

2019 California Mid-State Fair

Ticket Purchasing Procedures and General Information

➤ Entertainment -

The California Mid-State Fair will announce entertainment once approval from Entertainer's Management has been received. Entertainment show dates, on-sale dates, show pricing will be available via the website, call center and at the Fair office.

➤ Ticket Purchasing limits-

Public On-Sale: There is a six (6) ticket limit per show per customer (unless specified differently by Artist Management). This policy is in effect to discourage unfair ticket buying practices. We reserve the right to cancel any or all customer orders and tickets without notice to you if you exceed the posted ticket purchasing limits. Customer orders are associated with the same name, email address, billing address, credit card number or any other information. This includes all tickets purchased via the internet, call center or both. Generally, about 48 hours after the on-sale is completed we will be permitted to increase ticket purchasing limits.

➤ On Sale Procedures (subject to change)-

at 10:00 a.m. - The Internet and Call Center will open for ticket sales

at 1:00 p.m. - California Mid-State Fair Box Office will open for ticket purchase at the Box Office

➤ Forms of payment accepted-

Internet and Call Center - accepts Visa, MasterCard, American Express or CMSF Gift Card.

California Mid-State Fair Box Office – accepts Cash, Check, CMSF Gift Cards, Visa, MasterCard or American Express
A Valid ID is required for all purchases paid for by Check or Credit Card. The California Mid-State Fair Box Office will not accept Checks or Credit Cards that are not presented by the person whose name appears on the account or Credit Card. Minors will not be permitted to use credit cards or checks, even with parent's written permission.

➤ Admission into the Fair-

Your concert ticket **DOES NOT** include Fair admission. Fair admission **must** be purchased separately. The concert venue is located on Fairgrounds so admission into the Fairgrounds is required.

➤ Ticket and Order Fees-

Ticket prices advertised by the California Mid-State Fair include a \$6.00 per ticket fee. This is a standard fee for all show tickets. There are NO additional fees for show tickets purchased, in person, at the CMSF Box Office. Call Center and Internet orders are subject to an additional \$3.00 per ticket fee and an additional \$10.00 per order processing and handling fee.

➤ Venue Pricing Areas-

Each show price level has a designated seating area. Please refer to the maps on the website, www.midstatefair.com on specifics for each show. For the majority of concerts scheduled on the Main Grandstand the seating areas in each price categories are as follows:

Price category 1 (highest price ticket) – located on the arena floor, Section 6 only, Rows A–Z (first 24 rows) and Sections 500 and 700.

Price category 2 (next highest ticket) – located on the arena floor, the remaining seating in section 6, the closest group of seats to the stage in sections 5 and 7; Section 13; Grandstand seating in sections 1, 2, 3, 4 and 8; ADA seating; and lower seating closest to the stage in sections 10 and 20.

Price category 3 (next priced ticket) – remaining floor seating in sections 5, 6, and 7; sections 14, 15, 21, 22 and 23.

Price category 4 (lowest priced ticket) – remaining seats on the back grandstands sections 10 - 12 and 16 – 20

Price category seating locations are subject to change from show to show, be sure to check the seating map for each show.

➤ Purchasing Tickets-

IT IS THE PATRON'S RESPONSIBILITY TO REVIEW, UPDATE AND VERIFY ALL ACCOUNT INFORMATION INCLUDING BUT NOT LIMITED TO MAILING AND/OR EMAIL ADDRESSES PRIOR TO PURCHASING TICKETS.

- **Internet:** The quickest and most convenient way to purchase tickets is the internet at www.midstatefair.com. Tickets may be purchased via the internet using Visa, MasterCard or American Express. **There is a seven (7) minute time limit for placing internet orders.** In order to expedite your order, you need to have the following ready to process: 1) your Visa, MasterCard or American Express number with a valid expiration date and CVV number or CMSF Gift Card; 2) your correct credit card billing address; 3) your account I.D. and password. DO NOT hit the "BACK" Key on the browser or you will return to the main page, lose all your tickets in queue and you will have to begin again. DO NOT open multiple browsers on your computer or you may jeopardize the seating location you have on the original buying page. Your credit card WILL BE charged at the time of purchase. **The sale is considered FINAL once credit card approval has been received and the sale is complete - PLEASE REVIEW YOUR ORDER CAREFULLY PRIOR TO COMPLETING YOUR TRANSACTION AS ALL SALES ARE FINAL!! THERE ARE NO REFUNDS OR EXCHANGES.** You will receive your ticket confirmation page via your e-mail - print this for your records. There are no refunds or exchanges on lost, stolen, disputed or destroyed tickets.

IMPORTANT NOTICE: *In some cases, an authorization will be placed on a customer's debit card multiple times in an attempt to complete the transaction creating several holds on the USER'S debit account. This often happens when the credit card processing company requires additional verification such as a CVV, Zip Code, address or when the USER'S information is incorrectly provided or mistyped initially, or the USER'S debit card information does not match the information that was entered in the customer's ticket account. These pending holds may temporarily lower the available balance in the USER'S debit account and may take up to several days to clear. It is the USER'S responsibility to contact their financial institution with any questions*

- **Box Office Counter-** In person at the California Mid-State Fair Box Office located at the Paso Robles Event Center, 2198 Riverside Avenue, Paso Robles. The Box Office accepts Cash, Check, CMSF Gift Card, Visa, MasterCard or American Express. *(A Valid ID is required for all purchases paid for by Check or Credit Card. The California Mid-State Fair Box Office will not accept Checks or Credit Cards that are not presented by the person whose name appears on the account or Credit Card. Minors will not be permitted to use credit cards or checks, even with parent's written permission)*

- **Call Center-** By calling 1-800-909-3247, 805-238-3565 or 1-855-965-7834. Please be prepared to wait for the next available phone operator due to the volume of calls. All calls are answered in the order they are received. Phone operators will process credit cards at the time of the order. **Seats will not be held for credit cards that decline.** Visa, MasterCard or American Express and CMSF Gift Card payments are the only accepted payments at the Call Center.

- **Day of Show** – In person at the California Mid-State Fair Box Office or Grandstand Box Office located on the California Mid-State Fair grounds. The Box Office accepts Cash, Check, CMSF Gift Card, Visa, MasterCard or American Express. *(A Valid ID is required for all purchases paid for by Check or Credit Card. The California Mid-State Fair Box Office will not accept Checks or Credit Cards that are not presented by the person whose name appears on the account or Credit Card. Minors will not be permitted to use credit cards or checks, even with parent's written permission)*

➤ **Equal Access Seating or Parking (ADA and Non-Alcohol), Interpreters, Service animals-**
The California Mid-State Fair is committed to providing all guests with a safe and enjoyable experience.

-Equal Access Seating

Designated ADA seating can be purchased through all selling venues. Via the Internet, the designated ADA seating link is located at the top of the buying page. Select Accessible Seating Options (also identified by the ADA symbol). This will bring you directly to the ADA seating map for seat selection. The Call Center or the California Mid-State Box Office can

also assist in ADA seat purchasing. The Box Office is located at 2198 Riverside Avenue, Paso Robles, CA or you may telephone 1-800-909-FAIR or (805)238-3565 for assistance.

Equal access seating is available upon request. We ask that you please inform the ticket seller of your needs at the beginning of the purchase process. Accessible seating locations are intended for use by individuals with disabilities and their companions. Those purchasing wheelchair seating may purchase one (1) wheelchair seat and one (1) attendant/companion seat. Any additional seats must be purchased in the seating areas directly behind the ADA seating (Sections 3 & 4) of the grandstand.

On the night of show, and if space allows in the ADA seating area, we will make every effort to accommodate your entire party in the ADA seating by bringing in additional companion seating. All attendees for a paid concert must pay for their seat/ticket. If you require special or additional assistance, we ask that you please call the Box Office at least 24 hours in advance before the show date at (805)238-3565.

- Equal Access Parking

The California Mid-State Fair offers equal access parking, located in the Main Parking Lot on Riverside Avenue. Standard parking rates do apply. Please be aware that even ADA parking can become impacted on busy days as it is filled on a first-come, first-served basis. The spaces, including van-accessible spaces, are designated for vehicles displaying a current state-issued disability placard or license plate. We encourage you to arrive early, especially if you are attending a scheduled, reserved seat event at the California Mid-State Fair. When you arrive, please let the parking attendant know that you require ADA parking and they will direct you to the appropriate locations if available.

- Sign Language Interpreters

With at least a ten (10) business day (M-F) notice, we can provide a sign language interpreter for hearing-impaired guests. Please email Kim Daily, Box Office Manager, at kim@midstatefair.com, or call (805)238-3565.

- Service Animal Policy

Service animals are permitted.

Non-Alcohol seating is available for purchase via the Main Box Office at the Paso Robles Events Center Administration office or by calling 1-855-965-7834, 1-800-909-3247 or 805-238-3565. When calling please inform the operator as to Non-Alcohol Seating when ordering. In this seating area NO ALCOHOL is permitted.

➤ Ticket Delivery Methods-

Tickets purchased directly from the CMSF Box Office will receive their tickets at the time of purchase. If you ordered your tickets over the internet or call center, you can select the following options: Standard Mail Delivery, Priority Mail Delivery, Will Call, Print @ Home/Mobile Delivery. Additional service charges may be applicable.

If you purchase during an on-sale, you will only have the option for Delayed Ticket Delivery Methods. Please prepare for up to one (1) week delay.

The Standard Mail, Priority Mail Delivery options will be replaced by **WILL CALL** Pick-up - ten (10) days prior to the opening day of the Fair. ***You must contact the Box Office within 30 days from the transaction date if you have not received your tickets. Your tickets will be considered 'received by purchaser' after 30 days of the transaction date and will be subject to reprint fees.***

Standard Mail Delivery

The cost of Standard Mail Delivery is an additional \$2.50 per order. Your tickets will be mailed via USPS Standard 1st class mail, generally within ten (10) days after your order was received or up to fifteen (15) days if purchased during an On-Sale with mail delivery taking up to an additional ten days as well. Your tickets will arrive in a white windowed envelope with only the P.O. Box return address on it. It will appear to look like **"junk mail"**. Please check your mail carefully. Many people find their tickets after going thru their mail a second time so please check before calling. If your tickets are returned, you will be contacted by e-mail and/or phone to inform you of your tickets being returned to us. After receiving the corrected information, we will make the necessary changes and re-mail your tickets to you.

Priority Mail Delivery

The cost of Priority Mail Delivery is an additional fee of \$16.00 per order. If you select to have your tickets sent Priority Mail Delivery, USPS Priority Delivery is offered for locations within the CONTINENTAL UNITED STATES ONLY. Tickets will be mailed the next business day AFTER the order is received and will typically reach you on the third business day. The California Mid-State Fair Box Office cannot guarantee the use of a particular courier, transit time(s) or delivery date(s). You will receive an email at the time of mailing, to the email address listed in your patron account, which will include the tracking number for your envelope.

Print @ Home

There is no additional cost for Print @ Home ticket delivery. Tickets are delivered directly to your e-mail (the e-mail address as entered into your account). Your tickets will be forwarded to your email right after purchase with the exception of On-Sale days in which tickets may take up to one week for delivery. For Print @ Home tickets you will need any ink-jet or laser printer (color or black & white) with a resolution of 300 dpi or more and Adobe Acrobat Reader 4.0 or higher. If you don't have Adobe Acrobat Reader, you can download it free from the internet. You will receive two (2) emails from us. First, will be your order confirmation, this email only confirms your order with us and is not and cannot be used as entry. The second email you receive will contain your Print @ Home tickets, as a PDF attachment. You can print them at anytime however, you must print your tickets prior to your arrival at the Fairgrounds. You can forward them to others in your party who will be attending the show so that they can print out their own tickets and meet you at your seats. Your Print @ Home ticket will be scanned at the gate for entry into the venue and like regular tickets the barcodes can only be scanned once after which they will then become invalid for entry. **If multiple copies of the ticket were printed the FIRST Print @ Home ticket that is scanned thru the Grandstand entry gate will be the ticket that is permitted into the venue, no exception!** If you haven't received the second email with the PDF attachment with your Print @ Home tickets - Go to your CMSF Account and check your order - log into your account, choose "Re-Issue Tickets", and follow the directions provided. If your order is not in your account, contact us for help and have your confirmation number available. Print @ Home tickets will no longer be available beginning 10 days from the first day of Fair. Your Print @ Home ticket can also be scanned directly from your phone.

Mobile Delivery

There is no additional cost for Mobile Delivery. Tickets are delivered directly to your e-mail (the e-mail address as entered into your account). Your tickets will be sent to your email right after purchase with the exception of On-Sale days in which tickets may take up to one week for delivery. From your Mobile Device, open the email with your tickets attached. You will have the option to download and save these to your 'wallet' or phone. If you cannot get these downloaded on your phone, you can print out the PDF version or if you can take a screen shot of the QR Code, that is scannable as well. You will need Adobe Acrobat Reader 4.0 or higher. If you don't have Adobe Acrobat Reader, you can download it free from the internet. You will receive two (2) emails from us. First, will be your order confirmation, this email only confirms your order with us and is not and cannot be used as entry. The second email you receive will contain your Mobile Tickets in two forms; a passbook file and a PDF attachment. You can print them at anytime however, you must print your tickets prior to your arrival at the Fairgrounds. You can forward them to others in your party who will be attending the show so that they can print out their own tickets and meet you at your seats. You must be able to open your barcode or QR code on your phone to scan at the gate so it is strongly recommended to prepare this in advance as the wireless signal is not reliable with 14,000 of your friends all using it! Like regular tickets, the barcodes/QR codes can only be scanned once after which they will then become invalid for entry. **If multiple copies of the ticket were printed or shared the FIRST Mobile ticket that is scanned thru the Grandstand entry gate will be the ticket that is permitted into the venue, no exception!** If you haven't received the second email with the passbook + PDF attachment of your Mobile tickets - Go to your CMSF Account and check your order - log into your account, choose "Re-Issue Tickets", and follow the directions provided. If your order is not in your account, contact us for help and have your confirmation number available. Mobile tickets will no longer be available beginning 10 days from the first day of Fair.

Will Call

The cost of Will Call is \$5.00 per order if selected prior to the mailing cut off date. If you ordered your tickets prior to Fair and the mailing cut of date you can pick them up, with proper identification (note information below) at the Box Office, at least 24 hours after your order and only during regular business hours. If you ordered your tickets within ten (10) days prior to the opening day of the Fair, and you selected Will Call as a delivery method, you can pick up your tickets at the following locations: The Main Will Call booth, the concert ticket sales trailer or at the Grandstand ticket booth. The Main Will Call booth is located on the left side (north) of the Main Entrance gates to the California Mid-State Fair. There will be a sign above the windows indicating Will Call. The Concert Ticket Trailer (walk up sales) located north of the Main Fairgrounds entrance or if you are already on the Fairgrounds at the Grandstand Ticket Booth located at the entrance of the Grandstand venue.

REQUIRED: A picture ID and printed ticket order confirmation e-mail or the credit card used at the time of purchase matching the name on the ticket order is required to pick-up tickets. NO ONE will be permitted to pick-up tickets that are under another person's name. Please be sure to order your tickets under the name of the person that will be picking up them up. All tickets will be picked up at that time - Will Call will not hold tickets for other members of your party to retrieve at a later time nor will it hold any other tickets purchased to be picked up at a later time. Tickets not picked up at Will Call are considered sold.

➤ Reprint Fees for Lost or Forgotten Tickets-

If you find yourself with "lost or forgotten" tickets, please contact the Box Office at (805) 238-3565 or go to any box office ticket window for assistance. Any reprinting of "lost or forgotten tickets" will be subject to reprint fees.

Reprinting IS NOT available for tickets purchased directly over the Counter. All reprinted tickets will be charged a reprint fee. Requests for ticket reprints will be reviewed by box office management. Fees range from \$5.00 to \$15.00 per ticket. Reprint Fees are as follows: \$5.00 per ticket prior to show day, \$10.00 per ticket on show day and \$15.00 per ticket for all tickets reprinted a second time.

IMPORTANT: When a ticket is reprinted the computer will automatically cancel the original ticket's barcode and issue a new barcode to the reprinted ticket. At that point the original ticket is invalid and cannot be used for entry into the Fairgrounds or Grandstand area depending on the ticket purchased.

➤ Tickets purchased from third party-

If you decide to purchase your tickets from another party (not directly from the California Mid-State Fair or TicketsWest.com) you do so **at your own risk!** Patrons with ticket problems or issues will need to contact or correspond directly with the person or business with whom they purchased the tickets from. The CMSF Box Office or Call Center **WILL NOT** be able to offer any assistance with this.

➤ Seating locations in venue -

The Section number, Row Letter, and seat number are located on your ticket. You can also locate your seating location on your order confirmation if purchased from the call center or internet. Please check the map on the web site to find the general location of your seat. All sections areas, seating rows and seat numbers are identified within the venue. Junior Fairboard members and Grandstand Security staff are available to provide assistance inside the venue.

➤ Disorderly conduct –

The California Mid-State Fair reserves the right, to refuse admission to, or eject, any person whose conduct is deemed disorderly, who uses vulgar or abusive language or who fails to comply with California Mid-State Fair's Code of Conduct without refund of any amount paid.

➤ No Smoking in the Grandstand–

No smoking or other use of tobacco products (including, but not limited to, cigarettes, marijuana, pipes, cigars, snuff or chewing tobacco) is permitted in any part of the California Mid-State Fair Grandstand. The California Mid-State Fair reserves the right to eject, any person who fails to comply with California Mid-State Fair's "No Smoking in the Grandstand" without refund of any amount paid.

➤ **CMSF Box Office -**

Prior to Fair:

Now thru Friday - July 12th

Monday – Friday 9:00 am – 4:00 pm and closed Saturdays and Sundays

Saturday - July 13th - Tuesday - July 16th

Monday thru Friday 9:00 am – 4:00 pm

Saturday and Sunday 9:00 am – 4:00 pm

During Fair:

Counter/Walk up Daily 9:00 am – 9:00 pm (tickets for all shows and admissions)

Call Center/Phone Daily 9:00 am – 6:00 pm

Will Call Daily 2:00 pm – 9:00 pm

Grandstand Ticket Booth Daily 4:00 pm – 9:00 pm (tickets for the show of the day only)

Internet Open 24 hours a day

You can reach us by e-mail: tickets@midstatefair.com or by phone at 1-855-965-7834, 1-800-909-3247 or 805-238-3565

(A Call Center operator will take your information and forward it to the California Mid-State Fair Box Office)

The CMSF Box Office is closed on all State Holidays.