



## **2024 Lucas Oil Ticketing Policies**

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We are pleased to announce the implementation of our 2024 ticketing policy, tailored specifically for our valued full-time employees. At Lucas Oil, we prioritize the seamless facilitation of enjoyable experiences for all event attendees. To this end, we kindly request adherence to our Ticketing Policies and Events Code of Conduct. Your participation ensures the maintenance of exemplary standards and contributes to the collective enjoyment of upcoming events. Thank you for your cooperation as we embark on this exciting journey together.

### **Ticket Availability**

To make sure we have enough tickets for all groups, each full-time employee will be able to make a ticket request ONCE for each event type. You can request up to 4 tickets for you plus 3 guests. Employees must be in attendance for the event. Any request over 4 tickets will be treated as a special request and considered based on ticket availability. If your immediate family is larger than 4, please request the appropriate amount and add the family members name and relation to the TicketManager notes. Please note – Customers will be prioritized in the approval process.

Employee ticket requests must be submitted at least 2 weeks before each event. Any available parking passes will be listed in TicketManager, so please do not inquire if they are not listed.

### **Season Schedules**

Schedules for each sponsored series will be announced via email when tickets are uploaded into TicketManager.

#### **Seat Selection:**

The seats you select are not guaranteed, so they may be moved for various reasons. We will do our best to accommodate your selection.

## **The TicketManager Process**

### **Search For Events**

- You will be able to submit ticket requests for any events that are available to you
- Click on the green “Request” button to add the event to your cart
- Using the cart functionality, you are able to place multiple requests at once

- If you see a price next to the tickets and the orange letters "CO" then these are company owned tickets and the price is only there to show ticket value, not a price that will be charged to you

### **Order Purpose (why you are requesting tickets)**

- Please complete all fields in the request form to explain why you would like the tickets
- Click "Edit Quantity and Guests"

### **Quantity and Guests**

Please select the number of tickets that you need, and add your guest names with the "Add Guest" Button

### **Submitting The Request**

- Once you have completed all of the required fields, please select the green "Submit" button to complete your order
- You will then be taken to a confirmation page summarizing the information you provided

### **Checking Status**

At any time, you are able to view your orders, the status of the request, and edit any order by selecting "My Orders" or "View All Orders" on the top toolbar.

### **Receiving Tickets**

Our policy states tickets are sent 7-10 days prior to the event. If for any reason you have not received your tickets, please contact the TicketManager help desk by emailing [Help@ticketmanager.com](mailto:Help@ticketmanager.com)

TicketManager Assistance is in place to guide our employees through any questions or concerns receiving tickets – [Help@ticketmanager.com](mailto:Help@ticketmanager.com)

Please reference the attached help sheet for any after-hours questions on your ticket orders. Make sure to include the order ID in your email to the help desk. This platform can also be used to check the status of an order, if the order says shipped but you haven't received the tickets or if you need to change the email address after the order has been shipped.

## Special Events Code of Conduct

Here at Lucas Oil, we make a commitment to prioritize special events, which should be considered an honor and a privilege for everyone to enjoy. As such, we have a responsibility to provide a family friendly, safe and welcoming environment for everyone. This Code of Conduct outlines our expectations for participant behavior.

### **EXPECTED BEHAVIOR**

- Be respectful and considerate.
- Refrain from demeaning and disrespectful speech.
- Be mindful of your surroundings and of your fellow participants.
- At events where alcohol is served, know your limit and drink in moderation. If there is a bartender on-site, they have the authority at any time to refrain from serving a guest.
- Do not consume drugs or controlled substances prior to or during events.
- When attending a Lucas Oil event, employees should alert the Event Host when any issue arises.
- All employees are held accountable to the Code of Ethics expectations outlined on Page 11 and 12 of the Lucas Oil Employee Handbook. When attending a Lucas Oil event, a Lucas Oil Property/Affiliate or have received tickets from Lucas Oil to attend an event, you are a representative of the company and must follow the Code of Conduct at all times.
- Each participant is also responsible for the behavior of their guests in accordance with the employee handbook Page 11 and 12.

### **CONSEQUENCES FOR UNACCEPTABLE BEHAVIOR**

Participants who are asked to stop their behavior by an event host, bartender, and/or security will be expected to comply immediately. If an attendee or participant continues to violate this Code, we will take whatever actions it deems appropriate, including removal from event, disqualification from attending future events, notification to Human Resources, or notification of on-premises security or local law enforcement as necessary. Every employee is responsible for the behavior of their guests.

### **TICKET USAGE**

In all events, we typically have a waiting list to fulfill. You are expected to use the tickets that have been provided to you. If for any reason you cannot use your tickets, please notify [Tickets@lucasoil.com](mailto:Tickets@lucasoil.com) ASAP, and you will be directed to send your tickets back. If you simply do not show up for an event without attempting to send the tickets back, the first offense, you will be considered last for future requests. The second offense will result in your ticket privileges being revoked.

We appreciate your help in upholding this Code, and ALWAYS representing Lucas Oil to the best of your ability!