

## General FAQs

- **Why is the 2020 Wisconsin State Fair canceled?**

- For several months the Wisconsin State Fair Park Board of Directors and staff have been working tirelessly analyzing all facets of the annual event, in hopes of being able to host the Fair this year.

After extensive input from each Board member as well as Kathleen O’Leary, Executive Director/CEO, Board Chairman John Yingling announced that for the safety of fairgoers, staff, vendors, exhibitors, sponsors, suppliers and the broader community, 2020 Wisconsin State Fair has been canceled.

- Wisconsin State Fair Park has been closely monitoring COVID-19 data from local, state and federal health officials during this time. While some restrictions have recently been lifted and businesses are beginning to re-open, most are requiring strict safety measures, including social distancing, the wearing of masks and temperature checks. The evidence that this disease spreads easily when people are in densely populated areas has led several agencies to continue their recommendation of avoiding mass gatherings. Considering the Wisconsin State Fair is the largest event in the State of Wisconsin, drawing more than one million people over the course of 11 days, this weighed heavily into the decision to cancel the 2020 Wisconsin State Fair.

- **Why was it not postponed instead?**

- Several large industries, including agriculture, entertainment, concessions and ride operations, as well as hundreds of small businesses and thousands of part-time employees, are paramount to putting on a successful State Fair.
- Unfortunately, postponing until later this year was not a viable option given a number of factors including carnival and concession vendor routing, artist scheduling, staffing challenges and the timing of youth agriculture shows, seeing that many youth participants would be back in school and unable to participate.

- **Why was the decision made now and not later?**

- Preparing for an event the scale and scope of the Wisconsin State Fair is a year-round operation and a colossal undertaking. Several large industries, as well as hundreds of small businesses and thousands of part-time employees, are paramount to putting on a successful Fair. We simply can’t hold off any longer for the sake of the staff, vendors, exhibitors, operators, sponsors and partners. Supplies, food, equipment, travel plans and more all need to be finalized NOW.
- While we are not sure what August will look like, we do know that we have to make decisions based on what we know today and not what we hope the world will look like in August.
- In making the decision now, we can take measures to ensure that the State Fair will be back bigger and better in 2021 and for many years to come.

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- **Did you consider implementing mask requirements, temperature checks or instituting social distancing guidelines?**
  - For the last few months our staff has explored countless options to modify the annual State Fair to account for new health and safety guidelines and restrictions. At the end of the day, any of these modifications would result in an event that is not the same State Fair that we and our fairgoers love.
  - Here are some of the options and potential impacts these changes would have made:
    - Reducing admission entrances to limit daily attendance, which would cause lines at admission entrances to become longer and turning away fairgoers who have waited in line all day when the daily admission limit has been reached.
    - Vehicle capacities for MCTS and Park & Ride shuttles limiting the number of riders at one time, which would impact wait times at bus stops and park and ride lots for patrons to ride a bus or shuttle to the State Fair.
    - Taking temperatures of every attendee, and then one family member having a slight fever and the entire group not being able to enjoy their planned day at the fair.
    - Socially distancing seating at any live music venue or livestock showing would require seating capacities and no standing room.
    - Spacing out lines for food to six feet in between each customer, and those lines would flow into the streets and cause traffic jams of fairgoers walking through the Fair Park.
    - Every seat on every ride being cleaned immediately after use, which in some cases like the SkyGlider or WonderFair Wheel would cause constant stopping and starting of the attraction rather than a smooth riding experience and longer lines for guests waiting to enjoy those rides.
    - No overnight dorm experience for our junior livestock exhibitors, many of whom travel from across the state to participate in the State Fair and would effectively not be able to participate.
    - Implementing a maximum number of livestock exhibitors to reduce barn capacity and fairgoer traffic in close spaces.
    - Implementing building capacity restrictions for shopping in the Exposition Center, Original Cream Puff Pavilion, and Wisconsin Products Pavilion and staging lines for entry.
    - Hands-on activities for families in the Kohl's Activity Zone, Compeer Financial Discovery Barnyard, Exploratory Park and Neighborhood Corral would be modified to viewing only instead of interactive learning.

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- **Will there be some type of virtual or drive-thru State Fair instead?**
  - Stay tuned! We had been planning entirely for an in-person State Fair, both under normal circumstances and a modified version due to COVID-19. Since those options are not possible this year, we can now further explore ways to bring you a virtual or drive-thru State Fair experience. Follow us on social media or sign up for our e-newsletter to be the first to know when details are available.
- **How can I still support the Wisconsin State Fair?**
  - If you'd like to support the Wisconsin State Fair, you can do so by supporting the Wisconsin State Fair Park Foundation. The Foundation is a 501(c)(3) non-profit organization that is committed to providing a superior experience for Wisconsin State Fair Park visitors through public and private partnerships, year-round art and education programs, and the continual enhancements and environmental sustainability of Wisconsin State Fair Park. Donations to the Wisconsin State Fair Park Foundation are accepted year-round and greatly appreciated. Visit [wsfpfoundation.org](http://wsfpfoundation.org) for details.
- **How can I still support State Fair vendors?**
  - We understand that our vendors will be affected by the decision to cancel the Wisconsin State Fair. We are looking into options for our fairgoers to support their businesses. Follow us on social media or sign up for our e-newsletter to be the first to know when details are available.
- **Will there be an opportunity to get Cream Puffs this summer?**
  - We are still working out the details and will share that information with the public as soon as possible. Follow us on social media or sign up for our e-newsletter to be the first to know when details are available.
- **What will happen to the State Fair junior livestock shows?**
  - While the 2020 State Fair competitions have been canceled, we will look at other possibilities to provide an opportunity for our junior exhibitors. Stay tuned for updates.
- **Will there be a 2021 Wisconsin State Fair?**
  - The 2021 Wisconsin State Fair is scheduled for August 5-15.
- **How are other events held at State Fair Park being affected?**
  - To see a full list of events held at State Fair Park that have been affected by COVID-19, please [click here](#).
- **Will Harvest Fair still take place this year?**
  - Harvest Fair is currently scheduled for September 25-27, 2020. A decision about whether Harvest Fair will go on as planned has not been made. We will continue to monitor the COVID-19 pandemic and update the public and media as necessary, keeping safety our top priority.



## Admission Tickets, Fair Favorites Vouchers, and Main Stage Tickets FAQs

- **What do I do with my pre-purchased Admission Tickets, Bargain Book Vouchers, Cream Puff Vouchers, SpinCity vouchers, Santa's Sack or Elf Pack bundle?**
  - Use them in 2021: Hold on to your 2020 tickets and vouchers! All admission tickets, vouchers and bundles for the 2020 Wisconsin State Fair will be valid for the 2021 Wisconsin State Fair, August 5-15.
  - Donate them back to the Wisconsin State Fair Park Foundation: Ticket holders are able to donate the value of their purchase to the Wisconsin State Fair Park Foundation to be used for future Fair projects, education, and improvements. Donation requests must be initiated by June 30, 2020. See the "Can I donate my tickets back to the State Fair?" FAQ for complete details.
  - Request a Refund: Refunds must be request by June 30, 2020 or the admission tickets and vouchers will automatically be rolled over for use at the 2021 Wisconsin State Fair. See the "Can I get a refund on my admission tickets?" FAQ for complete details.
- **Can I use my tickets in 2021?**
  - Yes! Hold on to your 2020 tickets and vouchers! All admission tickets, vouchers and bundles for the 2020 Wisconsin State Fair will be valid for the 2021 Wisconsin State Fair, August 5-15.
- **Can I donate my tickets back to the State Fair?**
  - Yes! If you do not wish to use your 2020 tickets or vouchers for the 2021 Wisconsin State Fair, you can donate the value of the purchase to the Wisconsin State Fair Park Foundation to be used for future Fair projects, education, and improvements.
  - Donation requests must be initiated by June 30, 2020 or the tickets and vouchers will automatically be rolled over for use at the 2021 Wisconsin State Fair.
  - To initiate a donation request, please choose the donation option on the [Refund or Donation Request Form](#).

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- **Can I get a refund on my admission tickets?**

- Yes! If you do not wish to use your 2020 tickets or vouchers for the 2021 Wisconsin State Fair, you can request a full refund. Refund requests must be initiated by June 30, 2020 or the tickets and vouchers will automatically be rolled over for use at the 2021 Wisconsin State Fair.
- To initiate the refund process, please contact us in one of the following ways:
  - **Online:** [Refund or Donation Request Form](#)
  - **Phone:** 414-266-7100. Office hours for phone requests are Monday through Friday, 9 am to 3 pm.
  - **In Person:** The State Fair Ticket Office is currently closed to the public, but will reopen on June 1. State Fair Ticket Office is located at 7722 W. Greenfield Ave., West Allis WI 53214 and will be open Monday through Friday, 9 am to 3 pm.
- Purchases will be refunded in the following ways:
  - **Purchases made with Credit Card -**
    - Purchases made via credit card online through Etix (accessed via [wistatefair.com](#) or [etix.com](#)) or in person at the State Fair Ticket Office will be refunded to the card used in the original purchase. Refunds may take up to 30 business days depending on the credit card processor.
      - If the card used in the original purchase is expired, the refund will fail, and ticket holders will need to be refunded as if the purchase was made with cash or check. See “Purchases made with Cash or Check” below for details.
      - If the card used in the original purchase was compromised and your bank issued you a new credit card number, your bank should automatically roll the refund over to your new card. Please contact your bank directly if you do not see the refund on your statement in 30 business days.
    - To avoid confusion, once refunds have been processed, we encourage you to delete tickets from your email or destroy physical tickets.
    - PLEASE NOTE: Tickets that have been refunded will have their barcodes deactivated and will be unusable for entry to the 2021 Wisconsin State Fair.
  - **Purchases made with Cash or Check -**
    - Purchases made via cash or check at the State Fair Ticket Office must be refunded in person by the original ticket purchaser at the State Fair Ticket Office.
    - Ticket holders must bring their physical tickets to the State Fair Ticket Office in order to receive a refund.
    - The State Fair Ticket Office is currently closed to the public, but will reopen on June 1.
    - The State Fair Ticket Office is located at 7722 W. Greenfield Ave., West Allis WI 53214 and will be open Monday through Friday, 9 am to 3 pm.

- **What do I do with my pre-purchased Main Stage ticket?**
  - All purchases of State Fair Main Stage tickets are eligible for a full refund, including client and service fees.
  - Main Stage shows that had tickets on sale and are eligible for a refund include:
    - Skillet with Colton Dixon & Ledger on Thursday, August 6
    - Chris Young with Sara Evans & Payton Smith on Friday, August 7
    - Bethel Music with We The Kingdom on Tuesday, August 11
    - Brothers Osborne with Ryan Hurd on Thursday, August 13
    - Boyz II Men with Ginuwine on Friday, August 14
    - The Beach Boys on Saturday, August 15
- **How do I get a refund for my Main Stage ticket?**
  - Main Stage ticket purchases will be refunded as soon as possible depending upon the purchase method:
    - **Credit Card -**
      - Purchases made via credit card online through Etix (accessed via [wistatefair.com](http://wistatefair.com) or [etix.com](http://etix.com)) or in person at the State Fair Ticket Office will automatically be refunded to the card used in the original purchase.
        - If the card used in the original purchase is expired, the refund will fail and ticket holders will need to be refunded as if the purchase was made with cash or check. See “Purchases made with Cash or Check” below for details.
        - If the card used in the original purchase was compromised and your bank issued you a new credit card number, your bank should automatically roll the refund over to your new card. Please contact your bank directly if you do not see the refund on your statement in 30 business days.
      - Refunds may take up to 30 business days depending on the credit card processor.
      - No action is required on part of the ticket holder.
    - **Cash or Check -**
      - Purchases made via cash or check at the State Fair Ticket Office must be refunded in person to the original ticket purchaser at the State Fair Ticket Office.
      - Main Stage ticket holders who purchased their tickets via cash or check must initiate a refund by June 30, 2020.
      - Ticket holders must bring their physical tickets to the State Fair Ticket Office in order to receive a refund.
      - The State Fair Ticket Office is currently closed due to the public, but will reopen on June 1.
      - The State Fair Ticket Office is located at 7722 W. Greenfield Ave., West Allis WI 53214 and will be open Monday through Friday, 9 am to 3 pm.

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- **What if I purchased my tickets through a source other than Etix (accessed via [wistatefair.com](http://wistatefair.com) or [etix.com](http://etix.com)) or the State Fair Ticket Office?**
  - The State Fair Ticket Office and Etix (accessed via the [WiStateFair.com](http://WiStateFair.com) or [Etix.com](http://Etix.com)) are the ONLY authorized sources for State Fair Admission Tickets, Main Stage Tickets, Bargain Book vouchers, Cream Puff vouchers, and SpinCity vouchers.
  - Tickets purchased at a non-authorized, third party source must be returned through that point of purchase. Please note that WSFP cannot guarantee the validity of the tickets purchased from a non-authorized source and you risk being denied admission, refunds and/or exchanges.
- **What do I do with a State Fair ticket package that I won through a promotion or charity auction?**
  - All charity donation packages for the 2020 Wisconsin State Fair will be valid for 2021. This includes Admission Tickets, Cream Puff vouchers, SpinCity vouchers, and Bargain Book vouchers.
  - Because the headliners for the 2020 State Fair Main Stage are not guaranteed to play in 2021, tickets won for a show at the State Fair Main Stage will not be valid for the 2021 Wisconsin State Fair.
- **I won State Fair admission tickets through a radio station. What do I do with them?**
  - Hold on to your 2020 tickets and vouchers! All admission tickets, vouchers and bundles for the 2020 Wisconsin State Fair will be valid for the 2021 Wisconsin State Fair, August 5-15.
  - Tickets, vouchers or bundles won through a radio station promotion cannot be returned for a refund.
- **I won Main Stage tickets through a radio station. What do I do with them?**
  - Because the headliners for the 2020 State Fair Main Stage are not guaranteed to play in 2021, tickets won for a show at the State Fair Main Stage will not be valid for the 2021 Wisconsin State Fair.
- **Is the \$10 in Fire Keepers Club reward play offer from Potawatomi Hotel & Casino on my Admission Ticket, Fair Favorite Voucher or Main Stage Ticket still valid?**
  - Yes, Potawatomi Hotel & Casino will still honor the \$10 in Fire Keepers Club reward play from August 6 through September 6, 2020.
  - Offers on refunded and donated main stage tickets, admission tickets and vouchers will be accepted.
  - Offers on admission tickets and vouchers that have been rolled over for use at the 2021 Wisconsin State Fair will be accepted.
  - **Please be advised that in order to use the reward play offer, you must surrender your ticket or voucher upon redemption at Potawatomi Hotel & Casino and will not be able to use it at the 2021 Wisconsin State Fair.**
  - Visit [paysbig.com](http://paysbig.com) to be up to date on operating hours for Potawatomi Hotel & Casino.