



## USCG TRACEN Petaluma MWR

### Terms & Conditions

By making a purchase through our program you are bound by this document.

Ticket prices and availability are subject to change without notice. We cannot guarantee all of the tickets listed on our website are 100% accurate as the military discount vendor we use has thousands of offers and they are updated daily. We do our best to keep all ticket descriptions and prices accurate. Our tickets are not for resale or commercial distribution to others. Some of our tickets can be gifted while others cannot, follow the specific instructions provided in each Product Description. We charge a \$9.95 online processing fee per transaction.

We reserve the right to cancel or return a purchase for any reason. We also reserve the right to restrict or ban a patron from our site for any reason.

### Eligibility

Purchases must be made by the MWR eligible person, who must also be over 18 years of age. For example, if your father is MWR eligible but you are not, he must make the purchase on our site with his credit card.

To see if you are eligible to make purchases on our website please view the MWR Eligibility document at the bottom of our website: <https://www.petalumamwr.com/>

### Limits

All purchases are expressly limited to a quantity of 20 of any one item. If you require a larger quantity of any item please contact us directly for approval. Some tickets have

#### MWR Eligible Patrons

All ID's must be valid and not expired!  
Please note this is not an all-inclusive list,  
the full list is in the pages below.

Please contact us if you have any questions:  
707.765.7341 or MWR@USCG.MIL



A Veterans Health ID Card will get you onto the base but if it is your only military ID you are only MWR eligible if you have a 100% disability rating on your VA Benefit Summary Letter .



599 Tomales Rd. Petaluma, CA 94952  
MWR@USCG.MIL • 707.765.7341 • M-F 10-4:30PST

vendor specific rules. These rules will trump our own. For example: Disney Military Salute tickets are limited to no more than 6 tickets per eligible member per year. If you purchase more than 6 per year, your order will be cancelled and future access to our website may be denied.

## **Processing**

After receiving your order on our website, we verify your eligibility by looking at your military ID. If you are not eligible for our services, or your ID is expired, we will reach out to you via email. After 3 business days, if we have not received a satisfactory response from you, we will cancel your order and refund your credit card. If you are eligible, we then log into our military discount providers site and make the purchase on your behalf. We then email or mail your order to you, ticket type will dictate the delivery method. We process orders Monday through Friday 10-4:30PST. Please allow 2 business days processing time on orders that can be emailed to you and 2-4 weeks on orders that must be mailed to you.

## **Taxes**

We are US Government tax-exempt: B239641 and as such do not charge sales tax on any product or service we sell.

## **Payment Terms**

All sales are final, there are no returns or cancellations. We require that the credit card used to make the purchase belongs to the MWR eligible patron. You are responsible for reading and following all product specific terms and conditions including but not limited to expiration dates and blackout dates. In the rare event that your payment does not go through to our bank account we reserve the right to cancel your order on our website as well as the tickets you purchased (the tickets will not scan at the venue). In the rare event that we have an item listed on our site in error or with an error within the description we will do everything we can to remedy the situation to your satisfaction. The situation will dictate the steps we will take to fix the problem.

## **Data Protection**

View the Online Security document at the bottom of our website:  
<https://www.petalumamwr.com/> If you have any questions please let us know. If you opt-in to the e-newsletter you will receive MWR related emails at most twice a month. You can unsubscribe at the bottom of the emails at any time. Per Department of

Defense Instruction 1000.13 we only review digital information to verify eligibility and never make copies.

## **Delivery Terms**

### *Digital goods*

The majority of our tickets are in digital form and will be emailed to you when processed. Each Product Description will state delivery method.

### *Shipped goods*

Some of our tickets are in physical form and cannot be emailed to you. For example: Walt Disney World and the CA Academy of Science are some of the more common physical tickets that cannot be emailed to you. These tickets can be mailed to you or picked up at our location (see address above). If you want to pick up your order at our location please select 'Ticket Office Pickup' as the shipping option at checkout. The shipping charges range from \$8 to \$26 per order. Your order will ship within 2 business days after we receive your tickets from our vendor. The \$8 option ships USPS Priority Mail with insurance (a small amount) and tracking and will be delivered to you within 3-4 business days after shipping. The \$26 option ships USPS Express Mail with insurance (a small amount) and tracking and will arrive within 1-2 business days after shipping. You will receive the tracking number via email when your order ships. *If you have a problem with your shipment you must contact us within 24 hours by phone or email!*

## **Personal Use**

Our partners are offering their products and services to us with special, "privileged pricing" reserved exclusively for MWR eligible patrons. They do so in reliance upon your status as an eligible patron and that your purchase will be for the private individual use of yourself, your family and your friends (for those tickets that can be gifted). You agree that you will not sell or permit the sale of the products purchased on the site or divert such products for resale or redistribution to any other resale channel whatsoever, including but not limited to, the Internet, swap meets or other formal or informal distribution channels. We intend to enforce these restricted sale terms, as in all of the terms of these Terms & Conditions, to the fullest extent of the law. Your privileged status, your honesty and the integrity in your use of our program are the basis upon which we and our partners make these products available with such special pricing. To that end, we may limit purchases or investigate unusual purchases on our site whether occurring in one transaction or a series of transactions, suspend or terminate your account without notice, and/or vigorously seek to enforce these Terms & Conditions against those who may breach these restrictions.