



## **PLAYER SERVICES**

**A-Z**

**Australian Open 2022**

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## PLAYER INFORMATION

### ACCOMMODATION

The accommodation team is available for all your queries. Please call the number or email listed below during the following hours.

#### Operating Hours

Mon 27 Dec – Sun 23 Jan 9am – 8pm

Mon 24 Jan – Sun 30 Jan 9am – 6pm

**Tel. +61 3 9914 4565**

**Email. [accommodation@tennis.com.au](mailto:accommodation@tennis.com.au)**

### ACCREDITATION

The Player Accreditation Office is located in the RLA Player Entrance corridor where the official transport drop off location is.

Accreditation is required from Tuesday, 28 December 2021 and must be worn at all times while onsite.

Accreditation passes are non-transferable and no switching to other player teams are allowed.

Players are responsible for the behaviour of their guests and any unsuitable behaviour may result in the confiscation of guest accreditation passes

#### Operating Hours

Tue 28 Dec – Sun 23 Jan 7am – 10pm

Mon 24 Jan – Sun 30 Jan 8am – 10pm

**Tel. +61 3 9914 4566**

**Email. [playeraccreditation@tennis.com.au](mailto:playeraccreditation@tennis.com.au)**

### ACCREDITATION ENTITLEMENTS – **No switching of passes**

*All Players = 3*

### ANTI CORRUPTION

Tennis Australia has a zero tolerance policy on illegal gambling, match fixing & the communication of sensitive information which may affect the outcome of a match and will investigate all reported instances. For this reason, it is not permitted to take unauthorised photos, video stills or video footage within restricted areas of the venue which includes the change rooms and all player areas.

To view the Anti-Corruption Program, please click [here](#).

The purpose of the Tennis Anti-Corruption Program is to:

- i. Maintain the integrity of tennis
- ii. Protect against any efforts to impact improperly the results of any match
- iii. Establish a uniform rule and consistent scheme of enforcement and sanctions applicable to all professional Tennis Events and to all Governing Bodies

**Email. [Integrity@Tennis.com.au](mailto:Integrity@Tennis.com.au)**

### ATP AND WTA OFFICES

ATP and WTA offices are located through the back corridor of the Player Waiting Lounge, going towards the Barber.

## BALLS

Dunlop is the official provider of the 2022 Australian Open ball

## BANK

There will be no Player Bank on-site. The Australian Open has arranged with ANZ for players to visit the Collins Street ANZ branch at 55 Collins Street should they wish to withdraw or deposit cash. Please note, a maximum of AUD8,000 per day in AUD currency can be withdrawn. No foreign currency may be withdrawn.

### Opening Hours

Mon-Fri 9:30am – 4pm

Sat-Sun (Public Holidays) Closed

Tel. 13 13 14 (ANZ)

## BARBER

The Barber is available to all players and coaches only.

The Barber is located through the back corridor of the Player Waiting Lounge. It offers the following services listed below:

- Cut & Style
- Clip
- Shave

To book you will need to visit the barber directly

### Opening Hours

Mon 3 Jan – Sun 9 Jan 12pm – 5pm

Mon 10 Jan – Tue 25 Jan 11am – 5:30pm

Tel. +61 432 755 820

## BEAUTY BAR

The Player Beauty Bar is available to all players.

Located in the Player Facilities Area – RLA Level 1, it offers beauty and hairdressing services listed below:

- Haircuts/styling
- Waxing Brows/Body
- Brow Bar, threading
- Nail Bar -Shellac & Manicure

To book you can visit the salon directly, call +61432 755 820 or via Player Concierge

### Opening Hours

Mon 3 Jan – Sun 9 Jan 12pm – 5pm

Mon 10 Jan –Sun 30 Jan 10am – 6pm

## CALLING PLAYERS FOR THE MATCHES

All matches will be called from Tournament Control using a public address system which can only be heard in:

- Tournament Control foyer
- Change Rooms
- Player Pod Level 3 & 4
- Player Waiting Area (Transport)
- National Tennis Centre

Note: The Players cannot hear PA system announcements in the Player Quiet Room.

## CAR PARKING

Car parking allocations are limited and subject to availability; therefore, it will be on a FIRST COME FIRST SERVED BASIS. Car Parking passes must be collected from the Player Concierge Desks prior to entering, and at the maximum of one day in advance. The car parking location is at the Eastern Plaza Car Park, Entrance D – below NTC.

## CHANGE ROOMS

### Operating Hours – RLA, MCA, NTC & Coaches Change Room

#### RLA

Wed 29 Dec – Fri 31 Dec 7am – 6pm

Sat 1 Jan – Sun 30 Jan 7am – EOP

#### NTC

Wed 29 Dec – Fri 31 Dec 8:30am – 6pm

Sat 1 Jan – Sun 30 Jan 8:30am – EOP

#### MCA

Wed 29 Dec – Fri 31 Dec 9am – 6pm

Sat 1 Jan – Sun 30 Jan 7am – EOP

### **MCA & Coaches Change Room are staffed only with roaming staff.**

Emergencies (locker does not open, etc): players should look for the Coaches Concierge Staff Member who will have the Changeroom Attendant's mobile.

CHANGE ROOM RLA – Located near the RLA Player Gym

CHANGE ROOM NTC – Located opposite Courts in the National Tennis Centre

CHANGE ROOM MCA (Champions Locker) – Located under MCA near the Player Quiet Room

Coaches Change Room - Located in the Player Facilities Area – RLA Level 1

## CHILDCARE

Located through the rear doors of the Player Facilities Area (near the Beauty Bar) on Level 1.

### **BOOKINGS:**

Please book with Player Concierge, or alternatively directly with the Childcare Centre.

### **Operating Hours**

Mon 3 Jan – Sun 16 Jan 10am – 6pm

Mon 17 Jan – Fri 28 Jan 10am – 8pm

Sat 29 Jan – Sun 30 Jan 12pm – 6pm

**Tel: +61 3 9914 4609**

## COACHES CONCIERGE

Coaches Concierge is located outside the sliding glass doors before entering MCA player walk on. It will operate as an information point and laundry drop off for coaches and legends players.

### **Operating Hours**

Thu 30 Dec – Sun 30 Jan 8:30am – 6:30pm

## CONTACT NUMBERS

Accommodation:	+61 3 9914 4565
Beauty Bar:	+61 432 755 820
Childcare:	+61 3 9914 4609
Gym – MCA:	+61 3 9914 4550
Gym - NTC:	+61 3 9914 4261
Gym - RLA:	+61 3 9914 4260
Player Accreditation:	+61 3 9914 4566
Player Services (NTC):	+61 3 9914 4645
Player Services (RLA):	+61 3 9914 4578
Practice Desk:	+61 3 9914 4580
Transport:	+61 3 9914 4641

## COVID CHECK IN APP – SERVICE VICTORIA

You will need to download the Service Victoria App for all Victorian Government check in requirements. The Service Victoria App can be downloaded from the Apple App Store or Google Play Store.

## DINING – Player Restaurants (RLA)

### Operating Hours

#### Level 3

Wed 29 Dec – Sun 2 Jan	8am – 6pm
Mon 3 Jan – Sun 16 Jan	7:30am – 9pm or until required
Mon 17 Jan – Sun 30 Jan	7:30am – midnight or ½ hr after EOP

#### Level 4

Mon 3 Jan – Sun 16 Jan	10am – 6pm
Mon 17 Jan – Wed 26 Jan	10am – 8pm

## DINING – NTC

### Operating Hours

#### No Strings Attached

Wed 29 Dec – Sun 2 Jan	8am – 4pm
Mon 3 Jan – Sun 9 Jan	8am – 6pm
Mon 10 Jan – Thu 27 Jan	8am – 8pm

#### The Sweet Spot

Wed 29 Dec – Sun 2 Jan	8am – 4pm
Mon 3 Jan – Sun 9 Jan	8am – 6pm
Mon 10 Jan – Thu 27 Jan	8am – 8pm

## ELECTRONIC MEAL ALLOWANCE (EMA)

All main draw players will receive a meal subsidy (EMA) to the value of \$100 per day, this is automatically credited to the identity number on the accreditation pass issued. In addition, each player will receive two (2) cards with a daily allocation of A\$50 to be shared among their team. Once the daily allowance has been spent, the difference must be paid for by the user. The EMA can be used at all outlets within the Player Area.

Please note: The purchase of alcohol is not available with an EMA;

## DATES OF EMA VALIDITY

<i>Main Draw Players</i>	From the day of arrival (and no early than Tuesday 28 December 2021) until day of elimination from the tournament
<i>Qualifying Players</i>	From the day of arrival (and no early than Tuesday 28 December 2021) until day of elimination from the tournament
<i>Singles Qualifying Alternates</i>	From the day of arrival (and no early than Tuesday 28 December 2021) until end of Rd 1 of AO Qualifying, or until accepted into the main draw
<i>Lucky Losers</i>	From the day of arrival (and no early than Tuesday 28 December 2021) until completion of the first round of main draw, or until accepted into the main draw
<i>Doubles Alternates (top 2 pairs only)</i>	From the day of arrival (and no early than Tuesday 28 December 2021) until the completion of the first round of doubles, or until accepted into the main draw
<i>Wheelchair Players</i>	From the day of arrival (and no early than Tuesday 28 December 2021) until day of elimination from the tournament

## EMA PROBLEMS

Anyone experiencing problems with their EMA should report this to Player Accreditation (+61 3 9914 4566) where assistants will investigate the problem and activate the EMA accordingly.

## ELECTRONIC REVIEW

All match courts will operate Hawkeye Live.

## GAMBLING

Tennis Australia has a zero tolerance policy on illegal gambling, match fixing and the communication of sensitive information which may affect the outcome of a match and will investigate all reported instances.

## GIFTS – Player Gifts

Every qualifying, main draw (singles and doubles) and wheelchair player in the tournament is entitled to an official Australian Open player gift as detailed below. Only players are allowed to pick up their gift.

**Please note:** Players cannot receive more than one official Australian Open player gift pack.

The Official 2022 Australian Open player gifts are:

<b>Gift</b>	<b>Where to Collect</b>
Player T-Shirt	RLA Player Concierge Desk
Quay Sunglasses	RLA Player Concierge Desk
Melbourne Zoo Plush Animals	Gift Suite
Backpack	Gift Suite
Headphones	Gift Suite
Solid Perfume + Refill	Gift Suite
Travel Scarf	Gift Suite
Mesh Packing Cube	Gift Suite
Cacao - Petit Bites - Assorted	Gift Suite

The Player Gift Suite is located in the Player Facilities Area behind the Player Concierge desk.

## Opening Hours

Mon 3 Jan – Sun 30 Jan

9am – 7pm

## GYM RLA, MCA, NTC AND THE CHILL ZONE

GYM ROD LAVER ARENA (RLA) – Located next to the Men’s Change Rooms

GYM MARGARET COURT ARENA (MCA) – Accessed from the RLA player route on the right hand side when walking from MCA to Court 1573

GYM NATIONAL TENNIS CENTRE (NTC) – Located on the level above Reception in the National Tennis Centre

GYM CROWN PROMENADE – Located on level 3

GYM CROWN METROPOL - Located on level 27

CHILL ZONE – Accessed from the RLA player buggy route opposite the steps to Garden Square and, through RLA gym

GYM HOURS AND ACCESS – STAFFED HOURS	GYM HOURS AND ACCESS – ACCESS HOURS
<p><u>RLA / MCA:</u> Wed 29 Dec – Fri 28 Jan: 8am – 8pm Sat 29 Jan – Sun 30 Jan: 10am – 7pm</p> <p><u>NTC:</u> Wed 29 Dec – Fri 28 Jan: 8am – 8pm Sat 29 Jan: 10am – 7pm Sun 30 Jan: Not staffed</p> <p><u>Crown Hotel:</u> Tues 28 Dec: 12pm – 8pm Wed 29 Dec – Fri 28 Jan: 8am – 8pm Sat 29 Jan – Sun 30 Jan: 10am – 7pm</p>	<p>RLA / MCA / NTC 6am – 2hrs after EOP</p>

**RLA Gym Tel. +61 3 9914 4460**

**NTC Gym Tel. +61 3 9914 4261**

**MCA Gym Tel. +613 9914 4550**

### ACCREDITATION CHECK

Players and coaches will have their accreditation checked at the entrance before using any equipment. Only approved accreditation personnel will be entitled to enter the gym.

### BUSY TIMES

If overcrowding is experienced in any area, preference will be given to players warming up prior to their match, and those who are still in the tournament. Please visit an alternate performance area.

### DRINKS

Water will be available to players and coaches in the gym. The water will be restocked regularly.

## EQUIPMENT

There is a selection of gym equipment available for players to use, some of which frequently go missing.

Therefore, in order to keep track of equipment such as the medicine balls players **MUST** leave their accreditation with the Gym Attendant whilst using the equipment and will receive their accreditation back upon the equipment's return.

### GYM RLA & MCA

- Boxing Equipment
- Elliptical machine
- Exercise bikes
- Free and machine weights
- Olympic lifting equipment
- Rowing machine
- Stretching and rehab area
- Swiss balls, medicine balls
- Treadmills
- TRX Suspension Trainers

### GYM NTC

- Boxing Equipment
- Elliptical machine
- Exercise bikes
- Free and machine weights
- Olympic lifting equipment
- Plexipave warm-up track
- Reformer machine
- Rowing machine
- Stretching and rehab area
- Swiss balls, medicine balls
- Treadmills
- Versaclimber

## TOWELS

Fresh towels will be delivered regularly.

Please ensure your dirty towels are placed in the towel bin.

## LAUNDRY SERVICE

All player laundry is handled at their designated Change Room.

All non-player laundry is handled at the Coaches Concierge Desk.

Coaches, personal physios and trainers are permitted to utilize the laundry service at discounted fee of \$15 per bag of laundry for sport clothing only. Immediate family of the players (i.e. wife / husband, partner, children) will be entitled to a laundry service of \$20 per bag.

The Laundry Service operates from Wed 29 December until players final match in tournament.

### Wed 29<sup>th</sup> Dec – Sat 1 Jan

#### Drop Off

7: 30am

#### Collect

Same day 6:00pm

### Sun 2 Jan – Sun 30 Jan -

#### **Time**

#### **Laundry Bags**

#### Drop Off

#### Collect

Morning

7:30am

Same day 6pm

Middle

11:30am

Next day 10:30am

Afternoon

3:30pm

Next day 1:30pm

## LOST PROPERTY

All lost items will be handed to the Player Concierge Desk at either RLA or NTC.

## MATCH ANALYSIS

**Online Match Analysis** allows players to view their Australian Open matches throughout the year.

To access this, players can use their personalised username and password to login to the [Player Website](#) or [Player App](#) and click on the Match Analysis link.

If you require assistance with accessing your Match Analysis there is a host desk located next to the Player Concierge within the Player Waiting Lounge that can assist you with all your requirements.

All match footage of any match played throughout the tournament is available through the Match Analysis link.

### Opening Hours

Wed 29 Dec – Thu 30 Dec	9am – 3pm
Fri 31 Dec – Sun 30 Jan	9am – 7pm

## MEDICAL SERVICES

Medical Services are on standby for players in need of any medical assistance. Medical Services is located next to the Women's Change Rooms.

### Operating Hours

Fri 7 Jan – Sun 9 Jan	9am – 7pm
Mon 10 Jan – Fri 14 Jan	9am – EOP
Sat 15 Jan – Sun 16 Jan	9am – 7pm
Mon 17 Jan – Sun 30 Jan	9am – EOP

## MERCHANDISE OFFER

All players are entitled to receive a 20% discount on official Australian Open merchandise at the Australian Open Merchandise Store. Accreditation must be shown upon purchase to receive the discount

## NEW PLAYER APP

The AO Player App can be downloaded from the Apple App Store or Google Play Store.

## NOTICEBOARD

Located above the Player Concierge desk, the Player Services noticeboard is used to communicate messages about Player Pod functions, gifts, and reminders on a daily basis.

## OFFICIAL CLOCKS

The official clock will be displayed at Tournament Control and the time at which the first call is made will be noted and used, in the event of a player's late arrival to the court.

## ON COURT ATTIRE

The Australian Open reserves the right to reject player clothing that the Referee deems inappropriate

## PER DIEM

To help defray the costs of accommodation and travel, this year players will receive Two (2) standard hotel rooms from first night in Australia (and no earlier than 28 December 2021) through to the day after elimination from AO, plus one day, in the allocated player hotels listed below.

Crown Promenade  
Crown Metropol

Should you wish to stay at another hotel or other location, you may do so, however all associated costs will be at your expense and you will not receive an accommodation per diem.

## PLAYER ACTIVATIONS

There will be Player Activations held throughout the tournament in the Player Pod. Player Concierge will be able to provide further details of these activations.

## PLAYER CONCIERGE

The Player Concierge team is located in the Player Waiting Lounge and also on the concourse level at the National Tennis Centre. They are here to assist you throughout the tournament.

### Operating Hours - RLA

Wed 29 Dec – Sun 3 Jan	9am – 7pm
Mon 3 Jan – Sun 30 Jan	8am – EOP

### Operating Hours – NTC

Tue 28 Dec – Sun 2 Jan	9am – 6pm
Mon 3 Jan – Sun 30 Jan	8am – 9pm

## PLAYER MAIL, FAX, COURIER AND STAMPS

Players will receive some personal mail during the tournament. This mail will be delivered to the Player Concierge Team.

All deliveries on-site should be addressed to:

**Attention: Player Name**  
**Player Concierge**  
**Delivery Filter Point – The Paddock, Federation Square**  
**Batman Ave**  
**Melbourne VIC 3004**

## COURIER SERVICE

Players can request for couriers to pick up or deliver parcels, please speak with the Player Concierge Team.

## PLAYER WEBSITE - PLAYERS.AUSOPEN.COM

The player website is device responsive and includes an A-Z guide filled with player information. You will have received a unique login, please contact Player Concierge if you are unable to log in. [players.ausopen.com](https://players.ausopen.com)

## PLAYER TICKETING POLICY

All tickets are subject to availability; therefore it will be on a FIRST COME FIRST SERVED BASIS. You will need to see the RLA Player Concierge for ticket allocations

### Main Draw Players

Court	Day he/she is Playing	Day he/she is Not Playing
RLA	<u>RLA Player Box Seats</u> Singles players: up to 8 seats Doubles players: up to 4 seats each	One of options below. Either:  2 x RLA or MCA match by match tickets OR 2 x Ground Passes
MCA JCA	<u>MCA &amp; JCA Player Box Seats</u> Singles players: up to 8 seats Doubles players: up to 4 seats each	
Court 1573 Court 3 Kia Arena	<u>Player Box Seats (Grounds passes)</u> Singles players: up to 8 seats Doubles players: up to 4 seats each	
All other courts	Singles players: up to 4 Ground Passes Doubles players: up to 2 Ground Passes each	

### Legends

Court	Day he/she is Playing	Day he/she is Not Playing
	<u>Player Box if available</u> One of options below. Either:  2 x RLA or MCA match tickets OR 2 x Ground Passes	One of options below. Either:  2 x RLA or MCA match tickets OR 2 x Ground Passes

### Wheelchair

Court	Day he/she is Playing	Day he/she is Not Playing
	<u>Player Box if available</u> One of options below. Either:  2 x RLA or MCA match tickets OR 2 x Ground Passes	One of options below. Either:  2 x RLA or MCA match tickets OR 2 x Ground Passes



## PRACTICE DESK

The Australia Open Practice Desk is located in the Player Waiting Lounge on Level 1.

### Operating Hours

Tue 28 Dec – Sun 2 Jan	9am – 9pm
Mon 3 Jan – Thur 27 Jan	6:30am – 10pm
Fri 28 Jan – Sat 29 Jan	9am – 9pm
Sun 30 Jan	9am – 7pm

**Tel. +61 3 9914 4580**

### PRACTICE COURT BOOKINGS

Call Practice Desk on +61 3 9914 4580.

- Courts can only be reserved after the schedule for the next day is released.
- Practice bookings for players still in the tournament will be given priority; however, every effort will be made to provide courts where available.
- In the event that rain is forecast for the following day, players out of the tournament are not able to book a court the day before. However they may request a court on the day if one is available (including indoor courts). In this instance, a court will be allocated 10 minutes prior to the hour if still available.

## PRIZE MONEY

Prize Money Offices will be virtual. Click on one of the below links to connect to one of the two AO Prize Money Offices. You will wait in an online lobby if someone else is already in the Office. If your wait time is too long, you can try the other link.

AO Prize Money Office 1 - <http://prizemoney1.tennis.com.au/>

AO Prize Money Office 2 - <http://prizemoney2.tennis.com.au/>

### Operating Hours - RLA

Mon 10 Jan – Fri 14 Jan	9am – 7pm
Sat 15 Jan – Sun 16 Jan (if no play) *	11am – 3pm *
Mon 17 Jan – Fri 28 Jan	9am – 7pm
Sat 29 Jan – Sun 30 Jan	10am – 7pm

\* If play occurs hours will be 9am- 7pm

## RECOVERY CENTRE

### PRIVATE TREATMENT ROOMS

There are 6 private treatment rooms located in the RLA Recovery Centre. Bookings are to be made with the attendants located in the Recovery Centre.

Players or their coach/physio can book for a 30min session in one of the treatment rooms, up to 24 hours in advance by phoning the Recovery Centre.

### Operating Hours - RLA

Mon 3 Jan – Fri 14 Jan	9am – ½ hr after EOP
Sat 15 Jan – Sun 16 Jan	9am – 6pm
Mon 17 Jan – Sun 30 Jan	9am – ½ hr after EOP

## OPEN PLAN TREATMENT ROOMS

There are 8 Open Plan Treatment Rooms also located in the Recovery Centre. NTC also features an Open Plan Treatment Room with 4 beds and 1 private treatment room within.

### Operating Hours - Staffed

#### RLA

Mon 3 Jan – Fri 14 Jan	9am – ½ hr after EOP
Sat 15 Jan – Sun 16 Jan	9am – 6pm
Mon 17 Jan – Sun 30 Jan	9am – ½ hr after EOP

#### NTC

Wed 29 Dec – Sun 9 Jan	11am – 6pm
Mon 10 Jan – Sun 30 Jan	10am – 6pm

## RECOVERY POOLS – RLA & NTC

There are 3 cold plunge pools within the RLA Recovery Centre located in between the men's and women's change rooms for players to use. Bookings are not required.

The National Tennis Centre also has a hot and cold recovery pool in between the men's and women's change rooms for players to use. Access is either through the men's or the women's change room.

## USAGE POLICY

- The pools are unisex, signs will be posted at the entrance however, players MUST wear appropriate attire when using the pools.

## Operating Hours

### RLA

	Staffing hours	Operating Hours
Mon 3 Jan – Sun 9 Jan	11am – 9pm	7am – 2hrs after EOP
Mon 10 Jan – Fri 14 Jan	8am – 9pm	7am – 2hrs after EOP
Sat 15 Jan – Sun 16 Jan	8am – 7pm	7am – 2hrs after EOP
Mon 17 Jan – Fri 28 Jan	8am – 11pm	7am – 2hrs after EOP
Sat 29 Jan – Sun 30 Jan	12pm – 11pm	7am – 2hrs after EOP

### NTC

	Staffing hours	Operating Hours
Wed 29 Jan – Sun 9 Jan	11am – 6pm	7am – 7pm
Mon 10 Jan – Sun 30 Jan	10am – 6pm	7am – 7pm

## SCHEDULE OF PLAY

Click here to view the [Schedule of Play](#)

The schedule of play will also be available on the AO Player App and AO Player Website.



## NEW TRANSPORT APP

Download the new AO Transport app for on-demand bookings, real time journey status, and vehicle tracking for a seamless experience.

The AO transport can be downloaded from the Apple App Store or the Google Play Store. You will require a valid accreditation pass to create your account

### KEY FEATURES:

- Real time tracking of your vehicle
- Quick and easy booking process
- Instant confirmation of booking

## TRANSPORT – Official Australian Open

Official transport is provided for:

- 15km radius from Melbourne Park
- Official Australian Open hotels
- Albert Reserve practice courts (shuttle)
- Scotch College practice courts
- Xavier College practice courts
- Melbourne Airport

### Operating Hours

Tue 28 Dec – Sun 2 Jan	6:30am – 10.30pm
Mon 3 Jan – Sun 30 Jan	6:30 am – 2 hours after EOP
Mon 31 Jan (airport service)	6:30am – 3pm

### CROWN HOTELS SHUTTLE (CROWN METROPOL & CROWN PROMENADE)

CROWN PROMENADE – CROWN METROPOL - MELBOURNE PARK  
MELBOURNE PARK – CROWN METROPOL – CROWN PROMENADE

Wed 29 Dec – Thu 27 Jan  
Departs every 30mins  
7am – 9pm

### GRAND HYATT SHUTTLE

MELBOURNE PARK - GRAND HYATT - MELBOURNE PARK

Wed 29 Dec – Wed 26 Jan  
Departs every 30mins  
7am – 9pm

### PRACTICE SHUTTLE (ALBERT RESERVE)

MELBOURNE PARK – ALBERT RESERVE - MELBOURNE PARK

Wed 29 Dec – Wed 26 Jan  
Departs every 30mins  
7:30am – 6:10pm

### NTC BUGGY SERVICE

Tue 28 Dec – Sun 2 Jan	6:30am – 10.30pm
Mon 3 Jan – Sun 30 Jan	6:30 am – 2 hours after EOP

**Route:** Player Waiting Lounge to NTC entry at ground level (North West corner of building)  
Vehicle AO Courtesy Car and driven by AO Transport Staff.

**Timing:** Operational on demand between. Continuous flow – set down/pick up.  
It is requested that coaches and player guests travel with their player at all times.  
Transportation services for main draw players no longer in the tournament will be subject to availability.

## TRAVEL

**Corporate Travel Management (CTM)** are specialists in sports travel and are able to assist players to book the lowest rates in the market, alongside accessing Tennis Australia's highly discounted rates. The Travel Service desk is virtual.

### Services Available:

The travel service can assist with the following inquiries:

- Change of flight details
- Booking new flights
- Confirming flights
- Booking international hotel accommodation
- International visa information and applications
- Information and bookings for travel within Australia
- Australian tour bookings

### Operating Hours

Fri 7 Jan – Sat 16 Jan	10am – 6pm
Mon 17 Jan – Fri 28 Jan	8am – 8pm
Sat 29 – Sun 30 Jan	11am – 6pm

### Contact Details

Tel.: 03 9914 4579

Email: [AO22travel@travelctm.com.au](mailto:AO22travel@travelctm.com.au)

## TREATMENT ROOMS MALE / FEMALE

Connected to the respected Change Rooms, the ATP Physiotherapists, WTA PHCP's and AO Massage Therapists will operate out of these rooms.

**Please note:** limited access will be granted to this area as it is in high demand.

For the Private and Open Plan Treatment Rooms please see the RLA Recovery Centre.

## WTA AND ATP OFFICES

ATP and WTA offices are located through the back corridor of the Player Waiting Lounge, going towards the Barber.

## WIFI CONNECTION

There is a single wifi network for AO2022 that is for all accred holders including players and team members.

**Wifi network:** TennisTournament

**Password:** Tennis4Life