

Group Sales Frequently Asked Questions

Have a question that isn't answered here? Email us (link to groups@rabobankarena.com)

What is your policy on refunds, exchanges, or lost tickets?

We are sorry, but Tickets cannot be refunded, canceled or exchanged. If the event cancels or postpones a full refund is given.

What are the benefits of buying group sales tickets?

You receive personal one-on-one service, discount tickets on select shows, no service charges per ticket, and more!

How many people do we need in our group to qualify for the discount?

For most group discounts, an minimum order of 10 or more tickets is needed to qualify. This may vary by event.

What is the deadline for ordering group tickets?

All group tickets must be ordered no later than 10 days before the event.

How do we pay for our group ticket order?

Group orders can be paid for with Visa, Mastercard, American Express, Discover Card, cash, check or money order. To charge 10 or more tickets by phone call (661) 852-7309.

Can I fax in my group order?

Group orders can be faxed in to Group Sales, Attn: Nick at the Rabobank Arena at 661-861-9904.

Can I mail in my order?

Mail in your order to: Rabobank Arena, Attn: Group Sales, 1001 Truxtun Avenue, Bakersfield, CA 93301

Can I email in my group order?

Group orders can be emailed to: groups@rabobankarena.com.

How will we receive our group tickets after we order them?

Orders taken over the phone with credit card will be mailed to you or placed at will call at your request. If you mailed your order, enclose a self-addressed stamped envelope to receive your tickets back by mail, otherwise your tickets will be placed in will call.

If I don't have enough to make a group, can I still order tickets?

All non-group tickets (10 or less) can be purchased through the Rabobank Arena Box Office or by calling Ticketmaster at 800-745-3000 or online at www.ticketmaster.com

What age does a child need to be to be admitted free?

Usually children under 12 months old are admitted free, and can sit on an adults lap.

How much is parking?

Parking is typically \$5 per car. However, parking fee may change for each event.

When should we arrive for the show?

Doors open one hour prior to the event, so you can arrive any time prior to or after that.

Is there food and drink available to purchase during the show?

Concession stands are always open during group events.

Do you offer Group Meal Packages?

Group Meal Packages are available upon request - your Group Meal order can be placed at the time you order your group tickets.