

Cone Park Ticket Purchase Policy

1. **All Sales are Final.** No refunds are granted at Cone Park unless the facility is shut down per the **Cone Park Closing Policy**.
2. Since it is encouraged to purchase tickets in advance of a desired tubing session, flexibility is granted when a circumstance arises that does not allow the redemption of purchased tickets. When flexibility is needed, transfers to a different tubing session will be permitted. Please contact the Sioux City Parks and Recreation Office at 712-279-6126 during business hours of 8:00 a.m. – 4:30 p.m., Monday – Friday (not including holidays) or call Cone Park at 712-222-2663 during normal operating hours. **The request to transfer must be made 24 hours prior to the tubing session start time.** If the date to transfer the tubing session is unknown, a household credit or a gift card will be issued.
3. **The only exception to the 24-hours transfer rule is if the wind chill is below zero for the day.** If according to www.accuweather.com for Sioux City, IA the wind chill (or real feel) is below zero at the start of the scheduled tubing session, transfers will be allowed inside the 24-hours requirement. **These requests must be made prior to the start of the tubing session.** To transfer to a different tubing session, please contact the Sioux City Parks and Recreation Office at 712-279-6126 during business hours of 8:00 a.m. – 4:30 p.m., Monday – Friday (not including holidays) or call Cone Park at 712-222-2663 during normal operating hours. If the date to transfer the tubing session is unknown, a household credit or a gift card will be issued. **If Cone Park is open and you would like to keep your existing tubing session regardless of temperature, no action is required.**