



# 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. Multiple account holders are permitted only as allowed under the Season Ticket Account Constraints below.

### **Account Holder Responsibility**

1. LVE will only accept changes to or inquiries about a Season Ticket Account from the officially designated Account Holder(s) on file. Any individual who is not listed as an Account Holder is not authorized to act on the account, regardless of payment arrangement or personal relationship. Representing oneself as an Account Holder without authorization may result in revocation of season tickets. This includes, but is not limited to, forging Account Holder signature(s) and/or communicating with the ticket office while falsely claiming to be the Account Holder. Authorization to manage a Season Ticket Account must be formally documented and approved by LVE. 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.
2. The Account Holder(s) are bound by the terms and conditions appearing on the back of the Season Tickets.
3. 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.
4. 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.
5. 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).
6. 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.
7. Each Season Ticket Account Holder must be at least 18 years of age.
8. **Custodial Care of Souvenir “Hard” Tickets:** It is your responsibility to safeguard the printed souvenir ticket should you resell some of your tickets via StubHub as doing so will invalidate the printed ticket. Ticket holders should stay in possession of the souvenir tickets for commemorative purposes or destroy the printed souvenir tickets once the process is complete. Both versions of tickets arriving at the gate will be reviewed and can result in the loss of season tickets.
9. **HEALTH & SAFETY:**

The Thomas & Mack Center, Las Vegas Events (“LVE”), and the PRCA may implement health and safety protocols applicable to attendance at the Wrangler NFR. Such protocols may be updated from time to time and will be communicated to account holders and made available through official NFR channels.

All ticket holders and guests must comply with applicable health and safety protocols as a condition of entry. The Thomas & Mack Center, LVE, and the PRCA cannot guarantee that exposure to infectious illness will be eliminated. Attendance is voluntary and at the ticket holder's and guest's own risk.

Ticket holders and guests are responsible for assessing their own health and should not attend the event if they are ill, experiencing symptoms of an infectious disease, or have been directed by a medical professional or public health authority to isolate or quarantine.

### **Season Ticket Account Constraints**

Only one (1) season ticket account is permitted per household. Each season ticket account may have a maximum of two (2) account holders of record. Multiple account holders are permitted only where the account holders are legally married to one another or are domestic partners recognized under the laws of the state in which the account holder(s) reside.

For purposes of this policy, "household" includes, but is not limited to, adults (individuals over the age of eighteen (18)) related by blood or marriage living in a single dwelling, as well as spouses and legally recognized domestic partners.

Season ticket accounts may not be shared between non-spouses or non-domestic partners. Accounts that do not comply with this policy may be modified, separated, or otherwise restructured at LVE's sole discretion to ensure proper account administration, access, and control.

Each season ticket account is limited to a maximum of four (4) season tickets.

### **My NFR Account**

My NFR Account is LVE's primary online ticket management platform for season ticket holders. Except where payment by check is permitted, account holders are responsible for managing their season ticket account through My NFR Account, including reviewing seat locations, accessing ticketing forms, managing ticket transfers, selling tickets through the official NFR secondary marketplace, and receiving event-related updates and communications. All account information, ticket activity, and account status reflected in My NFR Account shall constitute the official record of the account.

### **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 My NFR Account (convenience fee will apply). A \$50 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 \$50 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**

All tickets issued by Las Vegas Events ("LVE") are revocable licenses and remain the property of LVE. The purchase of NFR season tickets does not qualify or entitle the Account Holder to an automatic renewal of tickets in subsequent years. LVE reserves the right to revoke tickets, cancel orders, refuse admission, or declare an account holder ineligible for future ticket

purchases if, in LVE's sole discretion, the account holder engages in conduct that violates ticket policies or interferes with the fair and intended use of tickets. LVE reserves the right to update season ticket policies and prices at any time for any reason with or without notice.

Season tickets may be revoked for, including but not limited to, the following reasons:

**Unauthorized or Abusive Ticket Activity**

Any unauthorized, fraudulent, deceptive, or abusive activity relating to the acquisition, use, transfer, or resale of NFR tickets.

**Unauthorized Promotions or Commercial Use**

Use of tickets for sweepstakes, contests, promotions, advertising, or other commercial purposes without the prior written consent of LVE and the NFR.

**Violation of Venue or Property Rules**

Selling, offering for sale, or soliciting the sale of tickets on venue property, including but not limited to the UNLV campus or Las Vegas Convention Center property, in violation of venue policies, applicable ordinances, or business licensing requirements.

**Violation of Law or Venue Policy**

Any resale or solicitation of tickets conducted in violation of applicable local laws, ordinances, or venue-specific policies.

LVE reserves the right, at its sole discretion, to revoke existing season or single-performance ticket orders, restrict account privileges, or deny eligibility for future ticket purchases based on documented violations of this policy. Enforcement decisions are not dependent on criminal charges, citations, or third-party action.

**Ticket Resale and Prohibited Use**

Season tickets are intended for personal use and enjoyment. Account holders may occasionally resell tickets they cannot use, including through third-party platforms. LVE encourages the use of its official ticket exchange for resale transactions to ensure secure and verified ticket transfers.

**StubHub - The Official Fan to Fan Marketplace**

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).

**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.

**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 a spouse, a domestic partner or civil union partner recognized under the laws of the state in which the Account Holder resides, or a child of the Account Holder. No other transfers or willing of NFR season tickets will be recognized as valid.

Season ticket accounts may not be jointly held by non-spouses or non-domestic partners. As such, transfers resulting in multiple recipients who are not spouses or legally recognized domestic partners are not permitted to remain under a single account.

### **Transfers to Multiple Children**

If an Account Holder wishes to transfer or will tickets to more than one child, the tickets must be divided into separate accounts. The Account Holder (or the authorized estate representative) must designate:

- The number of tickets to be transferred to each child, and
- The specific seat locations assigned to each recipient.

Each recipient will become the sole Account Holder of their respective tickets. Joint account ownership among siblings is not permitted.

### **Transfer Timing and Documentation**

All transfers must be completed and reflected in LVE's system no later than August 1 of the year in which the transfer is to take effect. Transfers requested after August 1 will take effect in the following season.

Transfers must be submitted using the Account Holder Transfer & Will Form, and tickets must be transferred into the new Account Holder's name prior to the applicable deadline.

### **Transfers Upon Death of an Account Holder**

If an Account Holder includes the transfer of NFR season tickets in a valid will to a spouse, domestic partner, civil union partner, or child, the tickets will be transferred in accordance with the will, subject to LVE ticket policies.

If the Account Holder passes away without a Transfer & Will Form on file, the executor or an authorized representative of the estate must submit the required documentation to LVE.

If no will exists:

- Tickets will transfer to the surviving spouse, domestic partner, or civil union partner, if applicable (documentation may be required).
- If no such individual exists, the surviving children will be offered the opportunity to become Account Holders, subject to the requirement that tickets be divided into separate accounts unless transferred to a single child.
- If the surviving children cannot unanimously agree on the disposition of the tickets within one (1) year from the date of the account holder's death, or if a dispute arises, the tickets will revert to Las Vegas Events.
  - Extensions to this deadline may be granted at the sole discretion of LVE upon receipt of documentation demonstrating that the tickets are subject to an active legal proceeding (such as probate or estate administration).

### **Required Documentation**

The transfer recipient must provide:

- A copy of the Account Holder's death certificate,
- Valid identification,
- Documentation establishing qualifying family relationship, and
- A completed Account Holder Transfer & Will Form updating account contact information.
- No recipient may exercise Account Holder privileges, including making payments or submitting account changes, until the transfer has been formally completed and approved by LVE.

### **No Property Right**

NFR season tickets constitute a revocable license and do not convey a property right. No transfers other than those expressly permitted herein will be recognized. LVE strongly recommends that Account Holders include their account number, seat locations, and designated recipient(s) explicitly in any will or estate planning documents.

**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. When account ownership or management cannot be clearly verified, documentation may be required.

**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.

In addition, season ticket holders are expected to exercise proper decorum and etiquette when interacting with LVE and NFR staff regarding ticket office communication and other matters relating to the event.

Repeat violations of the above policy on site during the NFR and with LVE and NFR Staff may result in the revocation of season tickets, regardless of whether 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.

### **Accessible Seating**

Accessible seating is designed to accommodate guests who require the accessible features of ADA seating and their companions. Las Vegas Events is committed to providing equal access to ticket purchasing opportunities for all guests.

Tickets for accessible seating may be purchased, transferred, or resold under the same terms and conditions as other tickets.

If a ticket for accessible seating is used by a guest who does not require the accessible features, Las Vegas Events reserves the right to relocate the guest to a comparable non-accessible seating location if available.

### **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.NFRexperience.com](http://www.NFRexperience.com) or the Official NFR Fan-To-Fan Exchange, [www.StubHub.com](http://www.StubHub.com).

### **Access Only Ticket**

The NFR Access ONLY ticket provides access to the Thomas & Mack Center, but not a seat. It provides access to all the experiences at the NFR – Cowboy Corral, The Cowboy Channel Bar, Bull & Barrel Saloon and ProRodeo Zone – and then allows you to watch the rodeo on the TV screens in the designated areas. These can be purchased directly from [www.NFRexperience.com](http://www.NFRexperience.com) or the Thomas and Mack Center Box Office during event week, pending availability.

### **Ticket Delivery**

For those who choose printed tickets as their delivery method, NFR tickets are typically mailed out around October 1st of each year. Digital tickets are delivered around late August.

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### **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.

**Ticket Reprints** In the event a ticket is lost or left behind and needs to be replaced prior to the event week, an email request must be sent to [ticketoffice@lasvegasevents.com](mailto:ticketoffice@lasvegasevents.com) from the email address listed on the season ticket account. A \$25.00 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. The deadline for reprint requests is one week prior to the first performance date. After this date, the registered ticket holder will need to present their photo ID at the Thomas and Mack Ticket Office to obtain reprinted ticket(s) or utilize their mobile ticket(s). A fee to obtain physical, reprinted tickets will apply.

**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.