

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 French Open and Wimbledon. The tickets which are obtained from the allocations are offered for sale at face value to various stakeholders. 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 endeavor 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. A ballot application form **MUST** be completed and returned to the Tennis Australia ticketing department to be successfully entered into the ballot process. If a ballot application form is not completed you will not be allocated tickets. Ballot application forms can be submitted on-line on the Tennis Australia website. Alternatively ballot application forms can be obtained by contacting the Tennis Australia ticketing department on (03) 9914 4164/(03) 99144190 or by emailing aotickets@tennis.com.au. Ballot application forms for the French Open ballot will be available from Monday 21 February 2011 until Friday 11 March 2011. Ballot application forms for the Wimbledon ballot will be available from Monday 21 February 2011 until Friday 18 March 2011. Ballot application forms which are received after the closing date will not be entered into the ballot.
2. After the ballot application process has closed all membership numbers will be verified for authenticity.
3. All authentic ballot applications will be randomized and tickets will be allocated in order of available preference.
4. All successful applicants will be sent an allocation acceptance form which will detail the offer of tickets that have been allocated, the amount the applicant will be charged (including payment details), the delivery preference to obtain the tickets 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 aotickets@tennis.com.au or mailed back to Tennis Australia within 5 working days.
5. In the instance of the Wimbledon Ballot the applicant will also be required to sign and return an individual declaration form which is a legal disclaimer that states that the tickets obtained in the ballot will not be re-sold or transferred by the ballot applicant.
6. All applicants who return the allocation acceptance form will be charged the amount that is detailed on the form.
7. Tickets from the ballot that are not accepted will be redistributed to other ballot applicants.
8. Tickets will be distributed via the delivery preference selected on the allocation acceptance form.

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

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

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

You will need to provide your membership number at the time of application. All membership numbers will be checked for authenticity as part of the process. If you are a social member of a local tennis club you will need to insure 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.

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. Obviously 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?

Tickets to the French Open are distributed as e-tickets and will be emailed to all successful applicants in early May. 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, an international 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 does not send tickets to international hotels.

Q. Does Tennis Australia hold a ticket ballot for tickets to the US Open?

No. Tennis Australia does not receive the option to purchase an allocation of tickets to the US Open.

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

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

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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 cut down on a number of operational issues which include fraud, lost tickets and on selling tickets for profit. Wimbledon ballot applicants who have specified to have the tickets mailed to an Australian or International 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 or Wimbledon.

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 the French Open is located at Porte Marcel-Bernard on Avenue de la Porte d' Auteuil.

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.