

## **PONOKA STAMPEDE TICKET REFUNDS**

**NO action is required** if you wish to hold your tickets for use at the 2022 Ponoka Stampede. For those holding tickets, we will be in contact with replacements. Any single date ticket will be transferable to an equivalent event in 2022. e.g. If you bought a concert ticket it will be transferable to a 2022 concert. The 2022 acts have not yet been confirmed or scheduled.

If you wish to receive a refund, ticket refunds will be available until the close of business Friday, July 9, 2021. After July 9, 2021 ticket refunds will not be issued. The process of refunding tickets will vary depending on how the tickets were purchased.

### **Ponoka Stampede Ticket Package Holders**

- All 2020 & 2021 package holders will retain the first right to refuse their seats for the 2022 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 2022 tickets.
- Package holders who **do** wish to receive a refund will need to contact the Ponoka Stampede Ticket Office by phone before July 9, 2021. 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, 9:30 am – 4:00 pm. 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 direct via Ponoka Stampede Ticket Office**

- **No Action** is required if you wish to hold your tickets for the 2022 Ponoka Stampede. Single date tickets will be transferable to an equivalent event in 2022. e.g. If you bought a concert ticket it will be transferable to a 2022 concert.
- Ticket holders who **do** wish to receive a refund will need to contact the Ponoka Stampede Ticket Office by phone before July 9, 2021. 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, 9:30 am – 4:00 pm. 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 who purchased direct from Ticketmaster will receive an email from Ticketmaster outlining the process to receive a refund or to hold the tickets for the 2022 Ponoka Stampede. Single date tickets will be transferable to an equivalent event in 2022. e.g. If you bought a concert ticket it will be transferable to a 2022 concert.

**THANK YOU FOR YOUR CONTINUED SUPPORT OF THE PONOKA STAMPEDE.  
WE LOOK FORWARD TO SEEING YOU IN 2022**