

# Broncos Drawing Rules and Regulations

## 1. Drawing Sign Ups

- Customers must either call or come in person to sign up for the drawing. No emails, Facebook messages, or other forms of communication will count as a sign up.
- One staff member will collect the name, phone number, and email of the customer signing up. Collecting an alternative phone number is highly suggested for every sign up. The customer is allowed to sign up for a game up to 30 days in advance of each game. This means if they want to sign up for more than one game, they must be signing up within the 30 day window of all the games they want to go to. The staff will verify price of the ticket, procedures, and rules of the drawing with each customer sign up.

## 2. Drawing Winners

- There are 2 winners selected per game, and each winner will be offered the opportunity to purchase a pair of tickets. **The tickets are only sold in pairs.**
- The drawing will occur approximately 2 weeks before each game. For an exact date, click the “Broncos Sign Up and Drawing Dates” link on our website’s ITT page, or look in the “2018 ITT Binder”, available at the front counter of the Outdoor Rec & ITT office.
- Once a winner is drawn, the staff member has until the end of the business day to contact the customer with the results. The remaining list of customers who did not win will not receive a call concerning the results of the drawing.
- Once the staff member attempts to contact a winning customer, the customer has up to 3 business days to purchase the tickets. If the customer does not purchase the tickets within the allotted time, a staff member will draw another winner.

## 3. Ticket Collection Methods

- For the 2018 Denver Broncos season, **there are no more printable ticket options. If a winning customer does not have a smart phone, the customer cannot receive a ticket.** Once the tickets are purchased, the tickets may be claimed through setting up an account with Ticketmaster. The customer is required to download the free Denver Broncos 365 app in order to view the tickets. Please read the following instructions on how to access tickets from the ITT office:

- Once the tickets are purchased, a staff member will send an email to the customer through the email address given to the staff upon sign up. The email will lead the customer to create an account through Ticketmaster. By pressing the “Accept” button in the email, the website will transfer the customer to a sign in screen for Ticketmaster. This is where the customer can create an account if an account hasn’t already been created.
- Once the customer is signed in, she/he must agree to the Terms and Conditions to proceed. The next pop up window will ask the customer to claim the tickets. Once the customer clicks the “Claim” button, the tickets are officially in the customer’s possession and are not returnable. The website will then present the customer’s account home page, where she/he may see information about the purchased tickets. **In the Ticketmaster account, there is no way to see the actual tickets.** The customer may only view his/her tickets through the Denver Broncos 365 app.
- Once the app is downloaded, the customer must press the “Tickets” option in the bottom task bar. The top option in the “Tickets” screen is “Account Manager”, which the customer will press to sign in to Ticketmaster. After the customer signs in, the tickets may be viewed by pressing the picture representing the tickets.
- It is highly suggested for customers to take a screenshot of the actual barcode tickets. To take a screenshot, press the power and home buttons at the same time. Customers may tap on the screenshot to save it in their Photos or Gallery app. The screenshot will make entering the stadium faster and simpler.
- To reduce margin of error, customers are highly encouraged to go through the process of accessing their tickets with an Outdoor Rec/ITT representative.
- As the mobile tickets are new this season, it is critical for customers to access their tickets as soon as possible to ensure they will have access to the game. **No refunds will be given in the case a customer is late, or is denied access, to a game because the customer had difficulty navigating the new system in time.**
- The customer may either call with credit card information or come in person to pay for the tickets. The Outdoor Rec & ITT accepts cash, Visa, and MasterCard. No checks will be accepted.

#### 4. Refund/Return Policy

- No refunds will be given in the case a customer is late, or is denied access, to a game because the customer had difficulty navigating the new system in time.

- In the event the tickets are no longer desired by a customer before the assigned game, the tickets may only be returned if the customer has not claimed the tickets in Ticketmaster.
- Any military duty and serious medical reasons for a refund may be accepted upon discussion.
- No refunds will be given for bad weather conditions, unless the game has been cancelled for bad weather conditions by the Denver Broncos. In this case, contact the Outdoor Rec & ITT office for further discussion.
- No refunds are allowed in the case a customer cannot find a recipient for the 2<sup>nd</sup> ticket of the given pair.