

## **Contact**

Ranch 1917  
Contact Ticketfly for ALL refund and exchange policies  
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## **Purchase Terms and Conditions**

The following Purchase Terms and Conditions are designed to ensure your satisfaction and understanding of the purchase process on Ticketfly.com. If you have any questions about the information below, please contact us. These Purchase Terms and Conditions are subject to, and incorporate by this reference, the Terms of Service. Each ticket that you purchase is a license to attend a particular event, and is subject to the additional terms set forth on that ticket.

### **Currency**

All ticket prices for events that occur in the United States are stated in U.S. Dollars. All transactions for events that occur in Canada are stated in Canadian Dollars.

### **Payment Methods**

Ticketfly.com accepts several methods of payment to accommodate your needs. Ticketfly.com accepts American Express, Visa, MasterCard, Discover, and Diner's Club.

### **Who You Are Buying From**

Ticketfly acts as the agent to those who are promoting or otherwise providing the events for which you purchase tickets, such as venues, teams, artists' representatives and fan clubs, promoters and leagues ("Event Providers").

If you purchase a ticket through Ticketfly, you will either be purchasing that ticket from: (1) Ticketfly; or (2) the Event Provider.

### **Pricing and Availability**

Tickets for popular events may sell out quickly. Occasionally, additional tickets may be available prior to the event. However, Ticketfly does not control this inventory or its availability. In some cases, Ticketfly or other distribution channels may receive additional, subsequent allocations of tickets for distribution, which may arguably be of similar or higher desirability than those sold on Ticketfly, or may be offered for sale at lower prices than prices charged on Ticketfly.

### **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 with Ticketfly Customer Service whether or not your order has been placed. Only you may be aware of any problems that may occur during the purchase process. Ticketfly will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

### **Convenience Charges and Order Processing Fees**

Tickets purchased on Ticketfly.com are typically subject to a per ticket convenience charge and a non-refundable per order processing fee. In many cases, delivery prices will also be owed.

### **Amount of Tickets Per Customer or "Ticket Limits"**

When purchasing tickets on Ticketfly.com, you are limited to a specified number of tickets for each event (also known as a "ticket limit"). This limit is posted during the purchase process and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

### **Canceled and Postponed Events**

Occasionally, events are canceled or postponed by the promoter, team, band or venue. Should this occur, we will attempt to contact you to inform you of refund or exchange procedures for that event. For exact instructions on any canceled or postponed event, please check the event information online or contact us. If you purchase a ticket through Ticketfly.com, and a refund is

issued, then Ticketfly will most likely give you a refund by issuing a credit to the credit card that you used to purchase that ticket.

Ticketfly typically only offers refunds and/or exchanges based on the promoter's, team's or venue's instructions. Ticketfly is not obligated to issue a refund except to the extent that the promoter, team or venue responsible for bringing you the event (1) instructs us to issue a refund, and (2) provides us with the ticket funds necessary to issue refunds. In order to receive a refund or an exchange that may be offered, you will have to comply with the promoter's, team's or venue's instructions or deadlines, which, along with the decision about whether or not to issue a refund or an exchange, may be at the promoter's, team's or venue's discretion.

If Ticketfly issues you a refund for a ticket, it will issue a refund of the ticket's face value paid (or, if a discounted ticket, then instead the discounted ticket price paid), the facility fee and the convenience charge. In no event will delivery prices or any other fees or 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 a credit card was used to make the refunded purchase, then only that actual credit card will receive the credit for the refund. Ticketfly will not be liable for travel or any other expenses that you or anyone else incurs in connection with a canceled or postponed event.

If an event is canceled, please contact us for information on receiving a refund. If the event was moved or rescheduled, the venue or promoter may set refund limitations. Contact us for exact instructions.

Please make sure to include/provide your account number so we can expedite your refund if applicable.

### **Opening Acts**

Opening acts or guests may sometimes tour with headlining performers. Ticketfly is not always made aware of opening acts or the length of their performances. These opening acts are subject to change or cancellation at any time without notice. No refund will be owed if an opening act is changed or canceled.

### **Refunds and Exchanges**

Before purchasing tickets, carefully review your event and seat choices. Policies set forth by our clients, including venues, teams and theaters, generally prohibit Ticketfly from issuing exchanges or refunds after a ticket has been purchased or for lost, stolen, damaged or destroyed tickets. You agree that you will not attempt to evade, avoid, or circumvent those prohibitions in any manner with regard to tickets you purchased. Without limiting the generality of the foregoing, you will not contact Ticketfly to seek a refund or exchange from Ticketfly when Ticketfly is 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 Site. Should you do so, your tickets may be canceled, and Ticketfly may, in its 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 all persons 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 Site.

### **Special Provisions Applying to Ticketfly**

The following applies only to tickets to Illinois events that are purchased through Ticketfly: If you purchase tickets through Ticketfly to an event located in Illinois, you will receive a refund of the amount you paid for that resold ticket if: (a) the ticketed event is canceled (in which case you will not receive a refund of any delivery fees), (b) that ticket does not allow you to enter the ticketed event for reasons that may include, without limitation, that the ticket is counterfeit or that the ticket has been canceled by the issuer due to non-payment, unless the ticket is canceled due to an act or omission by you, (c) that ticket fails to conform to its description on this web site, or (d) you failed to receive that ticket.

The following applies only to tickets to New York State events that are purchased through Ticketfly: If you purchase a ticket through Ticketfly to an event located in the State of New York, Ticketfly will provide to you a full refund of that amount you paid for that resold ticket if: (a) the ticketed event is canceled, provided that if the ticketed event is canceled then the order processing and delivery fees will not be refunded; (b) that ticket does not grant you admission to the ticketed event, unless the ticket is canceled due to an act or omission by you; or (c) that ticket fails to conform to its description on Ticketfly unless you have pre-approved a substitution of tickets.

### **Billing Information Verification**

Orders are processed only after a billing address, and other billing information, has been verified. Occasionally, we receive incorrect billing or credit card account information for a ticket order that will cause an order to be canceled. In these cases, please verify your billing address with your bank and/or credit card issuing company before making another purchase attempt.

### **Delivery Options**

Different combinations of delivery methods may be offered, depending on factors that include the venue or country where the event is to be held, the country in which you live, how much time is left before the event starts, whether it is a holiday season and

the nature of the demand for the event. Please carefully review the list of delivery methods offered during the purchase process.

Generally, some of the following delivery methods may be offered, subject to additional restrictions some of which are described further below:

**Standard Mail** – for events that occur in the United States, but only if you make your ticket order at a time that is sufficiently before the date of the event. If the event is in the United States, then you will only be able to use this method if you have a United States billing address.

**Will Call** – for events that occur in the United States.

**UPS** - for events that occur in the United States, but only for purchasers who use a United States billing address.

**Paperless Ticket** – this may be the only delivery option available for some events that occur in the United States.

**Shipping to APO/FPO Addresses** – for events that occur in the United States, tickets can be delivered to an Armed Forces billing address via standard mail.

### **Pricing and Other Errors**

If the amount you pay for a ticket is incorrect regardless of whether because of an error in a price posted on this website or otherwise communicated to you, or you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale, then: Ticketfly will have the right to cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether because of human error or a transactional malfunction of this website or other Ticketfly operated system.

### **Facebook Connect**

Ticketfly offers Facebook users the opportunity to interact with friends and to share on Facebook using Facebook Connect. If you are logged into both Ticketfly and Facebook, when you use the Site's Facebook connection functions, we will link your Facebook account with your Ticketfly account if the email addresses match. If the email addresses do not match, we ask you if you want to link them and you must validate that you control the accounts. If you are already logged into Ticketfly but not logged into Facebook, when you use the Site's Facebook connection functions, you will be prompted to enter your Facebook credentials or to sign up for Facebook. By proceeding through any of these scenarios, you grant Ticketfly permission to access your Facebook profile information and to use it in accordance with the Facebook terms of use and this Privacy Statement.

If you are not currently registered as a Ticketfly user and you use the Site's Facebook connection functions, you will first be asked to enter your Facebook credentials and then be given the option to register and join Ticketfly. Once you register with Ticketfly and connect with Facebook, you will be able to automatically post recent Ticketfly activity back to your Facebook wall. Please refer to the privacy settings in your Facebook account to manage the performance of your Facebook account.

If you use Facebook Connect or the Ticketfly Facebook App, Ticketfly will create a [My Ticketfly] user account for you. Your [My Ticketfly] account will be governed by the Terms of Service and Privacy Policy located at <http://start.ticketfly.com/privacy>. If you wish to close your [My Ticketfly] account, you may do so as provided in this Privacy Policy.

### **Multiple Browser Windows**

When ordering tickets online with Ticketfly, 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 or timer expiration.

### **Limitation of Liability**

You assume all risks incidental to the event for which a ticket is issued, whether before, during or after performance, and you waive any claims for personal injury or death against Ticketfly on behalf of yourself and any accompanying minor.

### **License; Ejection and Cancellation; No Redemption Value**

Event Providers reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language or who fails to comply with Event Provider rules. Breach of terms or rules will terminate your license to attend the event without refund. A ticket is a revocable license and admission may be refused upon refunding the ticket's face amount. A ticket is not redeemable for cash.

**Recording, Transmission and Exhibition**

You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event. You 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 with regard to your actions or conduct at the event. You grant permission to Ticketfly 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.

**You Are Subject to Search**

You and your belongings may be searched on entry to the event. You consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event without refund or other compensation. Under certain facility rules, certain items may not be brought into the premises, including without limitation, alcohol, drugs, controlled substances, cameras, recording devices, bundles and containers.

**Unlawful Re-Sale of Tickets; Commercial Purposes**

Unlawful resale of tickets (or attempted resale) is grounds for seizure and cancellation without compensation. A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written authorization is given by the Event Provider, provided that even if such consent is obtained, any use of Ticketfly's trademarks and other intellectual property is subject to Ticketfly's consent.