

Grand Slam Ballot 2024 Terms and Conditions

1. Grand Slam Ballot 2024

The Grand Slam Ticketing Ballot (the **Ballot**) is operated by Tennis Australia Limited, (ABN 61 006 281 125), based at Olympic Boulevard, Melbourne, Victoria 3000 (**TA, we, us**). When you enter the Ballot, you agree to these Terms and Conditions.

2. Important information about the Ballot

How does the Ballot process work?

- (a) Every affiliate of each Member Association is sent an online link for their members to enter the ballot by their Member Association. There will be a Ballot for both Roland Garros and Wimbledon tickets. Ballot registrations will be accessible from Wednesday 13th March, with both Ballots closing on Friday 22nd March at 5:00pm (AEDT).
- (b) A \$2.50 non-refundable transaction fee is charged per ticket per session entered for each Ballot (\$5 per pair of tickets). Please note if an applicant is successful with receiving tickets in either Ballot, this transaction fee will not be taken off the total cost of the tickets.
- (c) All authentic ballot applications will be randomised and tickets will be allocated in order of available preference.
- (d) All successful applicants will be sent an email detailing the ticket offer including session, date, time and court information. Depending on the date of the ballot draw, Tennis Australia may be able to share the allocation of the seats you have been allocated. There is no option to select seats as the allocation we receive as a Federation is fixed. The email will also detail method of payment. This will include a \$20 processing fee, applicable per transaction (not per ticket).
- (e) For Wimbledon tickets, successful applicants may be required to sign and return an individual declaration form when receiving their tickets. This document is a legal disclaimer confirming tickets obtained in the ballot will not be re-sold or transferred by the ballot applicants. This has previously been a requirement of The All England Club. Once this information is confirmed by The All England Club, this will be passed onto successful ballot applicants..
- (f) If you accept your ticket allocation, you will be charged the amount detailed in their email of offer. The All England Club are currently reviewing how tickets from the ballot will be distributed. Once this is confirmed, this will be communicated to successful ballot applicants. If available, tickets for Wimbledon may also be transferred via an online portal if the option is available.
- (g) Roland Garros tickets will be sent in e-ticket format to the name and email address provided in the acceptance email.

How many tickets can I apply for?

- (a) For the Roland Garros ballot there is a maximum of two tickets per day and applications are limited to one per family. Please note that if successful you must supply the names of all attending patrons, which will be forwarded to the French Tennis Association. Photo ID will be checked on entry to the event.
- (b) For the Wimbledon ballot there is a maximum of two tickets and applications are limited to one per family.
- (c) There is a limit of 10 sessions each applicant can apply for; applicants should only nominate sessions they would like to attend. Please do not apply for sessions you do not wish to attend.

What tickets will be made available and at what cost?

- a) Tennis Australia receives an allocation to Philippe Chatrier Court (Centre Court) for Roland Garros and Centre Court, Court 1 and Court 2 for Wimbledon. We aren't aware of what specific seating allocation we are given until later in the year, however, the sessions and prices will be displayed within the registration process.

Can I apply for all courts?

- a) Yes. You can apply for tickets to all courts provided to Tennis Australia as part of the agreed allocation. Tennis Australia receives an allocation to Philippe Chartier Court (Centre Court) Roland Garros and Centre Court, Court 1 and Court 2 for Wimbledon. Understandably, some courts will be more popular than others and the allocation Tennis Australia receives is very limited.

Will I be allocated tickets for all sessions I have applied for?

- a) No, if you are successful in the Ballot you will only be allocated a maximum of 2 tickets to one session.

How do I receive my tickets if I am successful?

- a) Tickets to the Roland Garros are distributed as e-tickets and will be emailed to all successful applicants in late April/early May. Please note, as part of the allocation of Roland Garros tickets it is a requirement that the names of all successful ticket holders are supplied to the French Tennis Association. Photo ID will be checked on entry to the event.

Can I request to sit with another successful applicant?

- a) The All England Club are currently reviewing how tickets from the ballot will be distributed. Once this is confirmed, this will be communicated to successful ballot applicants. Photo ID will be checked on entry to the event.

Can I give my tickets to a friend or family member?

- a) Yes. The ballot winner will need to assign the ticket recipient name during the payment process. As long as the person assigned to the tickets matches who collect and attends, this is fine. This can be changed until 72 hours before the session.

Can I obtain ground passes to the Roland Garros or Wimbledon?

- a) No. Ground passes are not allocated to Tennis Australia for the Roland Garros or Wimbledon.

Other things to keep in mind

- a) You may not onsell any tickets you receive as part of the Ballot. If we reasonably believe that you may have sold, or be attempting to sell your tickets, we may cancel your tickets without refund.
- b) If successful, you are responsible for your own travel and accommodation.
- c) Any tickets purchased through the Ballot will be subject to the ticket terms and conditions of the event organiser.
- d) To the extent permitted by law, we won't be liable for any loss or damage you suffer as a result of entering the Ballot unless caused by our willful misconduct or gross negligence. Our maximum liability to you for any loss or damage that is suffered by you as a result of any breach of these Terms and Conditions by us is limited - at our sole discretion - to the value of the tickets for which you have applied. All other representations, conditions, warranties and terms (including claims in relation to any particular players or matches or a schedule) that would otherwise be expressed or implied in these conditions by general law, statute or custom are expressly excluded.
- e) When you enter the Ballot, make sure your contact details are correct. We can't accept any responsibility or liability for any undelivered emails or push notifications (including, for example, any email that is sent to your 'junk' email folder); erroneous, late, lost, or defective Ballot entries;

any technological malfunction or failure, internet traffic congestion, or for incorrect contact details which mean we can't reach you.

- f) By entering the Ballot:
- (i) you consent to the collection and use of your personal information by TA and Ticketmaster and the disclosure of information between TA and Ticketmaster for the purposes of ticketing, event management, event safety, biosecurity measures (including contact tracing purposes), surveys and marketing, including the promotion of the Australian Open and related events, offers from TA and other Australian Tennis Organisations regarding other events, products and services, and offers from third parties who have a relationship with TA or other Australian Tennis Organisations about their events, products and services; and
 - (ii) you agree that we may also use your personal information in accordance with our privacy policy (which you can read at www.tennis.com.au/privacy). The privacy policy contains a list of Australian Tennis Organisations and information about how you may access and seek correction of your personal information or complain about a breach of your privacy by TA, and how TA will deal with that complaint. TA may from time to time disclose your personal information to third party service providers, for example IT service providers, in order to provide services to you. These third parties may be located overseas.
- g) Things don't always go to plan. If you are successful in the Ballot, you'll be able to obtain a full refund or a credit (at your choice) of the total price of your allocated tickets for a session if:
- (i) the Roland Garros or Wimbledon (as applicable) is cancelled as a result of COVID-19 requirements or restrictions (in which case, we'll refund you for the fee you paid for your allocated tickets);
 - (ii) your allocated session is cancelled as a result of COVID-19 requirements or restrictions (even if other sessions or aspects of the event still go ahead);
 - (iii) you are no longer able to attend your allocated session (because we are forced to reduce numbers due to COVID-19 requirements or restrictions);
 - (iv) you are prevented from travelling to France or England due to government restrictions; and
 - (v) in other circumstances, we feel it is appropriate.
- (h) However, please be aware that you won't be entitled to a refund or credit in some circumstances, such as where:
- (i) the event or session is cancelled because of circumstances beyond the reasonable control of TA (excluding COVID-19 reasons as set out in clause (g) above), such as injury, illnesses, bereavement, travel delays or other issues which prevent players from being able to commence play, other tennis matches continuing for extended periods of time, significant safety issues or concerns, extreme heat, rain, other adverse weather (including adverse air quality), natural disaster, war, sabotage, riot, acts of terrorism, national emergency, fire, explosion, power shortage, strike or other labour difficulty, epidemic and/or quarantine (excluding where related to COVID-19), government intervention, or plant or equipment breakdown;
 - (ii) the schedule for your allocated session changes, but a match is still played (in whole or part);
 - (iii) the non-tennis related entertainment at the event changes (such as changes of schedule, performers or cancellation of the non-tennis related entertainment);
 - (iv) you are unable to enter a general admission facility, attraction, activity or area because it has reached capacity (e.g. outside courts, licensed areas); and

- (v) your view of play is restricted by tennis equipment, other people, or essential event infrastructure.
- h) We are living in uncertain times, so we reserve the right to change or cancel the Ballot at any time in our discretion. If the Ballot is cancelled, we will let you know, we will refund the pre-authorisation amount to your account and we won't charge you any other amounts.
- i) These Terms and Conditions are subject to Victorian law.