

Jackson Rancheria

Event FAQ's

Location and Entry:

Where is the Event located?

Inside the Jackson Rancheria Hotel at the Grand Oak Ballroom, Jackson Rancheria Casino Resort, 12222 New York Ranch Rd. at Jackson Ca. 95642.

When do doors open?

One hour prior to the Event start time.

When should I arrive?

At least 30 minutes before Event start time.

Is there security screening?

All entry is subject to screening and compliance with venue policies.

Where do I park?

Parking is FREE for the event and is available in the Casino Parking Garage.

On the 3rd floor of the Casino Parking Garage, there is a skywalk that connects directly to the Jackson Rancheria Hotel.

Tickets and Refunds:

Where can I purchase tickets?

Tickets can be purchased online only through the Jackson Rancheria website via the **Yapsody** ticketing application. We do not offer box office or in-person ticket sales, and we do not accept cash for ticket purchases.

How do I download the Yapsody ticketing application?

Yapsody is the ticketing vendor for Jackson Rancheria Events. Download the application as follows:

Apple: <https://apps.apple.com/us/app/yapsody-yapscan/id628451357> (or Tiny URL: <https://tinyurl.com/282x6wdh>)

Android: https://play.google.com/store/apps/details?id=com.youscan.android&hl=en_CA&pli=1 (Or Tiny URL: <https://tinyurl.com/33cvctnr>)

Are ticket sales final?

Yes. All ticket sales are final. Refunds are only available if the event is cancelled or rescheduled.

What if the event is cancelled?

You'll receive a full refund.

What if the event is rescheduled?

You can exchange your ticket for the new date or receive a refund.

How do I find my ticket?

<https://boxoffice.yapsody.com/presenter/home/index>

Are ticket transfers allowed?

Yes, ticket transfers are allowed through the Yapsody Ticketing application.

<https://boxoffice.yapsody.com/presenter/home/index>

Age Requirements:**Is there an age requirement?**

Yes. Guests must be 18+ to attend.

Do I need ID?

A valid government-issued photo ID may be required for entry and purchases of alcoholic beverages.

Seating & Venue Rules:**Do I have to sit in my assigned seat?**

Yes. Guests must remain in their ticketed seat.

Can I stand during the show?

Only directly in front of your seat. Standing in aisles, walkways, or on chairs is not allowed.

Is disabled or accessible seating available?

Disabled and accessible seating is available for purchase based on availability.

Are in and out privileges allowed?

No, reentry is not permitted once you leave the venue.

Prohibited Items:**What items are not allowed?**

Weapons, large bags (over 12"x12"x6"), coolers/containers, outside food and drink, professional cameras, recording equipment, selfie sticks/tripods, laser pointers/noisemakers, oversized signs, and any unsafe/disruptive items.

Smoking:**Is smoking allowed inside the concert hall (Grand Oak Ballroom)?**

No. Smoking and vaping are prohibited inside all indoor hotel areas, including the Grand Oak Ballroom.

Is smoking allowed outside the concert hall (Grand Oak Ballroom) for ticketholders?

Smoking is allowed in a designated smoking area on the Garden Terrace which adjoins the hotel.

Food and Beverages

Will Food and Beverages be sold at the venue?

Yes. Food and beverages, including alcoholic beverages, will be available for purchase once doors open. Bar and concession closing times will be determined by venue management. Outside food and beverages are not permitted.

Can I drink alcohol at the event?

Only guests 21+ may purchase and consume alcohol. Valid ID may be required.

Is there a purchase limit?

Yes — two (2) alcoholic beverages per person per transaction.

Guest Conduct:

What behavior is not allowed?

Disruptive, unsafe, abusive, threatening, discriminatory, or harassing behavior; throwing objects; interfering with performances; entering restricted areas; or refusing staff/security instructions.

What happens if someone violates the rules?

Guests may be denied entry or removed without refund, lose future event access, have prohibited items confiscated, and/or be referred to law enforcement.

Service Animals:

Are service animals allowed?

Yes. Trained service animals are welcome and must remain leashed/harnessed unless it interferes with their work. Animals must sit on the guest's lap or under the seat. Pets are not permitted.

Photos & Recording:

Can I record or livestream the event?

Unauthorized recording, livestreaming, or photography may be prohibited and may vary by event.

Will photos/video be taken at the event?

Yes. By entering the venue, guests consent to being photographed or recorded for promotional or security purposes.