

Event Information & Code of Conduct

Jackson Rancheria Hotel – Grand Oak Ballroom

Tickets

- All ticket sales are final.
 - No refunds or exchanges will be issued except in the event of a cancellation or if the event is rescheduled.
 - A full refund will be issued in the event of an event cancellation. If an event is rescheduled, Jackson Rancheria will give you the option of exchanging your tickets for the new date or issuing a refund. If the event is rescheduled, changed, moved or cancelled, Jackson Rancheria is not responsible for any resulting costs you may incur for travel, accommodation and other related goods, services or compensation.
 - Ticket transfers are allowed for personal use (you may transfer your ticket to someone else).
 - Tickets obtained from unauthorized sources may be invalid, lost, stolen or counterfeit and, if so, are void and will not be honored. Unauthorized use or duplication of a ticket, in whole or in part, is strictly prohibited.
 - **Each ticket constitutes a limited, revocable license to attend the specific event subject to all terms and conditions. By using an event ticket, you agree that Jackson Rancheria may revoke this license and deny entry or eject you without refund for any reason, including, but not limited to, violating policies, engaging in disorderly conduct, possessing prohibited items, or any actions deemed unsafe or unbecoming.**
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Event Information

- The venue is not responsible for lost, stolen, or damaged personal property.
- Event date, time, performers, and seating are subject to change without notice.
- By entering the venue, guests consent to being photographed, filmed, or recorded for promotional or security purposes.
- Management reserves the right to modify venue policies at any time.
- Management can't be held responsible for the actions or performance of any performers.
- By entering the Jackson Rancheria property, each ticket holder voluntarily agrees on behalf of themselves, their heirs, executors, administrators, legal representatives, and assigns, to the following:
 - Each ticket holder is personally responsible for their actions and safety.
 - You assume any and all risk and/or danger, known and unknown, foreseeable and unforeseeable, resulting from, or incidental to, the event, whether occurring prior to, during, or subsequent to, the event, including, but not limited to, any death, personal injury or loss, damage or liability whatsoever. You understand that your

use of your Ticket is contingent upon your voluntary assumption of the risk and danger that may result from, or be incidental to, your presence at the event, whether occurring prior to, during or after the event, including, but not limited to, any actions or omissions of Jackson Rancheria.

- Each ticket holder agrees, with full awareness and appreciation of the risks involved, to forever release, waive, discharge, and covenant not to sue Jackson Rancheria, its elected officials, board members, officers, agents, independent contractors, affiliates, employees, successors, and assigns from any and all liability, claims, demands, actions, and causes of action whatsoever, directly or indirectly arising out of or related to any loss, damage, or injury, including death, that may be sustained by the ticket holder while participating in any activity while in, on, or around Jackson Rancheria, and/or while using any Jackson Rancheria Resort facilities, amenities, equipment, or materials.
- Each ticket holder agrees to indemnify, defend, and hold harmless Jackson Rancheria from and against any and all costs, expenses, damages, claims, lawsuits, judgments, losses, and/or liabilities (including attorney fees) arising either directly or indirectly from or related to any and all claims made against Jackson Rancheria due to their bodily injury, death, loss of use, monetary loss, or any other injury from or related to their purchase of event tickets and the use of Jackson Rancheria facilities, amenities, equipment, or materials.

Age Requirements

- Guests must be 18 years of age or older to attend.
- Valid government-issued photo identification may be required for entry.

Arrival & Entry

- Guests are encouraged to arrive at least 30 minutes prior to the scheduled show time.
- Doors will open one (1) hour prior to the event start time.
- Entry is subject to security screening and compliance with Event and Jackson Rancheria policies and Code and Conduct.

Ticketing & Seating

- Guests must remain in their assigned ticketed seat for the duration of the event.
- Standing is permitted only directly in front of your ticketed seat.
- Standing in aisles, walkways, non-ticketed areas, or on chairs is strictly prohibited.
- Guests must present tickets upon request by Jackson Rancheria staff or security.
- Disabled and accessible seating is available for purchase based on availability.

- No in and out privileges are allowed. Reentry is not permitted once you leave the venue.
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Prohibited Items

The following items are not permitted inside the venue:

- Backpacks or large bags (can't exceed 12"x 12" x 6"). Approved medical bags are allowed.
- Coolers, cans, bottles, or containers
- No outside food or drink
- Professional cameras, flash photography, video or audio recording equipment
- Selfie sticks, tripods, or camera stabilizers
- Weapons of any kind (including firearms, knives, or pepper spray)
- Laser pointers, whistles, noisemakers
- Signs larger than 11" x 17", or any item that obstructs another guest's view
- Any item deemed unsafe or disruptive by Jackson Rancheria.

Jackson Rancheria reserves the right to refuse entry to any guest with prohibited items.

Smoking Policy

- Smoking is prohibited for all Jackson Rancheria Hotel public indoor areas including the Grand Oak Ballroom.
 - Prohibited smoking includes, but is not limited to, cigarettes, vapes, and electronic cigarettes.
 - Smoking is allowed on the Garden Terrace which adjoins the hotel.
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Alcohol Policy

- Alcoholic beverages may only be consumed by guests 21 years of age or older.
 - Valid government-issued photo identification must be presented upon request.
 - Guests must consume alcohol responsibly.
 - A maximum of two (2) alcoholic beverages per person per transaction may be purchased.
 - Jackson Rancheria reserves the right to refuse service and remove any guest who appears intoxicated or who is not consuming, purchasing, or otherwise complying with all applicable alcohol regulations, company policies, and laws.
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Behavior & Guest Conduct

Guests are expected to conduct themselves in a respectful and safe manner at all times. Prohibited behavior includes, but is not limited to:

- Violent, threatening, abusive, obscene, vulgar, or discriminatory language or actions
 - Disorderly, disruptive, or unsafe behavior
 - Harassment of performers, staff, or other guests
 - Throwing objects or interfering with the performance
 - Unauthorized access to restricted areas, including the stage or backstage
 - Failure to follow instructions from Jackson Rancheria staff or security
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Clothing, Signage & Displays

- Guests must refrain from wearing clothing or displaying signage that is obscene, indecent, offensive, or disruptive.
 - Clothing or signage displaying hateful, discriminatory, or explicit content is prohibited.
 - Jackson Rancheria reserves the right to determine appropriateness at its sole discretion.
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Recording & Intellectual Property

- Unauthorized audio or video recording, live streaming, or photography may be prohibited.
 - Use of recording devices may be restricted by the performer or event organizer.
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Animals

Trained service animals are welcome inside the Jackson Rancheria Hotel and Grand Oak Ballroom, provided they remain on a leash, tether or in a harness at all times unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. A guest whose service animal poses a threat to the safety of others may be asked to escort the animal(s) off the premises. During their visit, the service animal(s) should sit in the guest's lap, or under their seat. If the animal does not fit on a lap or under the seat, the guest should purchase tickets in one of our WCA (wheelchair accessible) seats. Learn more here <https://jacksoncasino.com/FAQs/>

Code of Conduct Enforcement

- Guests who fail to comply with Event and Jackson Rancheria policies and codes of conduct may be subject to:

- Immediate ejection or non-admittance without refund
- Revocation of privileges to attend future events or access to Jackson Rancheria property
- Confiscation of prohibited items and/or alcohol
- Referral to law enforcement when applicable
- Violations may result in arrest and prosecution under applicable laws.
- All conduct violations are evaluated on a case-by-case basis.