



**CHEYENNE**  
**FRONTIER DAYS™**

World's Largest Outdoor Rodeo & Western Celebration

# **TICKET POLICY & GUIDELINES**

Cheyenne Frontier Days™ Ticket Office

1210 W. 8<sup>th</sup> Avenue  
Cheyenne, Wyoming 82001

PO Box 2477  
Cheyenne, Wyoming 82003

[tickets@cfdrodeo.com](mailto:tickets@cfdrodeo.com)

(307) 778-7222

## **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.

**THANK YOU FOR YOUR COOPERATION!**

## **TICKET SALES**

Tickets for Cheyenne Frontier Days™ may be purchased at the following authorized points of purchase:

### ***Online***

[www.cfdrodeo.com](http://www.cfdrodeo.com)

### ***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](mailto:tickets@cfdrodeo.com)

These are the only authorized ticket-selling agents of Cheyenne Frontier Days™. Please be advised that we cannot vouch for the authenticity of tickets obtained through any other sources. 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. If you purchased through an unauthorized source, we cannot contact you regarding changes to your event, nor can we contact you regarding the changes to your event and access to the venue may be denied.

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).

## **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.

## **DELIVERY OPTIONS**

Different combinations of delivery methods may be offered. Please carefully review the list of delivery methods offered during the purchase process. For security purposes, we can only mail tickets to the billing address on file with the credit card company that is used for the purchase.

Guests will be required to register for an account to purchase mobile, will call or mailed standard physical paper tickets. Account holders who have purchased mobile tickets and are unable to access via confirmation email or [My CFD Tickets](#) account, can visit the Ticket Office located at the main entrance of Cheyenne Frontier Days™ on the day of the event, or by calling (307) 778-7222 prior to the event.

Account user names may not include the name of another person with the intent to impersonate that person, or be offensive, vulgar, or obscene. Account username and password are personal to you. You will be responsible for the confidentiality and use of your username and password, and for all activities (including purchases) that are conducted through your account. You may not transfer or sell access to your account. We will not be liable for any harm related to disclosure of your username or password or the use by anyone else.

To avoid problems with counterfeit, stolen or voided tickets, guests should make their purchases through the authorized Cheyenne Frontier Days™ Ticket Office. Cheyenne Frontier Days™ will not be responsible for validating tickets that were not purchased through the authorized Ticket Office in person, call center or online at [www.cfdrodeo.com](http://www.cfdrodeo.com). **All sales are final.** No refunds or exchanges will be permitted. Cheyenne Frontier Days™ will not print any tickets for guests who purchased through a third-party ticketing company.

*Photocopies or printed/scanned PDF/Print at HOME tickets are not valid and will not be accepted.*

### ***DIGITAL/MOBILE TICKETS***

Use your mobile device to gain access to the event at all entry points. With Mobile/Digital Tickets guests will be able to enter the event without the need of a standard physical paper ticket. Guests can use the My CFD Tickets or go to the Cheyenne Frontier Days™ website via the browser on your mobile device to access your order and view your mobile tickets in advance of the event.

To expedite your entrance, please save your tickets to your Apple/ Google Wallet prior to arrival. Cheyenne Frontier Days™ is equipped to scan Mobile/Digital Tickets.

*Once a recipient accepts a ticket transfer, a new barcode is issued, and the sender's tickets are invalid. Tickets are only permitted to be transferred one time per transaction.*

The sender can modify or cancel a ticket transfer before the recipient accepts the transfer – not after. Note: We may cancel transferred tickets, at any time, if we determine they were obtained fraudulently or otherwise in violation of our policies; therefore, it is important that you know and

trust the individual transferring tickets to you before accepting them. If an event is cancelled or rescheduled, only the original purchaser will be eligible for a refund.

### ***DIGITAL/MOBILE TICKET TRANSFER***

[My CFD Tickets](#) allows you to transfer one or more tickets from your ticket inventory to a friend. This will serve as their ticket and allow entry to the event. Once a recipient accepts a ticket transfer, a new barcode is issued, and the sender's tickets are invalid. Tickets are only permitted to be transferred one time per transaction.

The sender can modify or cancel a ticket transfer *before* the recipient accepts the transfer – not after. Note: We may cancel transferred tickets, at any time, if we determine that they were obtained fraudulently or otherwise in violation of our policies; therefore, it is important that you know and trust the individual transferring tickets to you before accepting them. If an event is canceled or rescheduled, only the original purchaser will be eligible for a refund.

### ***STANDARD PRINTED/PHYSICAL TICKET***

Guests can request standard physical paper tickets for any event(s). Standard shipping costs will be charged for tickets mailed. Expedited shipping methods may be available for an additional cost.

For patrons with standard physical paper tickets, please have your tickets ready to scan and show guest services and ushers prior to arriving.

Standard Physical Paper Tickets should be treated like currency: if lost, misplaced, stolen, damaged, etc. a reissue fee will be incurred. Lost tickets purchased through Cheyenne Frontier Days™, may be replaced by calling (307) 778-7222 or in person at the Cheyenne Frontier Days™ Ticket Office. Accordingly, the original lost/stolen tickets will be deactivated and anyone attempting to use them will be denied entry.

- Only the original purchaser/account holder of record may obtain replacement ticket(s)
- Purchaser information must be verified (address, phone number, credit card)
- If in person, must show a photo ID that matches the name on the original purchase

**All replacement tickets are subject to a \$5 per ticket replacement/processing fee.**

**Digital Tickets converted to paper tickets are subject to a fee of \$8 per transaction.**

### ***WILL CALL***

Tickets purchased from Cheyenne Frontier Days™ may be left for pick up at the CFD Ticket Office. Customers picking up tickets will be asked to provide a valid government issued photo ID corresponding to the name of the person under which the tickets were purchased. The Ticket Office closes promptly at 9 p.m. each night during the celebration and Will Call will be moved to the Front Gate Ticket Sales windows. Tickets may be picked up from this location until

the end of the evening's performance. There will be no refunds, exchanges, or reissue of tickets not picked up at Will Call.

## **TICKET LIMITS**

When purchasing tickets on our website, you are limited to a specified number of tickets for each event (also known as a "ticket limit"). This ticket limit is posted during the purchase process and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices. Each Cheyenne Frontier Days™ account must be linked to a unique individual and contain valid, and verifiable information. Multiple accounts may not be used to circumvent or exceed published ticket limits. We reserve the right to cancel any or all orders and tickets, in addition to prohibiting your ticket purchase abilities, without notice to you, if you exceed or attempt to exceed the posted ticket limits. Any tickets, cancelled due to violating the posted ticket limit, will be refunded at face value (excluding fees). This includes orders associated with the same name, e-mail address, billing address, credit card number, or other information.

## **REFUNDS & EXCHANGES**

There will be no refunds or exchanges on any ticket purchased for Cheyenne Frontier Days™ events. If for any reason, you are unable to use your tickets, you may sell them at **face value only**.

Before purchasing tickets, carefully review your event and seat selection. Seating maps are representative of a venue's layout; however, they are subject to change at any time and refunds are not allowed if the map is updated or if additional seats/rows are added or seats change as a result of a venue change after purchase.

You agree that you will not attempt to evade, avoid, or circumvent any refund prohibitions in any manner about tickets you purchased. Without limiting the generality of the foregoing, you will not contact us to seek a refund or exchange from us when we are prohibited from providing one by its clients, and you will not dispute or otherwise seek a "chargeback" from the company whose credit card you used to purchase tickets from the website. Should you do so, your tickets are subject to immediate cancellation, and we may, in our sole discretion, refuse to honor pending and future ticket purchases made from all credit card accounts or online accounts on which such chargebacks have been made, and may prohibit future purchases from all person(s) in whose name the credit card accounts exist and any person who accesses any associated online account or credit card or who otherwise breaches this provision from using the website.

## **DUPLICATE TICKETS**

Cheyenne Frontier Days™ is not responsible for any inconvenience caused by unauthorized duplication. In the event duplicate copies appear, Cheyenne Frontier Days™ reserves the right to refuse entry to all ticket holders.

## **ORDER CONFIRMATION**

If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm via your [My CFD Tickets](#) account or call the Cheyenne Frontier Days™ Ticket Office, to determine whether your order has been placed. Only you may be aware of any problems that may occur during the purchase process. We will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

## **SERVICE FEES**

Tickets purchased on our website are typically subject to a per ticket service fee and a per order processing fee. In many cases, delivery fees will also be owed. Guests may be able to purchase tickets directly from the Cheyenne Frontier Days™ Ticket Office without paying our service fee or by calling (307) 778-7222.

## **RESALE OF TICKETS**

Unlawful resale (or attempted resale), counterfeit or copy of tickets is grounds for seizure and cancellation without compensation. Certain maximum resale premiums and restrictions may apply in some states and we cannot be responsible for providing legal advice regarding resale or pricing of tickets. You are responsible for complying with all applicable ticket resale laws.

Cheyenne Frontier Days™ does not guarantee the authenticity of tickets purchased from any non-authorized third-party reseller (such as brokers or individuals). **We recommend that you purchase tickets directly through the Cheyenne Frontier Days™ Ticket Office to ensure authenticity.** Tickets may not be used for advertising, promotions, contests, or sweepstakes, unless formal written authorization is given by Cheyenne Frontier Days™.

## **MULTIPLE BROWSER WINDOWS**

When ordering tickets online with us, please ensure you are looking for tickets and placing an order using only one browser window. Looking up tickets using multiple browser windows could result in losing your tickets, errors occurring during the purchase process, or timer expiration.

## **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.

## **CHILD SEATING POLICY**

Guests two (2) years of age and older are required to have a ticket for entry to any event. Children under two (2) years of age may sit on the lap of their parent/guardian during the performance.

## **ADA ACCESSIBILITY**

Dispersed wheelchair and accessible seating are available in the B Balcony, B Lower, C Lower Stands, and E stands of the arena. Accessible seats may be purchased online, via telephone or at the Cheyenne Frontier Days™ Ticket Office. Accessible seats are reserved for guests with disabilities who have accessible needs and their companions. Due to limited availability, we cannot guarantee accessible seating will be available for all performances. The re-sale 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. Please contact the Cheyenne Frontier Days™ Ticket Office for information on accessible seating.

## **EVENT CANCELLATION**

If your event is cancelled and not rescheduled, you will receive notification of our refund/account credit options and instructions to obtain funds. If we issue you a refund for a ticket due to a cancelled or postponed event, we will issue a refund of the face value of the ticket price paid. In no event will delivery charges or any other amounts be refunded. If a refund is issued, it will be issued using the same method of payment that was used to purchase the tickets. If the original method of payment is no longer valid, an account credit will be issued for future purchases. It is the purchaser's responsibility to update personal information, including credit card expiration dates, with the Cheyenne Frontier Days™ Ticket Office. Cheyenne Frontier Days™ will not be liable for travel or any other expenses that you or anyone else incurs in connection with a cancelled or postponed event.

Refunds are only available to customers who purchased directly from the Cheyenne Frontier Days™ Ticket Office via telephone, in-person or online at [www.cfdrodeo.com](http://www.cfdrodeo.com).

Purchases made by credit card will be credited back to the original card used for the purchase. Cash and check transaction payments will be credited to your account for future purchases. Please contact the Cheyenne Frontier Days™ Ticket Office for any further questions. If you are an Annual Ticket Subscriber, please contact the Cheyenne Frontier Days™ Ticket Office for alternate procedures.

If you have purchased from a third-party reseller, you will need to contact the reseller directly for further details. In no event will UPS, FedEx charges or any other amounts be refunded. For ticket insurance refunds, please contact the insurance provider.

Tickets purchased through a secondary market website not affiliated with Cheyenne Frontier Days™, for any event, will not be eligible to request a refund. Only the original primary purchaser will be eligible to request the refund from Cheyenne Frontier Days™.

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.

## **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. Please refer to the [Annual Ticket Holder Policy and Guidelines](#). 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.

## **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.