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What is included in the AO Membership?

As an AO **Game Member** you receive

- Two one day complimentary ground passes (Individual Memberships), Family = (2 adults + 2 juniors) one day family complimentary ground pass (Family Memberships), passes can be used on any day of choice.
- Pre sale access to purchase tickets for Australian Open, Australian Open Series, Davis Cup and Fed Cup home ties
- 10% Merchandise discount
- AO Membership Card(s), Lanyard and Pouch per member
- AO Program (voucher to be redeemed at AO2015)
- Game/Set/Match Lounge access + one guest pass
- AO Members night – First Monday Night of the tournament
- purchase tickets via ballot for Wimbledon, French and US Open
- Automatic subscription to AO Member's e-newsletter
- Exclusive offers from Tennis Australia sponsors

As an AO **Set Member** you receive the **Game membership** entitlements as well as guaranteed access to purchase tickets to the final five sessions only during the AO Members designated pre-sale access period at Rod Laver Arena (RLA) including the men's final (limited availability). Lanyard + Pouch per member and exclusive Set Membership Pre sale booking period to access your tickets.

As an AO **Match Member** you receive the **Game membership** entitlements as well as guaranteed access to purchase tickets to the lower level of Rod Laver Arena (RLA) only during the AO Members designated pre-sale access period for the final five sessions including the men's final. Lanyard +

Pouch per member and exclusive Match Membership Pre sale booking period to access your tickets. **(Sold out – waitlist available).**

AO Memberships can be purchase as Individual or Family Memberships.

Family Membership can be either 2 adults + 2 juniors (16 years and under as of the 1st January in the year of the tournament) or 1 adult + 3 juniors (16 years and under as of the 1st January in the year of the tournament).

2 years and under are admitted free as long as they sit on the knee and do not occupy a reserved seat

Additional Family Junior Membership, you can now purchase an extra Junior Membership (16 years and

Under as of the 1st January in the year of the tournament) which will be linked to your original family membership.

Extra Family Youth Membership, you can now purchase an extra Youth Membership (17 to 21 years as of the 2nd January in the year of the tournament) this membership is not part of the original family membership but will be attached to the family primary membership.

Game Additional Family Junior = \$ 15.00 each*

Game Extra Youth Family Membership (In Green) = \$ 35.00 each*

Set Additional Family Junior = \$ 20.00 each*

Set Extra Youth Family Membership (In Pink) = \$ 45.00 each*

Match Additional Family Junior (when memberships are available) = \$ 25.00 each*

Match Extra Youth Family Membership (In Yellow) (when memberships are available) = \$ 55.00 each*

*If you purchase an extra Family Junior or Youth membership you will also receive an extra complimentary ground pass as part of your package to be used on any day of your choice.

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How do I purchase my tickets?

We will email you information on how to purchase tickets prior to the commencement of the access period for members. AO members will be able to purchase their tickets over the internet or by phone through the ticketing agent (Ticketek)

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Booking Priority for AO Memberships has now closed for AO2015.

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How many tickets can I purchase?

For ticket limits please go to our website www.ausopen.com/prices

AO Packages, members can purchase 4 tickets per package.

AO Single Sessions, members can purchase 8 tickets per session except for the Men's Final which is four tickets

Maximum number of tickets that can be purchased to the tournament must not exceed,

Game Members = 30 tickets per person.

Set Members = 40 tickets per person

Match Membership = 50 tickets per person

The above maximum ticket limits are only available during the designated category presale booking period, at all other times the maximum limit is 30 tickets for all Membership categories

There is no ticket limit on ground passes.

Ticket limits do not apply for Australian Open Series events. (Brisbane International, Apia Sydney International Tennis and Hobart International).

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AO Series Presale Information for AO Members?

This year's presale dates will be released in June. Please view our website www.ausopen.com/membership

Please note that tickets will be sold only through Ticketek either online www.ticketek.com.au or by telephone 1300 888 104 **on the dates and times provided only.**

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How do I find out about Australian Open/Australian Open Series ticketing?

Want to know more? Find out all you need to know about Australian Open and Australia Open Series at www.australianopen.com/tickets.

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What happens if I can't log in?

Please check that you have the correct login details which will be your AO Membership number and the email address. These details will be provided on the renewal email that you receive or select the Retrieve my Membership ID or password link on the login page. [go to top](#)

How do I renew my membership?

Go to www.australianopen.com/membership. Use your membership number and password to log in. If you are unsure of your membership number or password select the Retrieve my Membership ID or password link on the login page.

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How do I enter the Wimbledon/French and US Open ballot?

All details regarding the Wimbledon/French US Open ballot are available at

www.tennis.com.au/tournaments/grand-slams.

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Where is the Game Set Match lounge?

The Game Set Match on site Lounge for AO2015 is located in Level one of the western side of Hisense Arena. With two outside balconies and great views of GSO and the City of Melbourne.

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Game Set Match lounge information?

The Game Set Match lounge gives members an area to relax, purchase food and drinks and then watch the tennis on the TV's provided around the venue, while you enjoy a meal.

The GSM Lounge is a licensed venue and therefore all children under 18 years of age must be accompanied by an adult at all times.

A members' ability to access the Game Set Match Lounge is subject to the capacity of the lounge. For the comfort and safety of members, once the capacity of the lounge is reached access to the lounge will be restricted on a "one out" / "one in" basis.

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Can I bring a guest to the Game/Set/Match Lounge?

Yes, we will send you out a guest pass as part of your AO Membership package for you to invite a guest. This pass is valid for all days of the Australian Open. Guest must be accompanied by an AO Member

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Complimentary ground passes

Individual Memberships receive two one day complimentary ground passes, Family Memberships = (2 adults + 2 juniors) receive one day family complimentary ground pass.

Additional Junior Memberships receive one junior ground pass.

Extra Youth Memberships receive one adult ground pass

Ground pass tickets are only redeemable at Melbourne Park on the day you wish to attend the tournament. Ground passes can be upgraded to Margaret Court Arena during the tournament from any Melbourne Park Box Office if tickets are available. These tickets are subject to the Australian Open ticket conditions of sale and entry. See www.australianopen.com for details.

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Credit Card Payment Fees?

All Australian Open Membership credit card payment fees will be processed outside the advertised membership category price.

The Credit Card Fee for Visa, MasterCard and Amex is 2.2%; this fee will be added onto your AO membership category price.

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Membership Cards(s)?

If membership cards are lost, stolen or misplaced, and the member would like a new card a replacement fee of \$10.00 will be charged for individual members and \$20.00 will be charged for a Family membership to print a new card by the AO Membership Team.

For all enquiries, please email australianopenmembers@tennis.com.au.