.

Tickets are being **Transferred** or **Willed**?: \_\_\_\_\_

**The form must be signed and notarized by the existing account holder(s) of record.** Please keep a copy of this signed form for your records. If being transferred, please print the new address where invoicing, tickets and all further correspondence will be sent along with new contact information.

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

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

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

I acknowledge I am the account holder(s) of record and have the right to transfer or will these tickets to the names listed above. Once this transfer has been complete, I am no longer an NFR account holder and am not able to reclaim my transferred seats.

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

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

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

This form must be completed and signed by the Wrangler NFR season ticket account holder. Form must be mailed to Las Vegas Events Attn: Ticket Office. You must contact the Las Vegas Events ticket office for confirmation this transfer/will has been complete. Las Vegas Events reserves the right to reverse an account transfer in the event incorrect information, listed on this form, was provided to Las Vegas Events. 4845-8746-2838, v. 1