



THE WORLD CUP
OF TENNIS



13-14 SEPTEMBER 2025
KEN ROSEWALL ARENA, SYDNEY

GENERAL EVENT FAQs

I want to see a particular player in action. When are they playing?

The Davis Cup tie will be held in Sydney from 13-14 September 2025.

How many matches are played in each session?

Day one will consist of two singles matches, while day two will consist of one doubles match and two singles matches.

Should the tie be won by the fourth match, the fifth match may not be played. There will be a minimum of two matches on Sunday.

How do I get there?

Due to high demand of other major events in the precinct and sold-out crowds expected each day, ticketholders should consider leaving the car at home and catching public transport to avoid getting caught in traffic delays. Significant delays are expected across the weekend while multiple other events also take place at nearby venues in the precinct.

Please [click here](#) for more information and travel advice.

Rideshare & Taxi

A rideshare drop-off/pick-up area is located on Olympic Boulevard outside Netball Central.

What time can I enter the precinct?

Gates open at 11:30am and play starts 1:00pm for both day one and day two.

How do I contact customer support?

If you have any queries, contact TA Customer Service by email at customersupport@tennis.com.au.

TICKET FAQs

Where do I go to buy tickets for the event?

Davis Cup tickets can be purchased via [Ticketmaster](#).

Tickets conditions of sale and entry

How do I purchase accessible seating tickets?

There are three ways to purchase accessible seating:

- Wheelchair and accompanying seats (either as paid tickets or with a Companion Card) can be purchased via the [Ticketmaster website](#). In the seat selection page, please use the 'View Only Accessible Tickets' toggle or the 'Ticket Type' filter to view available accessibility seating options.
- Ticketmaster phone line 1300 446 925, Monday – Friday 9:00am – 5:00pm (AEDT).
- Submit an Accessibility form online.



THE WORLD CUP
OF TENNIS



13-14 SEPTEMBER 2025
KEN ROSEWALL ARENA, SYDNEY

What is the concession policy?

All patrons aged 12 years old and over must have the appropriate form of concession to purchase a concession reserved seat ticket. They must present the relevant concession documentation at the point of purchase and upon entry into the event.

The following are accepted forms of concession for the purchase of tickets:

- Student Cards: Full-time secondary students, full-time tertiary students;
- Pensioner Concession Card: Aged (AGE), Bereavement Allowance (BVA), Carer (CAR), Aged Blind (AGE BLIND), Parenting Payment (single) (PPS), Disability Support Pension (DSP), Disability Support Blind (DSP Blind), Partner Allowance (PTA), Sickness Allowance (SAL), Special Benefit (SPL), Widow Allowance (WDA), Widow Pension (WID), Wife Pension (WFA/WFD/WFW), Newstart Allowance over 60 years, (NSW/NMA) Mature Age Allowance (MAA), Mature Age Partner Allowance (MPA), Newstart Allowance (NSA), Parenting Payment (PPP/PPS);
- Veteran Affairs and TPI;
- Health Care Cards: Exceptional Circumstances Relief (DR), Sickness Allowance (SA), Special Benefit (SL), Farm Help Income Support (FFR), Newstart Allowance (NS), Youth Allowance (YA), Newstart Mature Age Allowance (NMA), Parenting Payment (single) (PPS), Low Income (LI), Carer Allowance (CD), Partner Allowance (PA), Mobility Allowance (MO), and Widow Assistance (FA), Family Assistance (FA), Child Disability Allowance (CDA); and
- Personal Treatment Entitlement Card: Must be current.

Will there be children's tickets available to purchase?

- Children aged 3–11 as at the date a ticket is presented for entry at the event may purchase a Kids Ticket. Children aged 2 and under as at the date a ticket is presented for entry at the Event may enter at no charge, provided they do not occupy a reserved seat.

Can I transfer or change my booking to another session if I change my mind?

- Bookings cannot be changed to another session after purchase. Purchased tickets can be resold via the official Ticketmaster resale platform.

How do I resell my tickets using Ticketmaster resale?

- For instructions on how to list your ticket for resale, visit the [Ticketmaster website](#).
- All ticket resales are subject to [Ticketmaster resale T&Cs](#). Ticketmaster and the Davis Cup do not guarantee ticket sales.

What information do I need to know about reselling my Davis Cup tickets on Ticketmaster?

- Tickets can be resold up to 48 hours before the day of your session.
- Tickets can be resold up to 10% value above the purchase price.
- You must have an Australian bank account to resell your ticket to receive funds.
- If you have opted to resell your ticket and it is not bought 48 hours before the day of your session, you will not receive a refund.

Note: Ticketmaster and the Davis Cup do not guarantee ticket sales.



THE WORLD CUP
OF TENNIS



13-14 SEPTEMBER 2025
KEN ROSEWALL ARENA, SYDNEY

VENUE FAQS

Does Ken Rosewall Arena have a roof?

Yes, Ken Rosewall Arena has a unique, custom built fabric roof over the entire arena.

Is smoking/vaping allowed onsite?

Ken Rosewall Arena is a non-smoking venue, including e-cigarettes and vapes. There are limited designated smoking areas available outside the venue.

Can I bring my pram/stroller?

Yes, prams/strollers can be brought onsite however they are not permitted in seating areas. A designated pram parking bay will be located near Door A at the Information Booth. Please note pram/stroller parking is unsupervised and at your own risk – please keep your belongings safe.

Are there parent rooms available?

The parent rooms are located at Gates A, F, G, M of Ken Rosewall Arena in the accessible toilets.

Are there ATMs/EFTPOS facilities available?

All catering and ticketing outlets on site accept EFTPOS. The Davis Cup at Ken Rosewall Arena is a cashless event. There are no ATM facilities onsite.

Can I access free public Wi-Fi while on site?

There is currently no public Wi-Fi available at Ken Rosewall Arena.

Is there cloakroom or lockers available onsite?

Cloakroom will not be available at Ken Rosewall Arena. Please review what you can and can't bring on site before you arrive.

Can I bring a camera to the event?

Cameras are permitted, as long as their focal length is less than 200mm. No video cameras or handy cams are permitted (refer prohibited items list).

Images of Davis Cup taken with a camera, mobile phone, or other wireless device cannot be used for any purpose other than for private and domestic purposes. You cannot sell, license, publish or otherwise commercially exploit photographs. Flash photography is not permitted in seating areas. Publishing video footage is forbidden.

What can/can't I bring onsite?

For the comfort and safety of patrons and players, the following items are NOT permitted in the Event without the express authorisation of TA:

- alcohol
- large bags, including suitcases
- tennis racquets, beach balls or other inflatable devices, frisbees, helium balloons
- camera tripods, monopods, telephoto camera lenses with a focal length capacity greater than 200mm
- video cameras or handy-cams
- audio recorders



THE WORLD CUP
OF TENNIS



13-14 SEPTEMBER 2025
KEN ROSEWALL ARENA, SYDNEY

- any other devices used for recording or transmitting scoring data or other statistical information for commercial purposes (including sports betting)
- eskies, hampers, large containers in excess of 1.5 litres
- glass (including bottles), cans, ceramic and breakable containers;
- flags, banners, signs larger than 180cm by 90cm in size or with handles longer than 50cm
- animals other than animals recognised as assistance animals under the Disability Discrimination Act 1992
- chairs and stools
- musical instruments, whistles, loud hailers, amplification equipment
- unmanned aerial vehicles (drones), flares, fireworks, firecrackers, smoke bombs and laser pointers
- bicycles, skateboards, rollerblades, rollerskates, scooters (other than scooters used as a disability aid in accordance with the Disability Discrimination Act 1992)
- unauthorised promotional, commercial, political, religious or offensive items of whatever nature including clothing, flags, banners, signs, symbols, leaflets, stickers or flyers
- any other dangerous item or good, substance, weapon, including knives.

The following items are permitted, however such items are subject to security check on arrival at the Event and must be presented for security approval. TA, SOPA and ASM Global, as applicable, maintain the right to prohibit any of the below items as deemed necessary for the safety and comfort of others:

- small bags, including handbags;
- non-alcoholic beverages or drink bottles in plastic;
- food, in permissible packaging, including baby food;
- plastic or paper cutlery only;
- deodorant and perfume;
- medicine;
- selfie sticks; and
- umbrellas.

A full list of prohibited items can be found [here](#).



THE WORLD CUP
OF TENNIS



13-14 SEPTEMBER 2025
KEN ROSEWALL ARENA, SYDNEY

FOOD AND DRINK FAQs

Can I buy food and drink at the event?

Yes, a variety of food and drink options are available across the venue to accommodate different dietary needs.

Is there free drinking water onsite?

Yes, free drinking water is available at several water fountains throughout the venue. Staff members can guide you to these locations.

Can I bring my own food and drinks to the event?

The following food and drink items are allowed but will be subject to security check upon arrival at the event: non-alcoholic beverages or plastic drink bottles, and food in approved packaging, including baby food.

ACCESSIBILITY FAQs

How do I purchase accessible seating tickets?

There are three ways to purchase accessible seating:

- Wheelchair and accompanying seats (either as paid tickets or with a Companion Card) can be purchased via the [Ticketmaster website](#). In the seat selection page, please use the 'View Only Accessible Tickets' toggle or the 'Ticket Type' filter to view available accessibility seating options.
- Ticketmaster phone line 1300 446 925, Monday – Friday 9:00am – 5:00pm (AEDT).
- Submit an Accessibility form online.

What details do I need to provide to book accessible seating tickets?

- Limited accessible seating is available to book via the [Ticketmaster website](#).
- If you call to book accessible seating, please advise your exact seating requirements at the time of booking. Every effort will be made to accommodate your request, subject to the availability of appropriate seating and ticket limits.
- Seating is available for patrons using wheelchairs, with vision impairment, with limited mobility, requiring the use of a hearing loop, requiring shade due to a medical condition. When purchasing accessibility seats, we can accommodate one adjacent ticket for an accompanying carer/patron. Additional seats may be ordered at the time of booking, subject to availability and ticket limits. We will do our best to place these additional seats near the accessible ones.
- Please note that formal documentation is necessary for these bookings.

Is there accessible parking available?

Sydney Olympic Park Town Centre has over 300 accessible and mobility car parking spaces. The closest spaces available are located at:

- P3 car park – 31 spaces.
- P4 car park – 32 spaces.
- There are also on-street accessible spaces on Showground Road, Herb Elliott Avenue and Dawn Fraser Avenue West.



THE WORLD CUP
OF TENNIS



13-14 SEPTEMBER 2025
KEN ROSEWALL ARENA, SYDNEY

Please plan ahead as these may not be available during large or multiple events due to road closures. Accessible parking can be pre-booked through the [Sydney Olympic Park website](#).

Where are the accessible bathrooms onsite?

The accessible bathrooms are located at Gates A, F, G, M of Ken Rosewall Arena.

SAFETY FAQS

Is there first aid onsite?

Yes, first aid services are available near Door F of Ken Rosewall Arena.

What safety measures are in place?

Tennis Australia and the Sydney Olympic Park Tennis Centre take the safety and security of all guests at our events very seriously. As such, you will be subjected to security checks upon entry to the precinct and will be asked to comply with the direction of security guards, staff and the NSW Police when on site if required.

How do I report and issue or disturbance during the event?

Security guards, event staff and NSW Police are posted all around the precinct during the event and are well equipped to respond to any reports of issues or disturbances. All reports are taken seriously and will be acted upon promptly.

You can also report any issues or disturbances to the Information Booth which is located near Door A of Ken Rosewall Arena.