



Tennis Australia coach members pre-sale frequently asked questions

Q. I am a Tennis Australia coach member. Does this mean I am entitled to purchase tickets during the pre-sale period?

To be eligible to buy tickets during the pre-sale you need to have purchased the ticketing upgrade. For further queries in relation to your membership please contact the Coach Membership team on (03) 9914 4191.

Q. I am a Tennis Australia coach member who has purchased the ticketing upgrade. How do I purchase tickets during the pre-sale purchase period?

To purchase tickets you will need to be a current 2012/2013 coach member who has purchased the ticketing upgrade. You will need your MyTennis ID number ready when you book as it will act as your password during this pre-sale. It is your 11 digit My Tennis ID number. For Qualified coach members, your number is printed on the reverse of your membership card.

Q. Where will I find MyTennis ID number?

It is printed on the reverse side of your 2012-2013 Coach Membership card (qualified coaches) and is printed on each edition of CoachesWorld. It would be on your confirmation email received as a receipt for your membership.

Q. I would like to purchase tickets to 3 or more sessions what is the best way to book tickets?

If you intend to purchase tickets to 3 or more sessions it is recommended that you call the Australian Open & Australian Open Series booking line on 1300 888 104.

Q. Why are ticket limits in place?

Ticket sales limits are in place to ensure that all of our customers can receive equal access to the Australian Open.

Q. What happens if I log on to the Ticketek website before 12 noon on the day of pre-sale?

Access to www.ticketek.com.au is available 24 hours a day, seven days a week; however ticket sale pages are not activated until 12noon(AEST) the afternoon of the scheduled on sales detailed above. If you are on the site before 12noon then just before tickets go on sale, **REFRESH** the page to ensure you get the latest information & the **GET TICKETS** button appears. **Note a time limit of 15 minutes applies to book your tickets from the time you first log on.**

Q. I decided to purchase my reserved seat tickets on the Ticketek website and when I removed all the offered seats at the payment screen, because I did not like what I was offered, I got redirected back to the homepage. What happened and how to I get back to the purchase page?

If you remove all the offered seats when you are at the payment screen you will be returned to the www.ticketek.com.au homepage. This is a standard feature of the Ticketek website. To get back to the pre-sale purchase page during the Tennis Australia coach members pre-sale purchase period you will need to either type in the address www.ticketek.com.au/aocoach or click on the link that was supplied to you in your pre-sale purchase information from the Tennis Australia Coach Membership team in CoachesWorld. Please note that you will **NOT** be able to search for the pre-sale purchase page from the www.ticketek.com.au homepage as the page has been hidden from the general public to avoid confusion. Please contact the Coach Membership team on (03) 9914 4191 if you have any further queries.



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Q. I have clicked on the link that was supplied to me, entered my password and selected my tickets but the webpage has frozen and just keeps thinking. Have I still got my tickets?

The Ticketek website will only hold your tickets for 8 minutes. If the webpage has frozen it is likely that you have no longer got the tickets that were assigned to you. You will need to close the 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 every successful transaction to the email address detailed in your My Ticketek login.

Q. What is the best way to book? How can I guarantee that I get good seats?

There is no one way of booking that is the best or that guarantees you get good seats. The different methods of booking; phone & internet, are offered to patrons for convenience. To ensure fairness in ticket distribution ALL booking methods commence at the same time (12pm AEST) **wherever** and **however** you book. It is important to book early as sessions sell out fast.

Q. Do tickets on the Internet sell faster than if I buy over the phone?

All booking methods (in this instance phone and internet) start selling tickets at the same time. To ensure that patrons who book via the phone have equitable access to the seat inventory, the amount of patrons who can access the internet site to book is set at a predetermined capacity.

Q. Is it safe to buy tickets through Ticketek over the Internet?

Ticketek Online processes your credit card details securely over the Internet using an online payment technology called Secure Socket Layer ("SSL"). The payment system is a Westpac accredited Internet payment security system. Standards are ranked among the best available. With the combination of Ticketek.com's Verisign SSL 128-bit encryption on their web site and a secure browser at your end, you can be assured that your transaction booking details are encrypted.

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

Bookings can be done from overseas either via the Internet (www.ticketek.com.au) or by phone (please call +613 9039 9407 if you are calling from an international phone).

Q. What's the benefit in purchasing a Series Package?

When you purchase a Series Package you receive a discount on the total cost of buying the same sessions as a single session tickets. You also get to purchase tickets before the tickets get sold as single session tickets.

Q. I have purchased a Series Package. Why are my seats not the same for all sessions?

When you purchase a package we try and give you the best available seats for each session. This means that we cannot always supply the same seat for all sessions.

Q. Can we please have exactly the same seats as last year?

No. Tickets are allocated on a best available basis.

Q. How can I request seats in the shade?

Please note that these seats are the most popular and sell very quickly. If you attempt to purchase your tickets on the internet you will have the option to purchase tickets in the shade (subject to availability). If you have decided to purchase your tickets through the Ticketek call centre you can request that you would prefer a seat in the shade as your first preference (subject to availability). If you require shaded seats for medical reasons for the Australian Open then patrons should contact the Melbourne Olympic Park Disability Booking Office on (03) 9286 1208 where a limited amount of tickets are held for this purpose. Only Australian Open tickets can be purchased on this number. *Please note Brisbane International has a roof so all tickets are in the shade.*



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Q. 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 that are designated to be in the shade are an indication only and cannot be guaranteed to be in the shade on the day.

Q. What does the ticketing system consider best available?

The ticketing system will allocate seats closest to the court and behind play first regardless of sun/shade areas.

Q. Where is the umpire chair located?

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

Q. Do I need to present my concession card when I book tickets?

Yes, concession tickets cannot be issued unless the card number provided over the phone or on the Internet. Overseas cards are not eligible to receive a concession. It is also a requirement that concession cards are carried with you when you attend the Australian Open or Australian Open Series events.

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

The Australian Open & Australian Open Series events are all elimination tennis tournaments. For this reason, the draw for each day will not be announced until the night before each match. It is not possible to purchase tickets in advance for a specific player. Tickets are sold on a session-by-session basis.

Q. What is the minimum age for a child to require a ticket?

Children two years and under are admitted free to Australian Open & Australian Open Series events but must be nursed in seated areas. Please see the child and concession policy specific for each tournament for additional information.

Q. What makes up a family pass?

A family pass consists of two adults and two children OR one adult and three children. Please note that family tickets are not available for the Rod Laver Arena.

Q. Can I sell Australian Open or Australian Open Series tickets on eBay?

No because the Ticket Conditions of Sale and Entry for each tournament states that you cannot on-sell seats, therefore you will be in breach of these conditions if you put your tickets up for auction on eBay or any other auction site. Listed tickets on eBay or any other auction site that are sold above face value may be cancelled without refund and therefore patrons holding these tickets will be denied admission to the event.

Q. What does a semi final package to the Australian Open include?

If you purchase a semi final package for the Australian Open you will get tickets to the day session on Thursday 24 January and your choice of either the men's semi final held during the Night session on Thursday 24 January or the men's semi final held during the Twilight session on Friday 25 January 2013.