

purchasing your australian open 2014 premium seating & hospitality package

Step 1. Select Tickets

- a. Find the package you would like to purchase from the list presented or select **View All 54 Packages** for the complete list if your chosen package is not displayed
- b. Once you have found your package click on the applicable **Order Now** button
- c. You will then be presented with a brief description of this package type and will be given the opportunity to select your chosen quantity via the drop down box. Once you have selected the quantity click on **Add to Basket** button
- d. This will add your package and chosen quantity to your 'basket'
- e. If you wish to purchase a range of different package types i.e. more than one Grand Slam Select session or add Gold Series seats, click on **Close** then repeat (a-d) for each package type
- f. If you wish to start over at anytime click on **Clear Basket** followed by **Close** to return to the package selection page
- g. Once you are ready to finalise your order click on the **Shopping Trolley** that can be found at the bottom of any page to view the order summary

Step 2. Edit Order

The products you have selected will now be presented for editing.

- a. If you are happy with your order as presented click on **Go to Payment**
- b. Alternatively if you would like to add an additional package type then simply click on **Add more products to this order** and this will save your current order and take you back to Step 1 to edit it further
- c. If you wish to cancel your order click on **Cancel Order**

Step 3. Payment & Seat location requests

Your order will now be presented to you for payment.

- a. Review your order one final time and if you wish to modify your order click on **Go Back to Basket** and follow Step 2 above
- b. If you have a specific seating request e.g. Seating in Section 7 or 'seats in one row', enter that in the text box provided under Important Information. Please note seats are allocated on best available at time of purchase. We will do our best to fulfil your request. Not all sections are available for all sessions.
- c. To confirm your order you have the option to pay via Credit Card or Electronic Funds Transfer (EFT)

Step 3. Payment (continued)

Credit Card (fees will apply and are listed under Important Information on the payment page)

1. Payment Method – select **Credit Card** and then select the credit card type from those listed. Please complete all fields
2. Submit payment – once you have ticked the box to agree to the Terms and Conditions of sale, select the **SUBMIT ORDER** button to complete your booking

Electronic Funds Transfer Payments

1. Payment Method – select **Other** (Invoice will be automatically selected for you)
2. Number and Reference fields – enter the 6 digit 'aot' number that appears at the bottom of the screen, to the right of your name, into both the Number and Reference fields
3. Submit payment – once you have ticked the box to agree to the Terms and Conditions of sale, select the **SUBMIT ORDER** button to complete your booking

EFT Payments -

Account Name: Tennis Australia

Bank and Branch: ANZ Collins Street Branch 388

Collins Street Melbourne VIC 3000

BSB: 013-006

Account No: 836070228

Swift Code for international Payments: ANZBAU3M

Payment Reference: Please quote your AOT which is displayed at the bottom of the screen to the right of your name.

Please send through a remittance advice once payment has been made to aohospitality@tennis.com.au

Step 4. Receipt

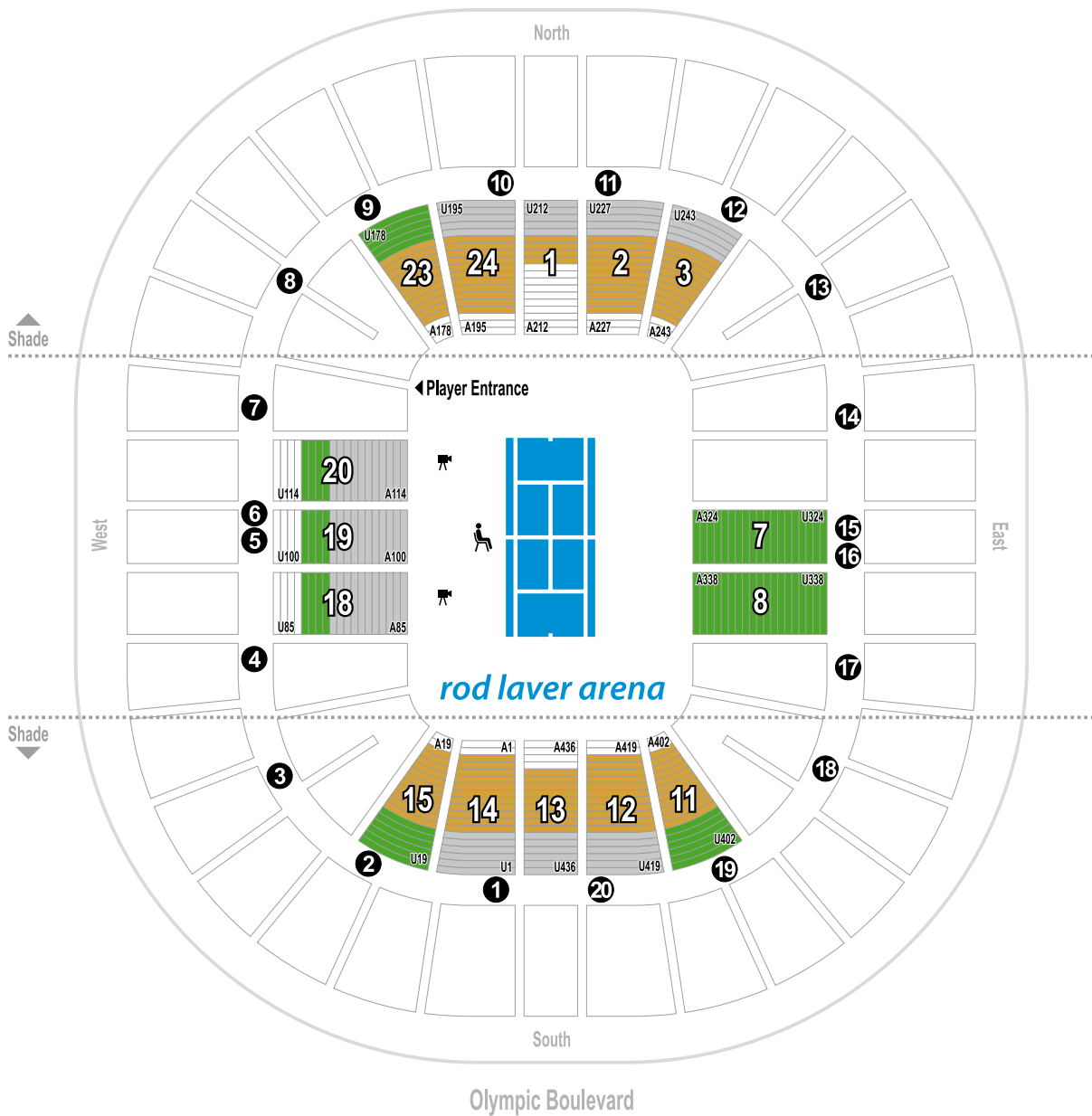
Your order receipt will be displayed on screen which you are able to print and an automated copy will be sent direct to the email address provided in your profile, confirming your order. A tax invoice will be sent separately within 10 days.

Seating will not be confirmed until payment is cleared via credit card or funds remitted to our account via EFT and confirmed received by Tennis Australia.

series seating and grand slam[®] select premium seating map



RODLAVERARENA AT MELBOURNE PARK



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

- Gold
- Silver
- Grand Slam[®] Select
- Door number