



CHEYENNE
FRONTIER DAYS™

World's Largest Outdoor Rodeo & Western Celebration

ANNUAL TICKET POLICY & GUIDELINES

Cheyenne Frontier Days™ Ticket Office

1210 W. 8th Avenue
Cheyenne, Wyoming 82001

PO Box 2477
Cheyenne, Wyoming 82003

tickets@cfdrodeo.com

(307) 778-7222

As the entertainment industry works to establish new health and safety guidelines, Cheyenne Frontier Days™ is making every effort to come back for the Re-Ride in 2021. Annual Ticket Holders with 2020 season subscriptions will automatically rollover into the 2021 season. Seats currently held on accounts in 2020 were also eligible for account credit, refund or donation, in lieu of 2021 rollover option.

Due to the uncertainty of COVID-19 and its impacts on 2021, Cheyenne Frontier Days™ will be suspending all changes, excluding the release of tickets, for ALL Annual Ticket Holders in the 2021 Season. Annual Ticket Holders will be allowed to remove reserved seats and release seats permanently, however the addition or relocation of seats to any account for the 2021 season will be suspended until 2022.

This suspension includes all new Annual Ticket Holder applications for 2021. The Cheyenne Frontier Days™ Ticket Office will accept relocation applications for 2022 beginning August 2021, and they will process the applications in order of receipt.

We acknowledge this is unusual to suspend all additions and applications for 2021. With specific guidelines on social distancing for 2021 still to come, making a current plan that requires a reduction in seating for an event like Cheyenne Frontier Days™ is impossible at this time. For now, we will work to retain our loyal patrons who subscribe annually and maintain their seats for 2021.

CHEYENNE FRONTIER DAYS™ CODE OF CONDUCT

Cheyenne Frontier Days™ is committed to providing a safe, enjoyable, and comfortable experience. Any behavior disregarding the Cheyenne Frontier Days™ Code of Conduct may result in ejection, possible arrest, temporary and/or permanent suspension from Frontier Park. Cheyenne Frontier Days™ reserves the right to deny entry, relocate, or eject guests engaging in inappropriate behavior.

- Guests will be treated in a consistent, professional, and courteous manner by all guest service volunteers and staff.
- Guests will consume alcoholic beverages in a responsible manner.
- Guests will sit only in their assigned ticketed seats and show their tickets when requested.
- Guests attempting to enter the venue without a ticket will be immediately ejected.
- Guests who engage in fighting, throwing objects (including throwing objects into the arena or on stage) will be immediately ejected from the venue.
- Guests will not smoke or use electronic cigarettes in the venue. Frontier Park is designated as a non-smoking venue.
- Guests will comply with all state and local health ordinances and mandates while attending events on Frontier Park.
- Guests will comply with requests from venue staff regarding facility operations and emergency response procedures.
- Guests entering the venue are subject to metal-detector screening, visual inspection and bag inspection conducted by the Cheyenne Frontier Days™ security team. The purpose of the inspection is to detect prohibited items, and is for the safety of our guests, volunteers, and staff.
- Guest Service volunteers and staff have been trained to intervene where necessary to help ensure that the above expectations are met, and guests are encouraged to report any inappropriate behavior to the nearest usher, security guard, or guest services team member.

Guests who choose not to adhere to the Cheyenne Frontier Days™ Code of Conduct will be subject to ejection without refund and will not be compensated in any way.

Guests agree that the event for which you purchase tickets is a public event, that your appearance and actions inside and outside the venue where the event occurs are public in nature, and that you have no expectation of privacy regarding your actions or conduct at the event. You grant permission to Cheyenne Frontier Days™ and the event provider(s) to utilize your name, image, likeness, acts, poses, plays, appearance, movements, and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event (regardless of whether before, during or after play or performance) for any purpose, in any manner, in any medium or context now known or hereafter developed, without further authorization from, or compensation to, you or anyone acting on your behalf.

ANNUAL (SEASON) TICKET SALES

In Person

Cheyenne Frontier Days™ Ticket Office
1210 West 8th Avenue, Cheyenne, WY 82003
Monday – Friday from 9 a.m. – 5 p.m.

By Phone

(307) 778-7222

Customer Inquiry Email: tickets@cfdrodeo.com

Cheyenne Frontier Days™ will not honor counterfeit or other invalid tickets. Ticket orders found to be in violation of our reselling policies will be cancelled.

Cheyenne Frontier Days™ accepts the following methods of payment: American Express, MasterCard, Visa, Discover, PayPal, Apple Pay, Google Pay, and Cash. When purchasing tickets with a card, you must show current, valid photo identification to complete the transaction.

Without prior permission, resale of tickets to Cheyenne Frontier Days™ above face value, is prohibited. Any such attempted resale is grounds for ticket cancellation without compensation and will void the ticket (whether this occurs before or after the ticket has been printed).

ANNUAL (SEASON) TICKETS

Annual Ticket Subscribers are individual subscriptions renewed annually for events identified as eligible. Annual Ticket Subscribers are entitled to the same seat location for the same event (day) annually. Subscribers are required to agree to the Annual Ticket Subscriber agreement, electronically or paper copy, at inception of contract agreement. Annual Ticket Subscribers may manage the following via the [My CFD Tickets](#) link:

- purchase or renew annual tickets
- purchase parking
- purchase ticket packages or single event tickets

Annual Ticket Subscribers may forward season tickets to another person. You can send an email invitation with a link to transfer your tickets and if the recipient accepts your offer, the tickets will be placed into the recipient's [My CFD Tickets](#) account. Once the recipient accepts your offer, you will not be able to cancel or recall the tickets.

ACCOUNT & BILLING INFORMATION

All information on accounts and orders must be valid and are subject to verification. Orders that are placed, or attempted to be placed, using an account in which any information entered is found to be false, misleading, incorrect, incomplete or cannot be verified as belonging to the account holder, such as name, address, email address, phone number, IP address, or other means, are subject to

cancellation, at any time. Furthermore, we may cancel your order and sell your tickets to another customer without further notice. Orders are subject to credit card approval and processed only after the billing address, associated with your credit card, and other billing information, has been verified.

ENTRY & RE-ENTRY

Guests must present their ticket (digital or standard physical paper ticket) at portal entrances to gain entry to the event. Tickets will be scanned upon exiting and re-entering the portals. Guests will be denied entry by failing to provide a ticket upon entry and re-entry of the event. Tickets not scanned out, will be unable to return into the venue. Each guest must have either a digital ticket or standard physical paper ticket to be scanned in and out of their designated portal.

EVENT CANCELLATION

If your event is cancelled and not rescheduled, and you are an Annual Ticket Subscriber, please contact the Cheyenne Frontier Days™ Ticket Office for alternate procedures.

All events are rain or shine, no refunds will be granted for cancellations once the headlining performer has taken the stage to perform for inclement weather (lightening or tornado) or other circumstances which would make the event non-viable.

ASSUMPTION OF RISK

Guests assume all risks, hazards, and dangers arising from or relating in any way to the risk of contracting a communicable disease or illness (including exposure to COVID-19, a bacteria, virus, or other pathogen capable of causing a communicable disease or illness), whether occurring before, during, or after the event, however caused or contracted, and hereby waives all claims and potential claims against Cheyenne Frontier Days™.

Opening acts or guests may sometimes tour with headlining performers. We are not always made aware of opening acts or the length of their performances. Opening acts, as well as festival performers, are subject to change or cancellation at any time without notice. No refund will be owed if an opening act or festival performer is changed or cancelled once the performer is on stage performing due to inclement weather.