



Concert Donor Club
Terms & Conditions*

By purchasing this Concert Donor Club Season Package, you are declaring your understanding of, and agreement to, the following terms and conditions of the Concert Donor Club and Red Butte Garden Outdoor Concert Series:

Ticket Packages and Parking

Purchase of the Headliner Option includes 22 shows of the Outdoor Concert Series. This is not the entire Outdoor Concert Series lineup. Shows are pre-selected by Red Butte Garden and cannot be exchanged for other shows.

Purchase of the Encore Option includes all shows of the Outdoor Concert Series season except for partner collaborations with local arts organizations. The Garden typically books 28-30 shows each season.

One party will make payment for the full package amount (the "Package Owner"), and the Package Owner will receive charitable gift credit from the University of Utah. Full package payment is due before any tickets are released to the Package Owner.

Concert Donor Club Ticket Packages are not transferable.

Only one set (each show has its own unique pass) of parking passes will be given per Reserved Donor Season Ticket Package. An additional set of parking passes will be available for a charge of \$600 (Headliner/22 passes) and \$800 (Encore/28-30 passes) for each Reserved Donor Season Ticket Package.

Ticket holders with a Concert Club level ticket may park in the Concert Club lot; your ticket is your pass. Parking is first come first served with limited supply.

Red Butte Garden does not accept responsibility for theft or damage to vehicles parked in either the Donor Lot or Concert Club Lot.

Reserved Seating

Tickets for reserved seats are to be used for those specific seats only. Failure to do so will result in the forfeiture of your reserved seats. No use of unreserved seats in Open Concert Club seating is permitted by those with a reserved seat ticket.

If the redemption rate of tickets falls below 50% for any Reserved Donor Season Ticket Package, the option to renew those or any reserved seats will be forfeited for the following season.

Table signs are property of Red Butte Garden. A \$20 fee will be charged to the credit card on file to replace lost or stolen table signs.

Chair covers are property of Red Butte Garden. A \$20 fee will be charged to the credit card on file to replace lost or stolen chair covers.

Additional Tickets

A maximum of four additional tickets per show will be allowed per Donor/Donor Package. Ticket allotment is per package, not number of parties sharing a package.

The Package Owner must order and pay for the additional tickets.

No reserved seating will be offered for additional ticket purchases for shows included in the Headliner Option.

Canceled and Rescheduled Concerts

If a concert is canceled and it was included in your season package, your tickets will be exchanged with an available replacement show. The show will be chosen by Red Butte Garden and is non-negotiable. Package tickets are not eligible for a refund unless there is no available replacement. In this instance, you will be given the option to donate the ticket portion to the Garden or receive a full refund.

If a concert is canceled and you purchased additional tickets, you can donate the ticket portion to the Garden or ask for a full refund.

If a concert is rescheduled for a later date in the season, no refunds will be given for package tickets. If you purchased additional tickets, you are eligible for a refund for your additional tickets only.

Refunds will only be made to the Package Owner.

Red Butte Garden reserves the right to cancel concerts for any reason. No refund will be owed if an opening act or a co-headliner is changed or canceled. Red Butte Garden reserves the right to change the concert location and reschedule the date. Changes to the location or date of the concert do not automatically entitle the ticket holder to a refund. Opening acts, co-headliners or guests may sometimes tour with headlining performers. Red Butte Garden 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.

Conduct & Etiquette

The behavior of all Concert Club ticket holders will reflect on the Package Owner. Disruptive, combative, or disorderly conduct will put tickets to future shows at risk of cancellation for the Package owner.

Your ticket is a revocable license to attend the Red Butte Garden Concert. Concert participants must conduct themselves in an orderly fashion and must refrain from conduct and language that would be offensive and/or disruptive to performers or other concert participants. Red Butte Garden reserves

the right to refuse admission to, or to eject, any person who fails to comply with Red Butte Garden rules. If Red Butte Garden terminates your license for reasons that are not your fault, you will receive a refund of the face value of your ticket. If your license is terminated due to your improper conduct, you will not receive a refund.

Donor Express Gate

Concert Donor Club line guidelines will be followed by all Concert Club ticket holders or the Package Owner will be subject to forfeiture of future Concert Club purchases. Donor Express Gate guidelines are as follows:

There will be no joining other parties who have arrived before you. An individual who parked the car can join the rest of their party in line. Others can join you inside once the gates open.

No re-entry is allowed once inside the venue. Please bring all the necessary items to make your stay enjoyable, i.e., jackets, eyeglasses, medications, picnics, beverages, phones, ice, utensils, earplugs, etc.

Items may not be left unattended to hold your place in line. A 15-minute break is allowed to retrieve items from your vehicle or use the bathroom. After the 15-minute window, your items will be removed.

Concert attendees are not allowed to line up before 3PM day of show.

The Donor Express Gate will be opened in tandem with the General Admission Gate and the ADA Gate.

Please do not put the safety of others at risk by running or pushing once the gate is open.

Non-Compliance

Red Butte Garden has the right to refuse to sell season packages to donors who do not comply with Concert Donor Club policies.

Limitation of Liability

Red Butte Garden uses reasonable care to assure your safety and security during Red Butte Garden concerts. However, Red Butte Garden cannot control all the risks associated with these concerts including risk of inclement weather, criminal activity, and inappropriate actions of concert patrons. Red Butte Garden assumes no responsibility for risks that are beyond its control, including the actions of third parties. By participating in Red Butte Garden concerts, you voluntarily assume all risks and dangers incidental to the concert for which the ticket is issued, whether occurring before, during, or after the concert.

* Red Butte Garden reserves the right at any time to change the Concert Ticketing Terms & Conditions.