

HOW TO RENEW

Here's a step-by-step walk through of the renewal process, along with some Pro-Tips.

2020 EARLY BIRD RENEWALS BEGIN SUNDAY, MAY 26TH @ 11:00PM
CST

In this example, Rocklahoma Fan will be renewing:

- 2 Reserved VIP Festival Passes
- 1 VIP Camping Site
- They only want to renew 2 of their 3 eligible Weekend General Admission Passes

The day renewals go on sale, beginning at 11:00PM CST, log in to your Rocklahoma Festival Ticket Account by [clicking here](#). If you purchased Weekend Reserved, including Groupie, Roadie or Rockstar Packages, and/or Weekend General Admission to Rocklahoma 2019, including any camping, you are eligible to renew for 2020!

When renewals begin, please log in to your Festival Ticket Account using your email address on file (the email used to purchase your 2019 Weekend Passes) and personal password.

EXISTING CUSTOMERS

LOGIN OR **CREATE AN ACCOUNT**

If you have previously purchased tickets and would like to renew them now, please use the form below to login and renew your tickets.

rocklahomafan@rocklahomafan.com ✓

..... ✓

LOG IN

[Forgot Password?](#)

or

Login and checkout using your Facebook account

f FACEBOOK LOGIN

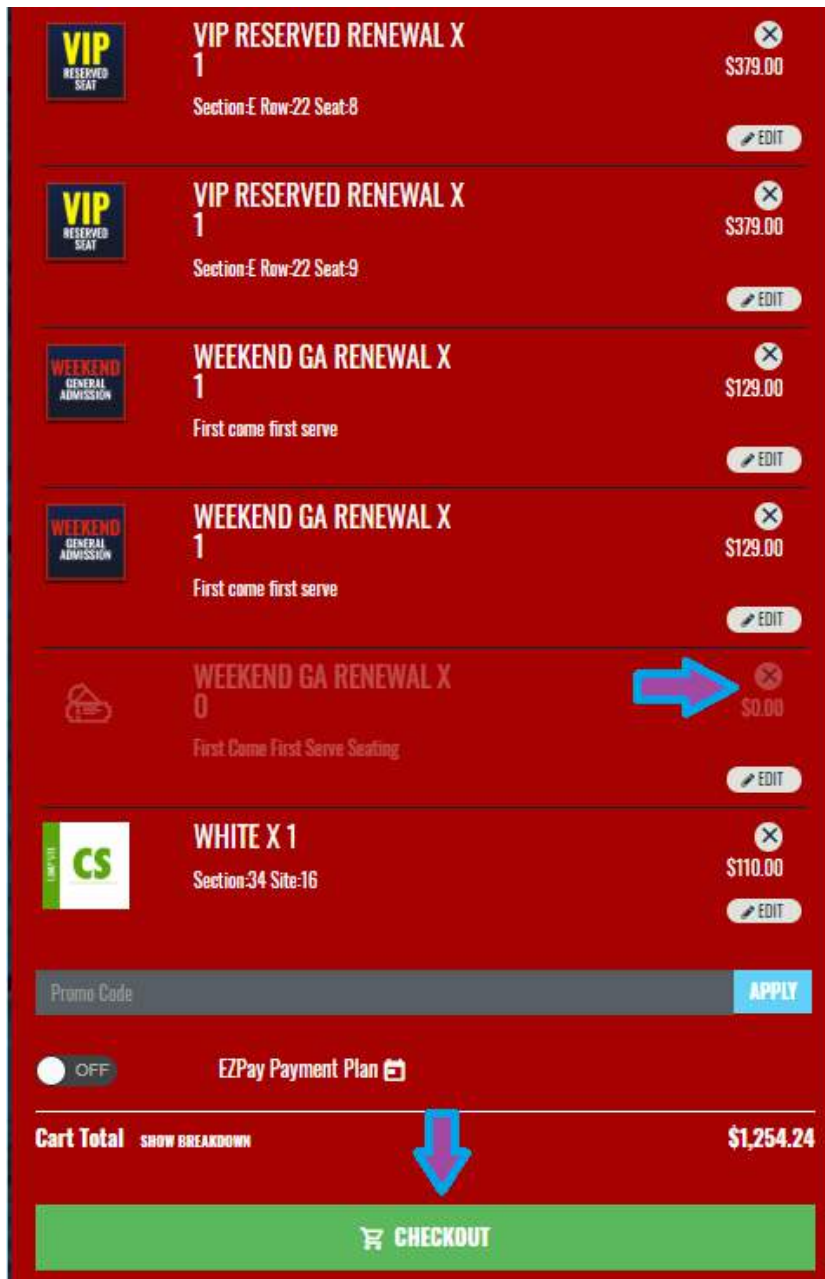
Pro-Tip: Make sure you know your email address on file and password prior to renewal start. Don't remember your password? Please reset your password by [clicking here](#), entering your Festival Ticket Account email, and a link to reset your password will be sent to you.

CONFIRM YOUR RENEWAL

When it's time to renew your passes, and you have logged into your Festival Ticket Account, you will see what you are eligible to renew for 2020. These are the festival and/or camping passes that were purchased under your account in 2019.

Select what you would like to renew for 2020. From here you may decrease the number of campsites or festival passes using the 'edit' button next to the item, decreasing the number and clicking 'update'. You may not add campsites or festival passes and only decrease the number. If you do not wish to renew that campsite or festival pass, but renew others, please click on the 'X' on that item to remove it from your renewal cart.

Example: Rocklahoma Fan is renewing their 2 Reserved VIP Festival Passes, their GA Campsite and 2 of their 3 Weekend General Admission Festival Passes.



IF YOU WANT TO USE OUR PAYMENT PLAN, PLEASE CLICK ON THE 'OFF' BUTTON ABOVE CHECKOUT BUTTON TO ENABLE THE PAYMENT PLAN FEATURE.

Click on the Checkout button

Pro-Tip: When using a desktop computer, your renewal items will be listed on the right side of the screen with Checkout button at the bottom of the list; If using a mobile or tablet device, make sure to click on the 'Review &

Pay' the bottom of the screen to see all eligible items, make any changes or requests, and the Checkout button.

Want to move your seat(s) or campsite(s)? Request to add more passes or campsites? Enter your requests in the Comment box that has now popped up. We will do our best to meet your request based on time renewal was processed and change requested with availability. Once request has been made, please click on the "Proceed to Shipping" button.

WANT TO UPGRADE YOUR SEATS OR SITES? ENTER YOUR REQUEST IN THE FORM BELOW. FOR EXAMPLE, "I WANT SEATS THAT ARE CLOSER TO THE MIDDLE AISLE."

Please move my seats closer to the aisle

*Please note that all upgrade requests will be considered but we may not be able to accommodate based on availability. You will receive an email when your request has been reviewed.

PROCEED TO SHIPPING

Don't want to make any changes? Click on "Proceed to Shipping" button to continue.

WANT TO UPGRADE YOUR SEATS OR SITES? ENTER YOUR REQUEST IN THE FORM BELOW. FOR EXAMPLE, "I WANT SEATS THAT ARE CLOSER TO THE MIDDLE AISLE."

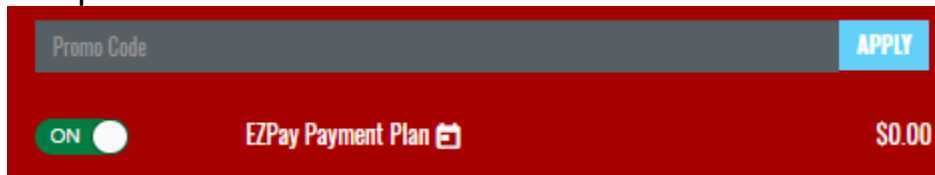
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*Please note that all upgrade requests will be considered but we may not be able to accommodate based on availability. You will receive an email when your request has been reviewed.

PROCEED TO SHIPPING

From here, double check your shipping address and then proceed to your payment information. Payment Plans are once again available and may be selected at the payment screen by click on the 'off' button to enable

payment plans. Enter your payment information and Click on Process to complete the transaction.



And that is it! You have officially renewed your Rocklahoma Festival passes for 2020!

Please note: Shipping will begin in Spring 2020.

Final Pro-Tip Renewal Notes:

- ✓ The fastest way to renew is online using the link sent to you. The time and date your renewal was processed will be on your order. Any renewal upgrade request will be made in the date and time the order was processed as well as by availability
- ✓ Make sure to have your account login and password information ready at the start of renewals
- ✓ If you should login before the renewal period begins, you will need to refresh your device and/or logout and back in to your account to see your renewal items once that time has started
- ✓ Double check quantities and locations in your renewal shopping cart BEFORE checkout to make sure they are correct
- ✓ Please contact the Rocklahoma office (1-866-310-2288) to update any changes or requests. Please note, the Rocklahoma office phones and email will be very busy at the time renewals begin as Rocklahoma 2019 will be ending and we appreciate your patience during that time