

AUSTRALIAN OPEN (“AO”) MEMBERSHIP TERMS & CONDITIONS

By submitting an AO Membership application you, an (**‘AO Member’**) agree to accept the following terms & conditions of Tennis Australia Limited’s (**TA**) Australian Open Membership (**‘AO Membership’**) program. For the purpose of these conditions ‘AO Member’ means each member of an AO Family Membership.

AO Membership

1. AO Memberships are available in ‘Game’ ‘Set’ and ‘Match’ categories.
2. Both Individual and Family AO Memberships are available. AO Family Memberships are for 4 persons (1 adult/3 juniors or 2 adults/ 2 juniors). To qualify as a ‘junior’ a member must be 16 years or under on 1 January at the time of application or renewal. Youth aged 16 to 21 are categorised as ‘Youth Members.’ Youth Memberships and additional Junior Memberships can only be purchased at the time of purchase of an AO Family Membership and will be linked to the AO Family Membership. The person who signs up for AO Family Membership is responsible for ensuring that all individuals included on the AO Family Membership comply with these terms and conditions.
3. All AO Memberships have a term of 12 months from the date of joining or renewing.

AO Member Benefits

4. AO Members have the opportunity to pre-purchase a prescribed number (as advised by TA) of ticket packages and single session tickets to the Australian Open (**‘AO’**) during the designated period set by TA for the relevant AO Membership category.
5. AO Set Memberships guarantee the AO Member(s) the right to purchase a prescribed number of tickets to the final five sessions (which include the semi-finals and finals) of the AO (if purchased during the AO Set Members designated pre-sale access period).
6. AO Match Memberships guarantee the Member(s) the right to purchase a prescribed number of lower level tickets for the final five sessions (which include the semi-finals and finals) of the AO (if purchased during the AO Match Members designated pre-sale access period).
7. Tickets allocated to AO Members are the best available after tickets to contracted stakeholders (such as sponsors and suppliers), corporate hospitality clients and tour operators have been allocated.
8. AO Members have the opportunity to purchase Hopman Cup, Brisbane International, Apia International Sydney, Hobart International, WTA (World Tennis Challenge) and Davis Cup Home Ties and Fed Cup Home Ties tickets (each a **‘TA Event’**)
9. AO Members have the opportunity to enter into ballots for the right to purchase tickets to Wimbledon, the French Open and US Open tennis tournaments. The maximum number of tickets that can be allocated in the ballot process is two (2) per tournament per AO Membership (Individual and Family). These are random draws and there is no guarantee that an AO Member will be successful in obtaining the right to purchase any tickets in any such ballot. If an AO Member is successful in the ballot, the AO Member is responsible for payment of tickets to the relevant organising body.

10. AO Members have access to the Game Set Match Lounge ('**Lounge**') during the AO (subject to capacity). AO Members must have their AO Membership card on them to access the Lounge. As the Lounge is a licensed venue, all children under 18 years of age must be accompanied by an adult at all time. Each AO Membership includes one guest pass to the Lounge which is valid for the duration of the AO. AO Members must accompany their guest to the Lounge at all times.
11. AO Members receive a Tennis world offerings which include discounts on court hire and cardio tennis, a 10% discount on merchandise purchased at the AO shop or online at www.australianopenshop.com and an Official AO program (which must be picked up at Melbourne Park during the AO).
12. AO Family Memberships include one family ground pass valid for one day of the AO. AO Individual Memberships include two adult ground passes valid for one day of the AO.
13. Discounts or other benefits that are offered to AO Members are not available in conjunction with any other promotion or special offer.

Purchase of Tickets with the AO Membership

14. AO Members must adhere to the prescribed ticket limit (as advised by TA) when purchasing AO or other TA Event Tickets. If an AO Member does not adhere to these limits TA reserves the right to cancel all tickets purchased by the AO Member and/or using the AO Member's membership code.
15. Tickets do not include travel or accommodation.
16. By purchasing a ticket to the AO or other TA Event AO Members agree to the AO Ticket Conditions of Sale and Entry (see www.australianopen.com for details) or the applicable Ticket Conditions of Sale and Entry to the relevant TA Event.
17. AO Members are not permitted to:
 - a. resell an AO or TA Event ticket at a premium or through a broker or agent;
 - b. advertise or offer an AO or TA Event ticket for resale on the internet or in any other medium (except via TA's approved AO Fan Market Place (<https://fanmarketplace.ausopen.com>)); or
 - c. package, advertise or use an AO or TA Event ticket for advertising, promotion or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods or services.
18. Without limiting the AO or TA Event Ticket Conditions of Sale and Entry, if an AO or TA Event ticket purchased by an AO Member or using an AO Member's membership code is sold, advertised or otherwise used in breach of clause 17, the license terminates and TA may cancel the ticket, deny the holder of the ticket admission to the AO or TA Event (as applicable) or take other action TA considers appropriate including cancelling all tickets purchased by the AO Member and/or using the AO Member's membership code (without providing a refund) and cancelling that AO Member's AO Membership effective immediately.

General

19. By completing an AO Membership application AO Members warrant that all information provided is true and correct. If TA determines at any time that any information provided by

- an AO Member was false, it may at its discretion cancel the AO Member's membership and any tickets purchased by the AO Member or using the AO Member's membership.
20. AO Membership fees may be paid upfront or through monthly repayments. Membership fees are not refundable. An administration fee of 2.2% will apply in respect of all credit card payments.
 21. The AO Membership card is for personal use only and is not transferable.
 22. If an AO Membership card is lost or stolen, the Member will be required to pay a replacement fee of \$10.
 23. If an AO Member does not receive their AO Membership Starter Pack or AO Membership Tournament Pack, they must notify TA in writing. AO Members may be required to complete a Statutory Declaration to that effect.
 24. TA is not liable for the loss of tickets or other items while they are in transit to an AO Member.
 25. Benefits and conditions of the AO Membership are subject to change. AO Members will be notified of any such changes via email.
 26. If an AO Member is unable to commit to a full AO Membership they may downgrade to an AO Gap Year Membership. The AO Gap Year Membership is only available for a term of one year after which AO Gap Members must renew their AO Membership. If an AO Gap Year Member does not renew their AO Membership after one year they will be required to go through the full AO Membership process to reapply for AO Membership and may not be able to return to their previous membership category. AO Gap Year Members are entitled to some AO Membership benefits as detailed on the AO Members website.
 27. By signing up to AO Membership you consent to the collection, storage, use and disclosure of your personal information in accordance with the tennis privacy statement and the tennis privacy policy, which contains information about how you may access and seek correction of your personal information, how you can complain about a breach of your privacy, and how the complaint will be dealt with.