



TENNIS AUSTRALIA COACH MEMBERSHIP – PRE SALES INFORMATION

AUSTRALIAN OPEN 2014 & AUSTRALIAN OPEN SERIES 2014

What are the tournament dates?

- Ø Australian Open (Monday 13 January – Sunday 26 January 2014)
- Ø Hyundai Hopman Cup (Saturday 28 December 2013 – Saturday 4 January 2014)
- Ø Brisbane International *presented by Suncorp* (Sunday 29 December 2013 – Sunday 5 January 2014)
- Ø Apia International Sydney (Sunday 5 January – Saturday 11 January 2014)
- Ø Hobart International (Sunday 5 January – Saturday 11 January 2014)

Who can book through the pre-sales?

Current financial Tennis Australia coach members who have purchased the ticketing upgrade.

When can I book my tickets?

AUSTRALIAN OPEN 2014

Ticket Packages:

Friday 16 August, 12 noon until Monday 19 August 2013, 12 noon (local time)

Single Session & Ticket Packages:

Tuesday 20 August, 12 noon until Monday 2 September 2013, 12 noon (local time)

AUSTRALIAN OPEN SERIES

Ticket Package:

Friday 16 August, 12 noon until Monday 19 August 2013, 12 noon (local time)

Single Session and Ticket Packages:

Tuesday 20 August, 12 noon until Monday 2 September 2013, 12 noon (local time)

How do I book my tickets?

On the Internet

1. Have your Tennis Australia Coach Membership MyTennis ID ready – this will act as your password to purchase tickets
2. Go to www.ticketek.com.au/aocoach
3. Select the event/sessions you wish to attend
4. Enter your Tennis Australia Coach Membership MyTennis ID as the password
5. You will then be prompted through the payment stage, confirmation of your tickets and delivery method



Note: You will need to have My Ticketek account to purchase tickets on the internet.

You will only be able to access this link from the time the pre-sale starts. In order to ensure equitable access to Australian Open and Australian Open Series events, time restrictions may be placed on the Ticketek website. If you are unable to select tickets to purchase please ensure that you are purchasing tickets during the designated presale periods.

Tickets will be available for all sessions for all events during the pre-sale

All major credit cards will be accepted

On the phone

Call the Pre-Sale hotline: 1300 888 104 (or +613 9039 9407, if calling from overseas)

Note: You must have your Tennis Australia Coach Membership MyTennis ID ready to quote to the operator

For the Australian Open, fees from \$3.30 per transaction apply

For the Brisbane International, fees from \$7.75 per transaction apply

For Hyundai Hopman Cup, fees from \$6.30 per transaction apply

For the Apia International Sydney, fees from \$7.75 per transaction apply

For the Hobart International, fees from \$5.70 per transaction apply

A credit/debit card processing fee from 1.95% will also apply

What are the ticket limits for Australian Open?

ROD LAVER ARENA Series Packages

First week, Mon 13 – Thu 16 Jan, Day Package:	8 tickets per person, per package
First week, Mon 13 – Thu 16 Jan, Night Package:	8 tickets per person, per package
Middle weekend, Fri 17 – Mon 20 Jan, Day Package:	8 tickets per person, per package
Middle weekend, Fri 17 – Mon 20 Jan, Night Package:	8 tickets per person, per package
Quarter Finals, Tue 21 – Wed 22 Jan, Day Package:	8 tickets per person, per package
Quarter Finals, Tue 21 – Wed 22 Jan, Night Package:	8 tickets per person, per package
Semi Finals, Thu 23 Jan, Day & Choice of 1 Men's Semi Final:	8 tickets per person, per package
Finals Weekend Women's/Men's, Sat 25 – Sun 26 Jan, Package:	4 tickets per person, per package
Final Five Package, Thu 23 – Sun 26 Jan, Package:	4 tickets per person per package

HISENSE ARENA Series Packages

First week, Mon 13 – Thu 16, Day Package:	10 tickets per person, per package
Middle weekend, Fri 17 – Mon 20, Day Package:	10 tickets per person, per package
Middle Weekend, Fri 17– Sat 18, Night Package:	10 tickets per person, per package

GROUND PASS Series Packages

Middle weekend, Sat 18 – Sun 19 Jan:	10 tickets per person, per package
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ROD LAVER ARENA Single Session Tickets

Mon13 – Sat 25 Jan:	8 tickets per person, per session
Sun 26 Jan (Men's Final):	4 tickets per person, per session

HISENSE ARENA Single Session Tickets

Mon13 – Mon 20 Jan:	10 tickets per person, per session
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Note: Maximum number purchased not to exceed 30 tickets per person

In order to promote fair and equitable access to the Australian Open, TA reserves the right to reject a booking made by an individual that exceeds the ticket limits described above.

Ticket limits do not apply for Australian Open Series events

Important information

A limited number of tickets will be available via this offer and will be sold on a best available basis with an option for sun, shade or partial shade where applicable.

Please note the tickets available through this offer are allocated following the contractual requirements for Tennis Australia's various stakeholders which include but are not limited to sponsors, corporate hospitality, tour operators and contractual requirements for Melbourne & Olympic Park.

How do I book special needs tickets?

AUSTRALIAN OPEN: Call the Australian Open Accessibility Booking Line on +613 9286 1208 or email enhancedseating@mopt.vic.gov.au.

AUSTRALIAN OPEN SERIES: Call the Australian Open Series Accessibility Booking line on 1300 665 915 (or +613 9039 9407 if calling from overseas).

** Special needs tickets go on sale at the same date and time as detailed above.

How do I make a group booking?

AUSTRALIAN OPEN: All group bookings of 10 or more seats per session are handled by the Melbourne Park Group Booking line. Please call +61 3 9286 1347 or email groups@mopt.vic.gov.au.

AUSTRALIAN OPEN SERIES: Make a booking of ten or more tickets per session and save! To take advantage of this offer, please call the Ticketek Group bookings line on 1300 364 001 or email groupbookings@ticketek.com.au.

Queries

If you have any queries regarding the above please do not hesitate to contact the Tennis Australia Coach Membership Department on +613 9914 4191, or visit www.tennis.com.au/membership



Q. When do tickets go on sale to the general public?

Tickets for the Australian Open Rod Laver Arena and Hisense Arena Series Package tickets will go on sale 9 am (AEST) Wednesday 2 October until 5 pm (AEST) Monday 7 October 2013.

Tickets for the Australian Open Rod Laver Arena, Hisense Arena Single Session tickets and ground pass tickets will go on sale 9am (AEST) Tuesday 8 October 2013.

Tickets can be purchased via the following channels:

Via Ticketek website www.ticketek.com.au/australianopen

Via Ticketek Call Centre (Please call the Australian Open and Australian Open Series booking line 1300 888 104 if you are calling from within Australia or (+61) 3 9039 9407 if calling from an international phone number.

Via Ticketek agency's (Please note that Ticketek agencies do not accept telephone enquires or bookings)

Q. If tickets aren't on sale yet, how come I can visit websites that seem to have tickets available?

There are many websites that advertise Australian Open tickets. Tennis Australia (who is the promoter behind the Australian Open) highly advises against purchasing tickets through unauthorised agents. There are a limited number of officially authorised Australian Open tour operators who sell travel packages in advance of on sale to general public.

Q. What is the best way to book? How can I guarantee that I get good seats?

There is no one way of booking that is the best or that guarantees you get good seats. The different methods of booking; phone, agencies, internet, are offered to patrons for convenience. To ensure fairness in ticket distribution ALL booking methods commence at the same time (9 am AEST) wherever and however you book. It is important to book early as sessions sell out fast.

Q. I have attempted to purchase tickets on the Ticketek website and I have selected my tickets but the webpage has frozen and just keeps thinking. Have I still got my tickets?

The Ticketek website will only hold your tickets for eight (8) minutes. If the webpage has frozen it is likely that you have no longer got the tickets that were assigned to you. You will need to close the window and try again.

The easiest way to check if a transaction has been successful is to look for a confirmation email which is sent at the end of every successful transaction to the email address detailed in your My Ticketek login.

Q. What is the installment payment plan that is being offered for the Final 5 Package and the Finals Package for the Australian Open?

Installment payment plans are being offered for the two most expensive packages for the Australian Open. You can pay half of the total order cost at the time of purchase with the remaining half being charged on Wednesday 30th October 2013. Please note that there is no additional charge if you would like to pay in installments.



Q. I require a special needs ticket. How do I purchase my tickets?

To purchase special needs tickets for the Australian Open please call the Australian Open Accessibility booking line on +61 3 9286 1208 or email enhancedseating@mopt.vic.gov.au.

To purchase special needs tickets for the Australian Open Series events please call the Australian Open and Australian Open Series booking line on 1300 665 915 if you are calling from within Australia or +61 3 9039 9407 if calling from an international phone number) and follow the prompts to speak to an operator.

Special needs tickets go on sale at the same date and time as detailed above.

Q. Are all the good seats reserved for Corporate Companies?

No, corporate packages are allocated at the north and south ends of Rod Laver Arena and Hisense Arena and on the western side in the lower tier of Rod Laver Arena.

Q. Do tickets on the internet sell faster than if I buy over the phone?

All booking methods (phone, agencies and internet) start selling tickets at the same time. To ensure that patrons who book via the phone or at agencies have equitable access to the seat inventory, the amount of patrons who can access the internet site to book is set at a predetermined capacity.

Q. Is it safe to buy tickets through Ticketek over the internet?

Ticketek Online processes your credit card details securely over the internet using an online payment technology called Secure Socket Layer (SSL). The payment system is a Westpac accredited internet payment security system. Standards are ranked among the best available. With the combination of Ticketek.com's Verisign SSL 128-bit encryption on their website and a secure browser at your end, you can be assured that your transaction booking details are encrypted.

Q. What happens if I log on to the Ticketek website before 9 am on the day of on sale?

Access to www.ticketek.com.au/australianopen is available 24 hours a day, seven days a week; however Australian Open ticket sale pages are not activated until 9 am (AEST) the morning of the scheduled on sales detailed above. If you are on the site before 9 am then just before tickets go on sale, REFRESH the page to ensure you get the latest information and the GET TICKETS button appears. Note a time limit of 15 minutes applies to book your tickets from the time you first log on.

Q. Why do finals tickets sell out so quickly?

Understandably, finals tickets are in huge demand. We are talking about the best players in the world competing for the ultimate prize, a Grand Slam title.

Q. I live overseas or I will be away when tickets go on sale. How can I book?

Bookings can be done from overseas either via the internet (www.ticketek.com.au/australianopen) or by phone (please call +61 3 9039 9407 if you are calling from an international phone number).



Q. What's the benefit in purchasing a Series Package?

When you purchase a series package you receive a discount on the total cost of buying the same sessions as a single session tickets. You also get to purchase tickets before the tickets get sold as single session tickets. The packages available will include day or night sessions as well as a great Finals package which will allow you to see both the women's final on Saturday 25 January and the men's final on Sunday 26 January 2014.

Q. I have purchased a package. Why are my seats not the same for all sessions?

When you purchase a package we try and give you the best available seats for each session. This means that we cannot always supply the same seat for all sessions.

Q. Why are ticket limits in place?

Ticket sales limits are in place to ensure that all of our customers can receive equal access to the Australian Open.

Q. How many tickets can I purchase at one time?

The following ticket limits apply for purchasers to the Australian Open:

Ticket limit of eight (8) tickets per person for all Rod Laver Arena Series Package (excluding the Final 5 and the Finals package).

Ticket limit of four (4) tickets per person for the Final 5 and Finals Weekend Rod Laver Series Packages.

Ticket limit of eight (8) tickets per person for all Rod Laver Arena Single Session tickets for sessions that fall within the date range of Monday 13 January until Saturday 25 January 2014.

Ticket limit of four (4) tickets per person for all Rod Laver Arena Single Session tickets for Sunday 26 January 2014.

Ticket limit of 10 tickets per person for all Hisense Arena Series Package.

Ticket limit of 10 tickets per person for all Hisense Arena Single Session tickets.

There is no ticket limit on ground passes – except the weekend ground pass package (10)

Please note that the maximum number of tickets purchased cannot exceed 30 tickets per person.

Q. What benefits does a ground pass offer?

A ground pass gives you full access to all outside courts including Margaret Court Arena where you will see a number of the world's best players doing what they do best.



Q. Will a ground pass ticket give me access to Rod Laver or Hisense Arena?

No. You will require an additional ticket to access Rod Laver Arena or Hisense Arena. Ground pass ticket holders may upgrade their ticket at any Ticketek box office on the day (subject to availability) for an additional cost to get a fully reserved ticket to Hisense Arena or Rod Laver Arena. 3 and 5 Day ground passes, and a middle weekend ground pass package cannot be upgraded

Q. What does a Hisense Arena ticket offer?

If you have purchased a ticket to Hisense Arena you will have access to a reserved seat within Hisense Arena and access to all outside courts including Margaret Court Arena (subject to availability). You cannot access Rod Laver Arena with a Hisense Arena ticket. Please note that a family pass is also available to provide even better value.

Q. What does a Rod Laver Arena ticket offer?

If you have purchased a ticket to Rod Laver Arena you will have access to a reserved seat within Rod Laver Arena and access to all outside courts including Margaret Court Arena (subject to availability). You cannot access Hisense Arena with a Rod Laver Arena ticket.

Q. Why is there two night sessions scheduled in Hisense Arena?

Two night sessions have been scheduled for the first week of the Australian Open in Hisense Arena to meet the popular demand for more matches at this Arena.

Q. How can I request seats in the shade?

Please note that these seats are the most popular and sell very quickly. If you attempt to purchase your tickets on the internet you will have the option to purchase tickets in the shade (subject to availability). If you have decided to purchase your tickets through the Ticketek call centre or a Ticketek agency you can request that you would prefer a seat in the shade as your first preference (subject to availability). If shaded seats are required for medical reasons then patrons should contact the Accessibility booking line on +61 3 9286 1208 where a limited amount of tickets are held for this purpose.

Q. I selected shaded seats but they are actually in the sun until mid afternoon?

Shaded areas are subject to weather conditions on the day. Areas that are designated to be in the shade are an indication only and cannot be guaranteed to be in the shade on the day.

Q. Can we please have exactly the same seats as last year?

No. Tickets are allocated on a best available basis.

Q. What does the ticketing system consider best available?

The ticketing system will allocate seats closest to the court first regardless of sun/shade areas.

Q. Where is the umpire chair located?

The umpire chair is located on the western side of the court.



Q. Do I need to present my concession card when I book tickets?

Yes, concession tickets cannot be issued unless appropriate information is sighted or the card number provided over the phone or on the internet. Overseas cards are not eligible to receive a concession. It is also a requirement that concession cards are carried with you when you attend the Australian Open.

Q. Can I sell Australian Open tickets on eBay?

No because the Australian Open Ticket Conditions of Sale and Entry states that you cannot on-sell seats, therefore you will be in breach of these conditions if you put your tickets up for auction on eBay or any other auction site. Listed tickets on eBay or any other auction site that are sold above face value may be cancelled without refund and therefore patrons holding these tickets will be denied admission to the Australian Open event.

Q. What is a Twilight session?

At Australian Open 2014 on Friday 24 January play will commence at 3 pm with a men's singles semifinal match scheduled not before 7:30 pm. Saturday 25 January the women's single final is scheduled to commence not before 7:30pm. On Sunday 26 January play will commence at 4:30 pm with the men's singles final scheduled to commence not before 7:30 pm.

Q. How many sessions are there?

There are 25 sessions scheduled to be held in Rod Laver Arena for the Australian Open in 2014. These sessions are detailed below;

11 day sessions from 13–23 January
11 night sessions from 13–23 January
Three Twilight sessions on 24, 25 and 26 January

There are 10 sessions scheduled to be held in Hisense Arena for the Australian Open in 2014. These sessions are detailed below:

Eight Day sessions from 13–20 January
Two Night sessions from 17–18 January

In addition there are other matches played every day of the tournament at Margaret Court Arena, Show Courts 2 and 3 and the outdoor courts.

Q. What can I do if I can't use the tickets I have purchased anymore?

If Rod Laver Arena sessions have sold out, tickets may be refunded at Melbourne Park ticket sale offices only on the actual day the tickets are issued for and only if there are patrons waiting to purchase tickets.

Q. How many matches are played in Rod Laver Arena and Hisense Arena?

The schedule for each day's matches is posted on www.australianopen.com the night before they occur. Traditionally, during the Day Session there are three matches played in Rod Laver Arena and four matches played in Hisense Arena. During the evening there are typically two matches played at Rod Laver Arena. This is subject to both weather and schedule changes. Ultimately, the number of matches is determined by the Tournament Referee and is subject to change at any time.



Q. I want to see Roger Federer (or any other player), when is he playing?

The Australian Open is an elimination tennis tournament. Tickets are sold to sessions of the Australian Open, rather than to watch particular matches or players so it is not possible to purchase tickets in advance for a specific player. As it is an elimination tournament, a schedule for each day cannot be announced until the night prior. You can find the schedule and order of play on the Australian Open website – www.australianopen.com.au. Remember, the schedule and order of play is subject to change at any time. Tennis tournaments are at times unpredictable and unavoidable events can occur. It all adds to the thrill and suspense of the Australian Open.

Q. What is the minimum age for a child to require a ticket?

Children two years and under are admitted free to the Australian Open but must be nursed in seated areas. Please see Tennis Australia's child and concession policy for additional information.

Q. What makes up a Family Pass?

A family pass consists of two adults and two children OR one adult and three children. Family tickets are not available for Rod Laver Arena.

Q. Can I leave a ticket to be picked-up at a WILL CALL window?

Due to overwhelming volume, the Will Call window does not accommodate individual ticket purchasers.

Q. Why have ticket prices gone up?

The increased revenue will be put straight into the development of our sport. We are lifting our spending on player development and community tennis in our bid to find and nurture our next generation of champions. Along the way we want more people playing more tennis more often. Ground passes remain great value at the pre purchase price of \$34.00.