



# CHEYENNE

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## FRONTIER DAYS™

World's Largest Outdoor Rodeo & Western Celebration

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## **Season Ticket Information**

Cheyenne Frontier Days® season tickets may be purchased on a renewal basis for a single performance or more of either nightshow or rodeo, it is not necessary to purchase tickets for every rodeo or every night in order to become a Season Ticket Holder.

### **Season Ticket Account Holder Definition**

The name(s) stated on all account holder information (invoice as well as season tickets) denotes the name of the season ticket holder(s) on file.

1. For account holder protection, we will only accept name and address changes, transfer requests and inquiries from the account holder(s) of record.
2. Season tickets that are held in a company name, family trust or business must designate an authorized person to make changes to the account.
3. The account holder of record is liable for any losses or damages caused by prohibited conduct, including liability to: Cheyenne Frontier Days for any unauthorized sale, advertised resale or misuse of CFD tickets.
4. CFD suggests that you carefully read the disclaimer on the back of your tickets.

### **Change of address**

If the mailing address of an account holder changes, CFD requires a written request be made via email or regular mail. The account holder of record is the only authorized person to make address changes to the account. Address changes will not be made over the phone.

### **Season Ticket Policy**

Cheyenne Frontier Days reserves the right to revise the ticket policy at any time. The current ticket policy is available on the official web site at [www.CFDrodeo.com](http://www.CFDrodeo.com). Season ticket holders may also contact the CFD Ticket Office and request a copy of the policy be mailed to them.

### **Resale of CFD Season Tickets**

The redistribution of account holder tickets to family and friends without the intent of selling tickets at a profit is authorized. CFD provides a resale area on the grounds where tickets may be resold for face value or less. Reselling of CFD Season Tickets for greater than face value is not permitted, and may result in forfeiture of all current and future season ticket rights and privileges.

### **Seat Improvement Requests**

Cheyenne Frontier Days strives to provide the best possible seats for all season ticket holders. It is essential to understand we experience very little turnover, which leaves very few seats available for use in the improvement process. We will review all change requests and attempt to improve as many seats as possible. In order to request a change or improvement in seating, a change request must be submitted to the CFD Ticket Office no later than November 1 each year. All improvements are dependent upon better seats becoming available. If we are unable to handle your request, we will keep your seats in the original seating location. In order for our office to be aware of your interest for relocation you must fill out this form every year. Each request is specific to the year and seat location. Previous requests will not be considered.

## **Transferring of Season Tickets**

CFD Season Tickets may be transferred to family members or other individuals ONLY with the written consent of the account holder named on the account. If two or more names appear as account holders, then it will be necessary for ALL named account holders to provide written consent to transfer season tickets to another individual. Tickets may be transferred at any time during the year. Once a written consent is submitted to the ticket office, account ownership will be effective immediately.

In the event of the death of the account holder before written consent can be obtained, the following procedures will be followed in order to transfer the deceased account holder's tickets:

- a. Account Holders Final Will & Testament – If the deceased account holder has included the transfer of his/her CFD 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 CFD tickets do not convey a property right to the account holder. CFD advises that account holders include their account number, seat locations and recipient of the ticket expressly in the will.
- b. To surviving spouse, domestic partner, or person with whom the account holder was joined in a civil union, even if not included in a will (appropriate documentation may be required).
- c. To the children of the account holder - If no final will or spouse is available for the ticket transfer, 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 Cheyenne Frontier Days.

The transfer recipient must provide the Cheyenne Frontier Days 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 written notice 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. 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, Cheyenne Frontier Days will honor a stipulation authorizing retention or transfer of tickets to one or both of the parties. Without stipulation or agreement, the tickets shall revert to Cheyenne Frontier Days who shall have the right to divide the tickets between the parties or they will revert back to CFD if the parties are unable to reach an agreement.

**Unauthorized Transfer of Season Tickets** – Cheyenne Frontier Days remains 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 CFD season tickets, will result in a violation of the CFD Ticket Policy, which may result in the revocation of season tickets and season ticket holder privileges.

## **Invoice Payments/Due Dates**

Rodeo Season Ticket invoices are mailed annually in early December and full payment is due January 31 for that year's event. Frontier Nights invoices are mailed once the entire night show lineup is announced, and full payment is due 30 days after mailing. Failure to pay your invoice by this due date will result in the loss of your season ticket renewal privileges.

# **General Ticket Information**

## **Cheyenne Frontier Days Ticket Office Contact Info**

Mailing address: PO Box 2477, Cheyenne, WY 82003  
Physical address: 1210 W. 8th Ave., Cheyenne, WY 82001  
Phone: 800,227-6336 or 307-778-7222  
Fax: 307-778-7229  
Email: tickets@cfdrodeo.com

## **Accessible Seating**

Please contact the Cheyenne Frontier Days Ticket Office for information on accessible seating. Due to limited availability, we cannot guarantee accessible seating will be available for all performances. The resale 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.

## **Child Seating Policy**

Children under the age of 2 years old do not require a ticket for CFD events, provided they are able to sit on their parent/guardians lap during the performance. Children who have reached their 2nd birthday are required to have a ticket to attend any CFD performance.

## **Fan Code of Conduct**

Cheyenne Frontier Days is committed to providing an enjoyable and safe experience. Irresponsible conduct will not be tolerated at Frontier Park 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 or on stage).
- Failing to follow instructions of CFD 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.

## **Individual Ticket Sales**

Individual tickets for Cheyenne Frontier Days can be purchased by phone at 800-227-6336 or 307-778-7222, at the box office or through [www.CFDrodeo.com](http://www.CFDrodeo.com).

## **Refunds & Exchanges**

Cheyenne Frontier Days 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 at Frontier Park only at the designated resale area located next to the Disability Services building at the south end of Old Frontier Town.

## **Event Cancellation**

For cancelled events, credit card purchases will be automatically refunded to the credit card used for purchase within approximately 5 to 7 business days of the cancellation announcement. Those who purchased from the venue box office with cash must take their tickets to the box office during normal business hours to receive a refund.

Cheyenne Frontier Day 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@cfdrodeo.com](mailto:tickets@cfdrodeo.com) so that we may provide further assistance.

Refunds for event cancellations will only be made for headline acts. Any changes or cancellations to opening acts are not eligible for refunds.

## **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) and replacement tickets may only be obtained at the ticket office windows. Replacement tickets will not be re-mailed. Cheyenne Frontier Days 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 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 Cheyenne Frontier Days Ticket Office prior to the issuance of replacement tickets.

## **Will Call**

Tickets may be left at the Cheyenne Frontier Days 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 9:00pm on the night of the event can be obtained from the Front Gate ticket sales windows up until the end of that evening's performance.