

## GENERAL TICKETING INFORMATION

### **When do Australian Open tickets go on sale to the general public?**

Australian Open single session tickets go on sale through Ticketmaster on the following dates:

- Rod Laver Arena, Margaret Court Arena and Ground Passes will be on sale at 9am on Tuesday 8 October, 2019 (AEDT).

### **How do I book tickets?**

Tickets may be purchased via the following:

- [www.ticketmaster.com.au/ausopen](http://www.ticketmaster.com.au/ausopen)
- Ticketmaster call centre. Please call the Australian Open booking line on 1300 308 999 (within Australia) or +61 3 8537 7647 (from overseas)
- [Ticketmaster Agencies](#). Please note that Ticketmaster agencies do not accept telephone enquires or bookings
- Contact the Australian Open Hospitality team for a tailored event experience. Please call 1300 309 166 (within Australia) or +61 3 9914 4177 (from overseas), or visit [ausopen.com/hospitality](http://ausopen.com/hospitality).

### **Is it safe to buy tickets online via Ticketmaster?**

Ticketmaster has taken all possible measures to allow patrons to purchase tickets online with complete confidence.

Ticketmaster has a secure transaction environment for online commerce. The online transaction system uses Secure Sockets Layer technology (SSL) to ensure your online shopping experience is safe and secure at all times.

SSL is the industry standard for encryption technology and is compatible with Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and most other browsers.

With the combination of Ticketmaster's DigiCert 128/256 bit SSL encryption on its website and the use of a secure browser, you can be assured your transaction booking details are encrypted. SSL locks all information passed from you to Ticketmaster's website in an encrypted envelope. This minimises the likelihood of interception by an unauthorised party.

### **Are ticket prices inclusive of GST?**

Yes, all ticket prices quoted are inclusive of GST.

### **What is the best way to book? How can I guarantee good seats?**

There is no single method of booking that's better than others, or one that guarantees good seats. As the Australian Open venues were built specifically for tennis, all seats provide excellent viewing of the on-court action.

A number of different booking methods, including phone, internet and ticket agencies, are available to patrons. To ensure fairness in ticket distribution, all booking channels commence sales at the same time (9am AEST). As with all popular events it is important to book early, as sessions sell out fast.

You may also contact our Australian Open Hospitality team for an individually tailored event experience. Please call 1300 309 166 (within Australia) or +61 3 9914 4177 (from overseas), or visit [ausopen.com/hospitality](https://ausopen.com/hospitality).

***What happens if I log on to the Ticketmaster website before 9am on the day tickets go on sale?***

Access to [Ticketmaster](#) is available 24 hours a day, seven days a week but Australian Open ticket sales pages are not activated until 9am (AEST) on the scheduled date of sale. If you access the site before 9am, click 'refresh' just before tickets go on sale to ensure you get the latest information and the 'get tickets' button appears. Please note you have 15 minutes to complete your ticket order from the time you log on.

***I have attempted to purchase tickets on the Ticketmaster website and selected my tickets, but the webpage has frozen. Do I still have my tickets?***

The Ticketmaster website will only hold your tickets for 3 minutes. If the web page has frozen, it is likely you no longer have the tickets that were initially assigned to you. You will need to close your browser 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 each successful transaction to the email address detailed in your 'My Ticketmaster' login.

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

Bookings can be made overseas via the [Ticketmaster website](#) or by phone. Please call +61 3 8537 7647 if phoning from overseas. Please be aware of time zone differences.

You're also welcome to contact the Australian Open Hospitality team for an individually tailored experience. Please call 1300 309 166 (within Australia) or +61 3 9914 4177 (from overseas), or visit [ausopen.com/hospitality](https://ausopen.com/hospitality).

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

All booking methods (phone, internet, ticket agencies) commence ticket sales at the same time. To ensure patrons who book via phone or at agencies have equitable access to the seat inventory, the number of patrons who can access the ticket sales website at one time is set at a predetermined capacity.

***How can I request seats in the shade?***

Shaded seats are the most popular and sell out very quickly. Patrons who book tickets online will have the option to book seats in the shade (subject to availability).

If purchasing via the Ticketmaster call centre or a Ticketmaster agency, you will be able to lodge a preference for a seat in the shade (subject to availability).

If shaded seats are required for medical reasons, patrons should contact the accessibility booking line on 1300 308 999. Formal documentation is required for these bookings.

The Australian Open is an outdoor event and it is highly recommended you bring appropriate protection from sun and weather regardless of the location of your allocated seats.

***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 designated to be in shade are indicative only, and cannot be guaranteed to be in shade on the day.

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**[Can I sell my Australian Open tickets or additional tickets I have purchased on eBay?](#)**

No. The Conditions of Sale and Entry state you cannot on-sell seats. You will be in breach of these conditions if you advertise your tickets on eBay or any other auction sites. Listed tickets on eBay or other auction sites that are sold above face value may be cancelled without refund, and patrons holding these tickets will be denied admission to the event.

If you have tickets you are no longer able to use, you may list your ticket/s for sale on the official Australian Open Fan Marketplace. This site is 100 per cent guaranteed by the Australian Open and is powered by event partner Ticketmaster. All advertised tickets are genuine and will be sold at face value.

**[If tickets aren't on sale yet, why do some websites seem to have tickets available?](#)**

Many websites advertise Australian Open tickets. Tennis Australia, the national body responsible for delivering the Australian Open, strongly advises against purchasing tickets through unauthorised agents.

A limited number of official tour operators are authorised to sell travel packages in advance of general public on-sale dates. A list of authorised tour operators can be found at [ausopen.com](http://ausopen.com).

**[When will I receive my tickets in the mail?](#)**

Tickets booked via Ticketmaster will be available for distribution and collection from October 2019, following the Australian Open launch. This includes regular tickets, e-tickets and mobile tickets.

If you have selected print-at-home e-tickets or mobile ticket delivery you should receive your tickets within 15-20 minutes of purchase, but please allow up to 48 hours.

If you have purchased your tickets via Tennis Australia, tickets will be dispatched once full payment has been received. The first ticket print run is scheduled for early November and tickets will continue to be distributed until the end of December 2019.

**[Can my tickets be mailed to me if I live overseas?](#)**

If you purchase through Ticketmaster your tickets must be sent to an Australian postal address or post office box.

International patrons who have purchased tickets via the Australian Open Hospitality team may have their tickets delivered to their hotel the day before the first session they have booked.

**[What times can I collect my tickets from the Ticketing Box Office?](#)**

The Box Office window is operational from Monday 20 January 2020, the first day of the tournament, from 9.30am. If you have purchased through Ticketmaster you will only need to collect from here if you have selected venue pick-up.

If you have ordered your tickets through the Australian Open Hospitality team please collect your tickets at the hospitality and partner entrance. For further information, please contact the Australian Open Hospitality Team on 1300 309 166.

**[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.

**[Why are ticket limits in place?](#)**

Ticket limits are in place to ensure all customers receive equal access to the Australian Open.

**[How many tickets can I purchase at one time?](#)**

In order to promote fair and equitable access to the Australian Open, Tennis Australia reserves the right to reject a booking made by an individual that exceeds the ticket limits set for the event.

The maximum number of tickets that can be booked by an individual for the event is 30 tickets.

The maximum number of tickets that can be booked by an individual per session is ten tickets.

The maximum number of tickets that can be booked by an individual for the twilight session on Sunday 2 February 2020 is four tickets.

**[Can I book exactly the same seats as last year?](#)**

No. Tickets are allocated on a best available basis.

**[Can I transfer my booking to another session if I change my mind?](#)**

All tickets, dining and upgrade experiences cannot be transferred to other sessions.

**[Can I change my seats once my booking has been completed?](#)**

Once confirmed, seats cannot be reallocated.

**[If I am unable to attend can I get a refund?](#)**

All tickets, dining and upgrade experiences are non-refundable.

**[Am I able to auction, raffle or on-sell my ticket?](#)**

As stated in the Ticketing Conditions for Australian Open 2020, tickets cannot be resold. This includes, but is not limited to, resale on the internet or any other medium. Tickets cannot be used for advertising, promotion or other commercial purposes (including competitions or trade promotions). If a ticket or experience is on-sold, Tennis Australia has the right to deny admission to the ticket bearer, to cancel the relevant package or to take other action without any guarantee of a refund.

**[Can children attend Australian Open 2020 and which areas can they access?](#)**

Children under the age of 18 are welcome to attend Australian Open 2020. They must be accompanied by an adult in all licenced venues and any other areas Tennis Australia/Melbourne and Olympic Park nominate.

Children over the age of three must carry their own ticket.

Children aged two and under are entitled to enter the event free of charge but must not occupy a reserved seat.

A \$5 child's ground pass is available for children between three and 14 years of age.

Please see the Child and Concession Policy for additional information.

### **What is the Concession Policy**

A person must have the appropriate form of concession to purchase a concession reserved seat ticket. They must present the relevant concession documentation at point of purchase and upon entry into the event.

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

- a) Student cards: Full time Secondary Students, Full time Tertiary Students
- b) 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).
- c) Veteran Affairs and TPI
- d) 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).
- e) Personal Treatment Entitlement Card: Must be current/

### **Are there any senior or student discounts when purchasing tickets?**

There are no discounts on dining and upgrade experiences. Children aged between three and 14 years, as well as concession card holders, are entitled to a discount on selected entry tickets.

### **What happens if I lose my ticket?**

If you have purchased your tickets via Ticketmaster you will need to contact Ticketmaster to organise a replacement ticket to be sent out.

If you purchased your tickets through the Australian Open Hospitality team there will be a replacement fee of \$25 per lost or stolen ticket. Please contact the Australian Open Hospitality team on +61 3 9914 4177 or 1300 309 166 to arrange for your ticket to be reissued.

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

Please call the Australian Open accessibility booking line on 1300 308 999 or email [accessibletickets@ticketmaster.com.au](mailto:accessibletickets@ticketmaster.com.au)

Accessibility and special needs ticket holders are entitled to one additional ticket for an accompanying patron/carers. Additional seats can be ordered at the time of booking, subject to availability and ticket limits.

### **Why do finals tickets sell out so quickly?**

Understandably, finals tickets are in high demand. Finals tickets allow access to see the tournament's best players compete for the ultimate prize, and demand for these tickets is always high.

### **I want to see Roger Federer (or my favourite player). When is he/she playing?**

The Australian Open is an elimination event. Tickets are sold to sessions of the Australian Open, not to particular matches. It is not possible to purchase tickets in advance to see a specific player. Due to the nature of the event, the schedule for each day cannot be announced until the night prior. Schedules and orders of play are posted at [ausopen.com](https://ausopen.com). Remember, the schedule and order of play are subject to change at any time. Tennis is an unpredictable sport and unavoidable events can occur; it all adds to the thrill and suspense of the Australian Open.

### **If I have a ticket for the night session, can I attend the tennis during the day?**

All night session ticket holders may enter the grounds from 5pm, no earlier.

### **If I have a ticket for the day session, can I stay and watch the tennis at night?**

Day session ticket holders are permitted to stay and watch tennis on the outside courts for the night session, but must vacate Rod Laver Arena and Margaret Court Arena at the conclusion of the day session. If you hold a ticket for Hisense Arena, your ticket entitles you to your allocated seat for the entire duration of play on Hisense Arena.

### **If a scheduled match is cancelled due to a player withdrawing, do I get a refund?**

As stated in the Ticketing Conditions for Australian Open 2020, the client will not be entitled to any refund if a scheduled match or matches do not occur on a scheduled day or at a scheduled time.

### **What time can I enter the precinct?**

All day session ticket holders can enter the precinct from 10am but must vacate Rod Laver Arena or Margaret Court Arena at the conclusion of play for the day session. Day session tickets will still allow you access to the outdoor courts and the outside events held on site.

All night session ticket holders can enter the precinct from 5pm.

Twilight session tickets can enter the precinct on Friday 31 January from 2pm, on Saturday 1 February from 12pm and on Sunday 2 February from 3pm.

### **What is a twilight session?**

Play on Friday 25 January will commence at 3pm with the mixed doubles semifinal followed by the women's doubles final, and a men's singles semifinal scheduled not before 7.30pm.

On Saturday 1 February the women's singles final is scheduled to commence not before 7.30pm, with girls' and boys' finals from 1pm.

On Sunday 2 February play will commence at 4pm with the mixed doubles final, and the men's singles final scheduled to commence not before 7.30pm.

### **How many sessions are there in total?**

There are 25 sessions scheduled for Rod Laver Arena at Australian Open 2020. These sessions are:

- 11 day sessions from 20-30 January
- 11 night sessions from 20-30 January
- Three twilight sessions on 31 January & 1-2 February

There are 14 sessions scheduled for Margaret Court Arena at Australian Open 2020. These sessions are:

- Eight day sessions from 20-27 January
- Six night sessions from 20-25 January

There are eight sessions scheduled for Melbourne Arena at Australian Open 2020. These sessions are:

- Eight day sessions from 20-27 January

Additional matches will be played each day on Show Courts 2 and 3 and the outdoor courts.

### **Where are the access points on site?**

There are four main access points into the precinct:

1. The AO Festival Entrance – enter from Birrarung Mrr via Tanderrum Bridge
2. Grand Slam Oval Entrance – enter from Olympic Boulevarde, beside Hisense Arena
3. Garden Square Entrance – opposite the Rod Laver Arena tram stop (tram route 70)
4. Eastern Plaza Entrance – located between the National Tennis Centre and Hisense Arena, above the Hisense Arena tram stop (tram route 70)

Wheelchair access is available at each of the main access points. When entering Rod Laver Arena, the lifts are located at Doors 8 and 17. When entering Margaret Court Arena, the lifts are located at Doors 15 and 20.

### **How long is a tennis match?**

Tennis matches vary greatly in length and can take anywhere from an hour to three or four hours. Men's singles matches are best of five sets and women's singles matches are best of three sets.

### **Do I need to show ID when collecting tickets from the Box Office?**

Photo identification of the person whose name the tickets are held under needs to be shown when collecting tickets from the Box Office. If collecting tickets that have already been paid for, the credit card holder must be present with the credit card used to make the booking.

### **How many matches will be played on Rod Laver Arena and Margaret Court Arena?**

The schedule for each day's matches is posted on [ausopen.com](https://ausopen.com) the night before. Traditionally, day sessions feature three matches on Rod Laver Arena and three matches on Margaret Court Arena. During the evening there are typically two matches played. This is subject to both weather and schedule changes. Ultimately, the number of matches played is determined by the Tournament Referee and is subject to change at any time.

### **Where are the different categories located in Rod Laver Arena & Margaret Court?**

Australian Open 2020 is now sold according to areas rather than Categories.





These Areas will be made visible during the ticket purchase process and customers can choose a variety of Areas within the arena within their price range.

Examples of these Areas include, Lower Baseline, Lower Sideline, Upper Baseline and High-Upper Sideline.

#### **What does a Rod Laver Arena ticket include?**

Tickets include access to a reserved seat within Rod Laver Arena.

In addition, fans may access all outside courts including Melbourne Arena and Show Courts 2 and 3, as well as all the entertainment on offer on Grand Slam Oval, Garden Square and around the Melbourne and Olympic Park precinct.

There is no access to Margaret Court Arena with a Rod Laver Arena ticket.

#### **What does a Margaret Court Arena ticket include?**

Tickets include access to a reserved seat within Margaret Court Arena.

In addition, fans may access all outside courts including Melbourne Arena and Show Courts 2 and 3, as well as all the entertainment on offer on Grand Slam Oval, Garden Square and around the Melbourne and Olympic Park precinct.

There is no access to Rod Laver Arena.

Margaret Court Arena offers fans a world class tennis experience, with the intimate 7500-seat stadium allowing fans to get up close to the on-court action. Demand for the stadium is expected to be high, especially for shaded seating in the stands.

Melbourne Park features three retractable roof stadiums, allowing play to continue in all weather conditions.

#### **What matches can I expect to see on Margaret Court Arena?**

Margaret Court Arena will showcase some of the world's best tennis players in action over the first eight days and six nights of the tournament. Fans can expect to see big names and classic matches in the state-of-the-art venue.

#### **What matches will be played on Melbourne Arena?**

Melbourne Arena, which will again be open to ground pass holders, will continue to host blockbuster matches featuring some of the tournament's biggest names. For Australian Open 2020, fans will also have the chance to purchase tickets for a reserved seat inside Melbourne Arena. To view the reserved seating section please refer to the map at [ausopen.com/tickets](https://ausopen.com/tickets).

#### **Where is the reserved seating located inside Melbourne Arena?**

Reserved seating is located at the northern and southern end of Melbourne Arena. Fans must purchase a ticket to access these seats. All other sections within the stadium are general admission.

#### **What does a day session ground pass include?**



Day session ground passes include access to the grounds at any time on the day stated on the pass, as well as access to all matches scheduled on Melbourne Arena, Show Courts 2 and 3 and the outside courts.

#### **What does a junior ground pass include?**

A junior ground pass includes access to the grounds any time on the day stated on the pass, as well as access to all matches scheduled on Melbourne Arena, Show Courts 2 and 3 and the outside courts. This ticket is only available to patrons aged three to 14 years.

Please note that children aged 12 years and under must be accompanied by an adult at all times.

#### **Why are junior ground passes only available to children 14 years and under, not up to the age of 16?**

The age restriction applied to junior ground passes is consistent with other major sports events and venues.

#### **Are children under 18 allowed in to the AO Live Stage?**

For all days except Saturday 25 January, all children under the age of 18 must be accompanied by a responsible adult. On Saturday 25 January, only patrons 18 years of age and above will be allowed access.

A responsible adult is over 18 years of age in accordance with the Victorian Commission for Gambling and Liquor Regulation.

A responsible adult is defined as being a person who is over 18 years of age who is;

- The younger person's parent, step-parent, guardian or grandparent
- The younger person's spouse
- A person who is acting in place of a parent and who could reasonably be expected to exercise responsible supervision of the younger person.

International Patrons must present a passport as proof of ID in accordance with the Victorian Commission for Gambling and Liquor Regulation. An International Driver's license will not be accepted.

#### **What do three- and five-day ground passes include?**

Three- and five-day ground passes include access to the grounds at any time, on any three or five days of the event except for the middle weekend, 25 & 26 January. Patrons may watch matches scheduled on Melbourne Arena, Show Courts 2 and 3 and the outside courts.

#### **Where is the umpire's chair located?**

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

#### **What are the Conditions of Entry for the Australian Open?**

The applicable Terms & Conditions of Sale & Entry can be viewed [here](#).