



WAUKESHA COUNTY FAIR ASSOCIATION, INC.

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Admission, Main Stage, Bundles, Vouchers, & Gifted Tickets FAQ's for 2020 Waukesha County Fair

What do I do with my pre-purchased Admission Tickets & Bundles?

Use them in 2021: Hold on to your 2020 tickets and vouchers! All admission tickets, vouchers and bundles for the 2020 Waukesha County Fair will be valid for the 2021 Waukesha County Fair, July 21-25.

Donate them back to the Waukesha County Fair: Ticket holders are able to donate the value of their purchase to the Waukesha County Fair to be used for future Fair projects, education, and improvements to making the 2021 Fair bigger and brighter as we look ahead. Donation requests must be initiated by July 3rd, 2020. See the "*Can I donate my tickets back to the Waukesha County Fair?*" FAQ for complete details.

Request a Refund: Refunds must be request by July 3rd, 2020 or the admission tickets and vouchers will automatically be rolled over for use at the 2021 Waukesha County Fair. See the "*Can I get a refund on my admission tickets?*" FAQ for complete details.

Can I use my tickets in 2021?

Yes! Hold on to your 2020 tickets and vouchers!

All admission tickets, vouchers and bundles for the 2020 Waukesha County Fair will be valid for the 2021 Waukesha County Fair, July 21-25. If we don't hear from you by July 3rd, 2020, we will automatically be rolling over the tickets to 2021. Any other questions can be emailed to tickets@waukeshacountyfair.com with the details.

Can I donate my tickets back to the Waukesha County Fair?

Yes! If you do not wish to use your 2020 tickets or vouchers for the 2021 Waukesha County Fair, you can donate the value of the purchase back to the Waukesha County Fair to be used for future Fair projects, education, and improvements to making the 2021 Fair better and brighter as we look ahead.

To initiate a donation for your tickets, please email us at tickets@waukeshacountyfair.com with the details.

The loss of this year's annual summer staple resonates deep and hits hard. Each year the Waukesha County Fair relies solely on our gate receipts, donations, food/beverage sales, and carnival income to sustain into the next fiscal year. Donations would be used to make the 2021 Fair a continued success for all.

MISSION STATEMENT

"To provide a quality family event which preserves our rural heritage and is dedicated to education and entertaining all ages in Waukesha County and surrounding communities."

As a non-profit 501 (c)3 volunteer organization, any donation to the Waukesha County Fair is eligible for a tax deduction. Documentation and details are available any time – feel free to reach out!

Can I get a refund on my admission tickets?

Yes! If you do not wish to use your 2020 tickets or vouchers for the 2021 Waukesha County Fair, you can request a full refund. Refund requests must be initiated by July 3rd, 2020 or the tickets and vouchers will automatically be rolled over for use at the 2021 Waukesha County Fair.

To initiate the refund process, please contact us in one of the following ways:

- **Online:** Email the details at tickets@waukeshacountyfair.com
- **Phone:** 262-544-5922. Office hours for phone requests are Monday through Thursday, 9 am to 3 pm.

***Due to any large call volumes, we recommend sending any information online (as listed above) to ensure accuracy and efficiency.**

Purchases made via credit card online through waukeshacountyfair.com will be refunded to the card used in the original purchase. Refunds may take up to 30 business days from the time the Fair is notified, depending on the credit card processor.

If the card used in the original purchase is expired, the refund will fail and ticket holders will need to contact us at tickets@waukeshacountyfair.com to arrange other options.

If the card used in the original purchase was compromised and your bank issued you a new credit card number, your bank should automatically roll the refund over to your new card. Please contact your bank directly if you do not see the refund on your statement in 30 business days.

To avoid confusion, once refunds have been processed, we encourage you to delete tickets from your email or destroy physically printed tickets.

PLEASE NOTE: Tickets that have been refunded will have their QR codes deactivated and will be unusable for entry to the 2021 Waukesha County Fair.

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What do I do with my pre-purchased Main Stage ticket?

All purchases of the Waukesha County Fair Miller Lite Main Stage tickets are eligible for a full refund. We are currently working through negotiations with our Main Stage entertainers for 2021 and will be sharing any updates soon!

Main Stage shows that had tickets on sale and are eligible for a refund include:

- Sawyer Brown – Thursday, July 16th
- RATT – Friday, July 17th
- Collective Soul – Saturday, July 18th

**If we are able to confirm details for 2021, we will notify our current Main Stage ticket holders promptly.

How do I get a refund for my Main Stage ticket?

To initiate the refund process, please contact us in one of the following ways:

- **Online:** Email the details at tickets@waukeshacountyfair.com
- **Phone:** 262-544-5922. Office hours for phone requests are Monday through Thursday, 9 am to 3 pm.

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If the card used in the original purchase was compromised and your bank issued you a new credit card number, your bank should automatically roll the refund over to your new card. Please contact your bank directly if you do not see the refund on your statement in 30 business days.

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What if I purchased my tickets through a source other than the Waukesha County Fair?

The Waukesha County Fair are the ONLY authorized sources for Waukesha County Fair Admission Tickets, Bundles, Main Stage Tickets, and vouchers.

Tickets purchased at a non-authorized, third party source must be returned through that point of purchase. Please note that the Waukesha County Fair cannot guarantee the validity of the tickets purchased from a non-authorized source and you risk being denied admission, refunds and/or exchanges.

What do I do with a Waukesha County Fair ticket package/voucher that I won through a promotion or charity auction/event?

All charity donation packages for the 2020 Waukesha County Fair will be valid for 2021. This includes Admission Tickets, Family 4-Packs, VIP Packages, and others.

Because the headliners for the 2020 Waukesha County Fair's Main Stage are not guaranteed to play in 2021, VIP package tickets won for a show at the Waukesha County Fair's Miller Main Stage will still be honored, simply for an alternate, confirmed show.

Please Note:

Any ticket packages or vouchers won can be redeemed directly at the Waukesha County Fair Office any time from June 1st, 2021 through July 16th. Ticket packages or vouchers cannot be redeemed before June 1st, 2021 nor after July 16th, 2021.

The Waukesha County Fair Office is located at 2417 Silvernail Road, Pewaukee, WI 53072. Office hours in June & July each year are Monday through Friday from 9am – 4pm.

I won Waukesha County Fair tickets through a radio station give away. What do I do with them?

Hold on to your 2020 tickets and vouchers! All Waukesha County Fair admission tickets, vouchers and bundles will be valid for the 2021 Waukesha County Fair, July 21-25.

Please note - Tickets, vouchers or bundles won through a radio station promotion cannot be returned for a refund.

I won Main Stage tickets through a radio station give away. What do I do with them?

We are working through negotiations with our Main Stage entertainers for 2021 but nothing has been solidified at this time.

Because the headliners for the 2020 Waukesha County Fair's Miller Lite Main Stage are not guaranteed to play in 2021, tickets won for a show at the Waukesha County Fair's Miller Lite Main Stage will not be valid for the 2021 Waukesha County Fair unless you contact us by July 3rd, 2020 to re-issue a voucher for 2021.

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