

Ponoka Stampede Ticket Refunds

NO action is required at this time if you wish to hold your tickets for use at the 2021 Ponoka Stampede. For those holding tickets, we will be in contact with replacements. Any single date ticket will be transferrable to an equivalent event in in 2021. I.E. If you have bought a concert ticket, it will be transferable to a 2021 concert. At this time, the 2021 acts have NOT been confirmed or scheduled.

Ticket refunds will be available beginning Tuesday, May 19, 2020 and ending close of business Friday, June 19, 2020. After June 19, 2020 ticket refunds will not be issued.

Please note, the process of refunding tickets will vary depending on how the tickets were purchased.

Ponoka Stampede Ticket Package holders

- All 2020 package holders will retain the first right to refuse their seats for the 2021 Ponoka Stampede.
- **NO ACTION** is required for package holders who **DO NOT** wish to receive a refund for payments made. These funds will roll forward to the 2021 tickets.
- Package holders who **DO** wish to receive a refund will need to contact the Ponoka Stampede Ticket Office by **phone** between May 19 - June 19, 2020. The ticket office **WILL NOT** be open to the public, all refund requests must be made by phone.
- The ticket office phone number is 403 783 0100. Ticket office hours are Monday - Friday 9 am – 4 pm. Please note, this is a single phone line, with a single operator. We appreciate your patience and understanding while we deal with this unprecedented circumstance.
- Ponoka Stampede will also contact all package holders via regular mail.

Tickets purchased direct via Ponoka Stampede Ticket Office

- **NO ACTION** Is required at this time If you wish to hold your tickets for the 2021 Ponoka Stampede. Single date tickets will be transferrable to an equivalent event in in 2021. I.E. If you have bought a concert ticket, it will be transferable to a 2021 concert.
- Ticket holders who **DO** wish to receive a refund, will need to contact the Ponoka Stampede Ticket Office by **phone** between May 19 - June 19, 2020. Please note the ticket office **WILL NOT** be open to the public, all refund requests must be made by phone.
- The ticket office phone number is 403 783 0100. Ticket office hours are Monday - Friday 9 am – 4 pm. Please note, this is a single phone line, with a single operator. We appreciate your patience and understanding while we deal with this unprecedented circumstance.

Tickets purchased via Ticketmaster online

- Ticket holders purchasing direct from Ticketmaster will receive an email from Ticketmaster outlining the process to receive a refund or hold the tickets for the 2021 Ponoka Stampede. Single date tickets will be transferrable to an equivalent event in in 2021. I.E. If you have bought a concert ticket, it will be transferable to a 2021 concert.

