

# Grand Slam Ticket Ballots - FAQs



## **Q. What are the Grand Slam Ticket Ballots?**

Every year Tennis Australia is offered the opportunity to purchase a small allocation of tickets for the Wimbledon and the French Open. The tickets that Tennis Australia obtains are offered for sale, to various stakeholders, at face value (Tickets will be sold in \$AUS, converted at the time Tennis Australia purchased the tickets). Due to demand a ballot is conducted to ensure there is a fair and equitable distribution of the tickets. As applications exceed supply there is no guarantee that applicants will receive tickets however every endeavour is made to accommodate as many applicants as possible.

## **Q. How does the Grand Slam Ticket Ballot process work?**

Tennis Australia conducts separate ballots for each tournament allocation.

**1.** The first step in the process is to complete a ballot application form online at [www.tennis.com.au/ballots](http://www.tennis.com.au/ballots) . An online ballot application form **MUST** be completed and submitted online to be successfully entered into the ballot process. If a ballot application form is not completed and submitted online you will not be allocated tickets. No written applications will be accepted; please do not send any requests to Tennis Australia as they will not be included in the ballot. Once a ballot form is submitted online, it cannot be amended.

Ballot application forms for the French Open will be accessible from 12pm (AEDT) Tuesday 11<sup>th</sup> March 2014 until 5pm (AEDT) Monday 17<sup>th</sup> March 2014.

Ballot application forms for Wimbledon will be accessible from 12pm (AEDT) Tuesday 11<sup>th</sup> March 2014 until 5pm (AEDT) Monday 17<sup>th</sup> March 2014.

Ballot application forms for the US Open will be accessible from 12pm (AEDT) Wednesday 11<sup>th</sup> June 2014 until 5pm (AEDT) Monday 16<sup>th</sup> June 2014.

In order to submit a ballot form, you must have a valid Australian Open Membership/Tennis Australia Coach/Official Membership or My Tennis ID.

**2.** All authentic ballot applications will be randomized and tickets will be allocated in order of available preference.

**3.** All successful applicants will be sent an online allocation acceptance form which will detail the offer of allocated tickets, the amount the applicant will be charged (including payment details), and the preferred method of ticket delivery and the names of all the attending patrons. Please note that all successful applicants will be charged a once off fee to cover the cost of postage and processing. If the applicant is happy to accept the tickets being offered the form must be signed and returned to [ballots@tennis.com.au](mailto:ballots@tennis.com.au) or mailed back to Tennis Australia Private Bag 6060 Richmond Vic 3121 within 5 working days.

**4.** In the instance of the Wimbledon Ballot the applicant will also be required to sign and return an individual declaration form, a legal disclaimer that states that the tickets obtained in the ballot will not be re-sold or transferred by the ballot applicant.

# Grand Slam Ticket Ballots - FAQs



5. All applicants who submit the allocation acceptance form will be charged the amount that is detailed on the form.

6. Tickets from the ballot that are not accepted will be redistributed to other ballot applicants.

7. Wimbledon tickets will be distributed via the delivery preference selected on the allocation acceptance form. French Open Tickets will be sent via email in e-ticket format to successful applicants.

## **Q. Am I eligible to enter the Grand Slam Ticket Ballots?**

To be eligible to enter the French Open or Wimbledon you must be a current financial member of one of the following stakeholders:

1. Australian Open Game, Set or Match member
2. Member of a State/Territory Association (i.e. Tennis Victoria)
3. Tennis Australia coach/official member who has purchased the ticketing upgrade

You will need to provide your **MY TENNIS ID** or **Australian Open Membership number**. All identification numbers will be verified for authenticity as part of the process. If you are a social member of a local tennis club you will need to ensure that you are also a member of the relevant state association or you will not be eligible to enter the Grand Slam Ticket Ballots.

## **Q. How many tickets can I apply for?**

For the French Open ballot there is a maximum of 2 tickets per day that will be allocated if the application is successful (or partially successful) and applications are limited to one per family. Please note that all successful applicants need to supply the names of all attending patrons which will be forwarded to the French Tennis Association. Photo id will be checked upon entry into the event.

For the Wimbledon ballot there is a maximum of 2 tickets that will be allocated if the application is successful and applications are limited to one per family. Please note that all successful applicants need to supply the names of all attending patrons which will be forwarded to the All England Club.

For the US Open ballot there is a maximum of 2 tickets that will be allocated if the application is successful and applications are limited to one per family.

There is a limit of 10 sessions that the applicant can apply for but the applicant should only nominate sessions that they would like to attend. Please do not apply for sessions that you do not wish to be allocated if successful.

## **Q. Can I apply for all courts?**

Yes. You can apply for all courts that are supplied to Tennis Australia as part of the agreed allocation. Tennis Australia receives an allocation to Philippe Chatrier Court (Centre Court) & Suzanne Lenglen Court (Court 1) for the French Open and Centre Court, Court 1 & Court 2 for Wimbledon. Understandably some courts will be more popular than others and the allocation that Tennis Australia receives is very limited.

## **Q. How do I receive my tickets if I am successful?**

# Grand Slam Ticket Ballots - FAQs



Tickets to the French Open are distributed as e-tickets and will be emailed to all successful applicants in mid-late April

Please note as part of this process it is a requirement that the names of all successful ticket holders are supplied to the French Tennis Association. Photo id will be checked upon entry into the event.

Tickets to Wimbledon are distributed as souvenir tickets and will be received in late May. You may choose to have your tickets sent to an Australian address, or alternately you can collect your tickets from Tennis Australia or on the day at the event from WILLCALL. Please note that Tennis Australia will not send tickets to international addresses or hotels.

Tickets to the US Open are distributed as souvenir tickets and will be received in early July. You may choose to have your tickets sent to an Australian address, Please note that Tennis Australia will not send tickets to international addresses or hotels.

## **Q. Can I request to sit with another successful applicant?**

No. Due to the strictly limited allocation of tickets that Tennis Australia receives we are not able to accommodate seating requests.

## **Q. Why does Tennis Australia only receive tickets to Wimbledon in May?**

Tickets to Wimbledon are only distributed by the AEC (All England Club) in late May to ticket holders in an attempt to reduce the number of operational issues which include fraud, lost tickets and on selling tickets for profit. Wimbledon ballot applicants who have requested to have the tickets mailed to an Australian address will need to allow time for the tickets to be posted to Tennis Australia and distributed accordingly. Every effort is made to distribute the tickets before applicants travel overseas. Alternatively tickets can be picked up at the WILL CALL office on the day of the event with photo id.

## **Q. What happens if my tickets are lost or stolen?**

If your tickets are lost or stolen you will need to contact Tennis Australia. Replacement tickets can be issued but the tickets will need to be collected on the day of the event from the WILL CALL office. The tickets will be held under the name of the applicant and photo id will need to be presented to obtain the tickets. Please note that there is a lost ticket replacement fee charged per ticket which the applicant will be required to pay.

## **Q. Can I obtain ground passes to the French Open or Wimbledon?**

No. Ground passes are not allocated to Tennis Australia for the French Open, Wimbledon or the US Open.

## **Q. What is WILL CALL and where is it located?**

The term WILL CALL refers to the location on site at an event where applicants can go to pick up tickets that were allocated in the ballot. In some instances an equivalent term COBO will also be used which is an acronym for Care Of Box Office.

WILL CALL for Wimbledon is located at the COBO ticket collection office at Gate 5 of the All England Club on Church Road.

The tickets will be held under the name of the applicant and photo id will need to be presented to obtain the tickets. Tickets held at WILL CALL will only be available to be collected on the day of the event. Please do not go before the day as you may not be able to collect your tickets.