



DEPARTMENT OF THE AIR FORCE  
1ST SPECIAL OPERATIONS WING (AFSOC)  
HURLBURT FIELD FLORIDA

20 November 2024

MEMORANDUM FOR

FROM: 1 SOFSS/FSWI

SUBJECT: **1 SOFSS Ticket Office Policies**

- 1. All sales are final. There will be no refunds or exchanges on any tickets for any reason.** This includes but is not limited to purchaser errors, weather, illnesses, attraction operational changes, reservation availability, height limitations, age requirements, expiration dates, ID requirements, etc.
- 2. Ticket prices are subject to change without notice.** ITT is not responsible for informing customer of changes, nor are these prices guaranteed to be the lowest price. It is the responsibility of the customer to research for the lowest price. ITT does not price match. ITT tickets are a set price and cannot be altered to price match any other entities.
- 3. ITT office cannot refund or credit towards any lost, damaged, or stolen tickets.** Once the tickets are sold, they are the sole liability of the customer.
- 4. ITT office cannot refund, credit, or exchange due to errors made by the purchaser.** It is the responsibility of the purchaser to understand the requirements for proof of Florida residency and/or Military Affiliation. It is the responsibility to of the purchaser to inspect for correct event date/time, correct spelling of names and emails where required, expiration dates, age requirements, height limitations, day/hours of operation, weather, etc. Attraction hours of operation, capacity and ride availability are subject to change without notice. ITT is not responsible for informing customer of these changes. It is the responsibility of the ticket holder to review the individual ticket policy for full listing of rules and regulations.
- 5. Tickets must not be re-sold or offered for re-sale at a premium (including via online auction sites) either by the original purchaser or any subsequent bearer.** If a ticket is sold in breach of this condition, the ticket may be cancelled without a refund and the bearer of the ticket may be refused admission.

KAYLEY G CARPENTER, NF-3, ITT  
Supervisory Recreation Assistant