

EVENT DETAILS

Date: 16-17 April 2016
Venue: Pat Rafter Arena, Brisbane
Surface: Clay Court

TICKETS

Tickets will be available from Ticketek:
www.ticketek.com.au/fedcup or call Ticketek
on 132 849

ON-SALE DATES

Pre-sale

A pre-sale from Wednesday 16 March 2016
12pm AEST to Thursday 17 March 5pm AEST
is available to the following groups:

- ▶ Australian Open Members
- ▶ Fed Cup Foundation Members
- ▶ Tennis Queensland Registered Members

General Public

Tickets are available to the general public from
Friday 18 March 12pm AEST.

PRICES

Fed Cup by BNP Paribas World Group Play-off
Australia v USA 16-17 April 2016

A payment processing fee of 1.95% applies to
all purchases made by credit or debit card and
is included in the price that appears on the
Ticketek website. A payment processing fee does
not apply for purchases made through Ticketek
agents or outlets when using cash, or when
redeeming a Ticketek Gift Voucher.

FORMAT

Saturday - two single matches, Sunday - reversed
single matches. When a result has been obtained
after the singles matches, the doubles match
must still be played to obtain the full score, unless
otherwise decided by the Referee.

Dead Rubber policy

The dead rubber policy implemented in 2013
for all home & away ties is as follows:

If after the first singles match on the Sunday a
nation is 3-0 up, the second singles will not be
played and the doubles match will be played
instead. If the dead doubles match is one set all,
then the third set should be a match tiebreak
(super tiebreak, first to 10).

In the case of a 3-1 score after the fourth deciding
singles, the dead doubles match will be played.
If the dead doubles match is one set all, then the
third set should be a match tiebreak (super tie
break, first to 10).

Packages (Multiple Sessions)			
			General 2016
Sat & Sun 16-17 April	Day	Adult	\$45
		Concession	\$25
		Child*	\$10
		Family**	\$90
Single Sessions			
			General 2016
Sat 16 April	Day	Adult	\$25
		Concession	\$15
		Child*	\$5
		Family**	\$50
Sat 16 April	Day	Adult	\$25
		Concession	\$15
		Child*	\$5
		Family**	\$50

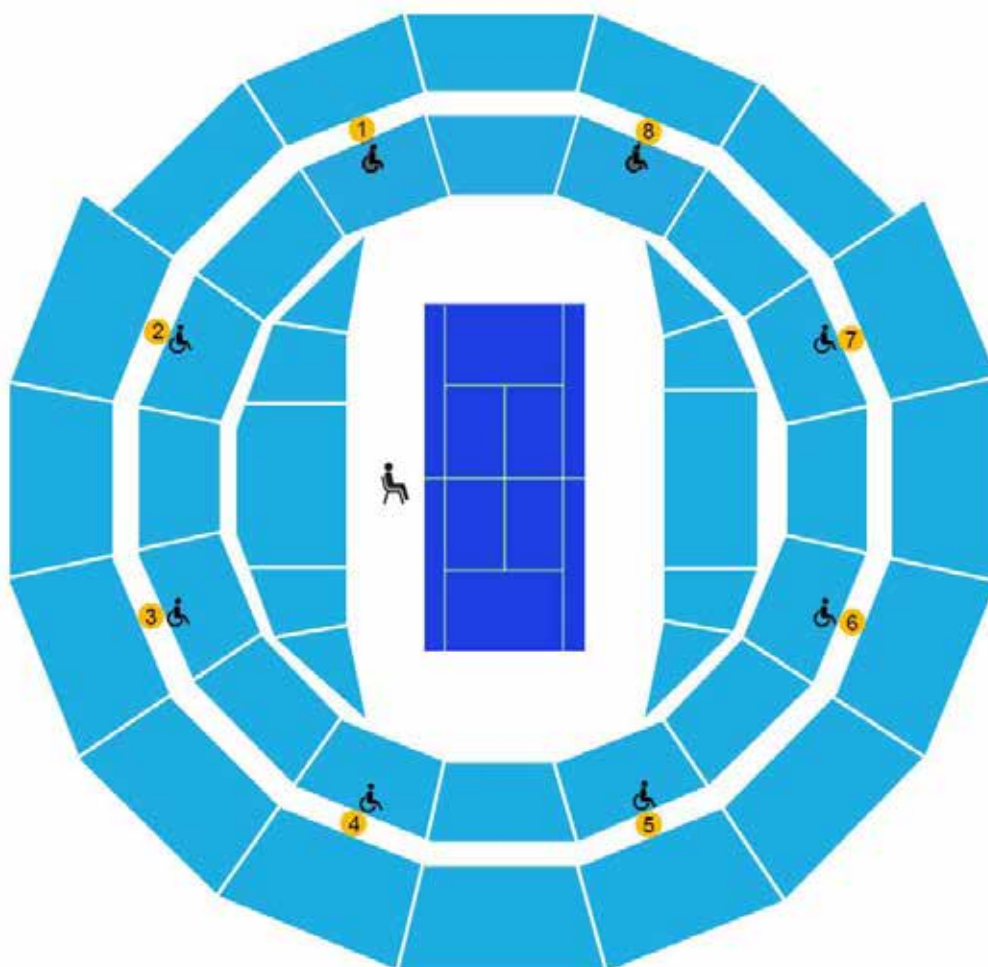
*Child 3-16


**Family = 2 adults + 2 children/1 adult + 3 children


MAP

FED CUP

by BNP PARIBAS
WORLD GROUP PLAY-OFFS
Australia v USA
Queensland Tennis Centre
Pat Rafter Arena



 General Admission Seating sections

 1 Door Number. General Admission Tickets enter any door.

GENERAL INFORMATION BOX OFFICE/TICKETS

To purchase tickets (subject to availability), collect tickets or for lost ticket enquiries please go to the box office which will be located in front of Pat Rafter Arena. Patrons collecting, making enquiries, or purchasing tickets from the Box Office should plan their arrival in anticipation of queues.

Please note: It is recommended if you have selected venue/box office collection that you collect your tickets prior to arriving at the venue to avoid queues at the venue/box office.

Warning:

Always ensure tickets are purchased from an authorised Fed Cup ticket agent, Fed Cup Licensed Tour Operator or Fed Cup Licensed Hospitality Agents. Failure to do so could mean that access to the Queensland Tennis Centre is denied.

ENTRY GATES

All valid ticket holders will be able to access the event via the turnstiles at the top of the central staircase at the main entry foyer.

CLOAKROOM FACILITIES

Please note there will be no cloakroom facilities available during the Fed Cup. If in doubt, leave it at home.

PASS-OUTS

Pass-outs will be allowed. Please ensure that you retain your valid event ticket as you will be required to scan your event ticket on exit and again on re-entry.

FIRST AID

First aid will be available on site.

TOILETS

Toilets are located at various positions around the stadium and the Queensland Tennis Centre grounds. Please bear in mind that toilets are only accessible after gates open at the Queensland Tennis Centre.

ATM/EFTPOS FACILITIES

There are limited ATM and EFTPOS facilities located within the Queensland Tennis Centre. To avoid queues please come prepared with cash.

NO SMOKING VENUE

The Queensland Tennis Centre is a non-smoking venue. There are limited designated smoking areas available outside the venue. Please ensure you scan out of the turnstiles to ensure re-entry is permitted. Please note that Queensland law prohibits smoking within four meters of non-residential building entrances.

BAGS

Bags may be subject to a random safety and security search upon entry. Please remember bags too large to fit under a seat cannot be brought to the Fed Cup.

WEATHER

The Fed Cup is an outdoor event. It is recommended that patrons bring appropriate protection from sun and rain (i.e. hats, sunscreen, raincoats and warm clothing) even if seated inside Pat Rafter Arena.

PROHIBITED ITEMS

For the comfort and safety of patrons and players the following items are not allowed into the Queensland Tennis Centre:

Alcohol; animals except service animals (e.g. seeing eye dogs); any item that could be used as a weapon; beach balls and other inflatable devices, audio recorders; bicycles, scooters, skateboards and roller-blades/skates; camera tripods, monopods, telephoto camera lenses with a focal length capacity of greater than 200 mm; video cameras and handy-cams; drink and food cans; chairs and stools; eskies and hampers; fireworks; frisbees; helium balloons; glass (including bottles); large containers in excess of 1.5 litres; flags, banners or signs larger than 1.2 m wide or with handles longer than 50 cm in length; musical instruments and/or amplification equipment; unauthorised advertising or marketing material or flyers; laser pointers, distress signals, whistles or loud hailers; dangerous goods and any other item prohibited by legislation.

Note: prams and strollers are not permitted in seating areas.

GETTING TO AND FROM THE VENUE

King Arthur Terrace will be closed between Softstone Street and Fairfield Road from 6am Saturday 16 April 2016 until 10pm Sunday 17 April 2016. **Please note**, only authorised vehicles are permitted access to King Arthur Terrace between these points during these dates.

Public transport

A ticket to the Fed Cup **does not** include public transport.

For full public transport and timetable information contact TransLink on **131 230** or visit www.translink.com.au.

Parking

There is no public parking at the Queensland Tennis Centre. It is advised that you use public transport.

During major events at the Queensland Tennis Centre, a one-hour parking restriction applies throughout the precinct from 7am to 10pm (on event days only). For further information please visit the Brisbane City Council Traffic and Parking Control Areas website.

Disabled parking

There is very limited car parking available for patrons with disabled car parking stickers. This car parking must be pre-booked before the event by calling the Fed Cup on **(07) 3120 7900**. A disabled car park sticker is required for all bookings and must be displayed on the car with the Fed Cup parking pass at all times to avoid parking fines.

Venue access information for disabled patrons

If you are attending with someone who has difficulty walking, the best solution to access the site is to utilise the free taxi shuttle for elderly and disabled patrons from Yeerongpilly train station.

Please note that the Queensland Tennis Centre offers wheelchair friendly seating on the main level of the stadium. If you are purchasing a wheelchair space you can also purchase a carer seat next to this space. If you do not require a wheelchair space, please advise the seller at the time of booking to discuss the best seating option.

Taxis

Taxis have access to the taxi rank located on King Arthur Terrace.

Child and concession policy

The following child and concession policy applies to the Fed Cup 2016 to be held at the Queensland Tennis Centre in Tennyson, Brisbane Qld.

Child policy

The child policy is as follows:

- ▶ children aged 3–16 years as at 1 January 2016 are entitled to purchase a child reserved seat ticket.
- ▶ children aged 2 and under as at 1 January 2016 are entitled to enter the events at no charge; however, they must not occupy a reserved seat.
- ▶ persons aged 17 and over as at 1 January 2016 are classified as an adult, unless they hold valid concession identification.

Note: all persons 12 years old and younger must be accompanied and supervised by a parent or guardian at all times during the event.

Concession policy

A person must have the appropriate form of concession to purchase a concession reserved seat ticket. They must present the relevant concession documentation at point of purchase and upon entry into the event.

The following are accepted forms of concession for the purchase of tickets:

- a. Student cards: full-time secondary students, full-time tertiary students.
 - b. Pension concession card: aged (AGE), bereavement allowance (BVA), carer (CAR), aged blind (AGE BLIND), parenting payment (single) (PPS), disability support pension (DSP), disability support blind (DSP BLIND), partner allowance (PTA), sickness allowance (SAL), special benefit (SPL), widow allowance (WDA), widow pension (WID), wife pension (WFA/WFD/WFW), new start allowance over 60 years (NSW/NMA), mature age allowance (MAA), mature age partner allowance (MPA), new start allowance (NSA), parenting payment (PPP/PPS).
 - c. Veteran affairs and TPI.
 - d. Healthcare card: exceptional circumstances relief (DR), sickness allowance (SA), special benefit (SL), farm help income support (FFR), new start allowance (NS), youth allowance (YA), new start mature age allowance (NMA), parenting payment (single) (PPS), low income (LI), carer allowance (CD), partner allowance (PA), mobility allowance (MO), and widow assistance (FA), family assistance (FA), child disability allowance (CDA).
 - e. Personal treatment entitlement card: must be current. Please check the date carefully.
- Tennis Australia recognises the companion card program.

SPECIAL NEEDS

How to book tickets

For patrons who need to book a disability or special needs ticket please phone **1300 665 915** and follow the prompts.

Important

- ▶ Disability and special needs mail, fax and email disability bookings do not receive any priority or preferential service. All bookings are processed from the on-sale date in order of receipt.
- ▶ All major credit cards are accepted.
- ▶ Cheques and money orders are accepted for phone, fax and email orders; however payment must be received within seven days of booking. Cheques must be made out to Ticketek Pty Ltd.

Seating is available for:

- ▶ patrons using wheelchairs
- ▶ patrons with limited mobility

Please advise your exact seating requirements at the time of booking. Every effort will be made to accommodate your request, subject to the availability of appropriate seating and ticket limits.

Car parking

Car parking available at the venue however it is strictly limited and available on a first in best dressed basis. Car parking cannot be booked in advance.

Companion cards

Companion cards are accepted. If a companion card ticket is required, then the companion card must be presented or quoted at the time of booking. The companion card needs to be carried when attending the event.

For more information please call the Companion Card Information Line **1800 650 611** or go to www.companioncard.org.au.

Accompanying patrons/carers

When purchasing disability seats we are able to accommodate one ticket for an accompanying patron/carer. Additional seats may be ordered at the time of booking, subject to availability and ticket limits, and every effort will be made to allocate these extra seats as close as possible to the disability seats on the event day.

TICKETING TERMS & CONDITIONS

Please [click here](#) for Fed Cup by BNP Paribas ticketing terms and Conditions 2016

Ticketek's ezyTicket

Tennis Australia recommends Ticketek's ezyTicket as our preferred method of delivery.

Ticketek's ezyTicket offers you the ultimate convenience when you book selected events online.

Your ezyTicket is emailed to you so you can print them at your convenience. Each ezyTicket has a uniquely encrypted barcode to validate entry to events and allow for detection of counterfeit tickets.

How do I buy an ezyTicket?

To purchase an ezyTicket you must have:

- ▶ Web Browsers: Microsoft Internet Explorer 5.5 or higher and Firefox 1.0 or higher for PC, Safari 1.3 or higher for Mac.
- ▶ ezyTicket must be purchased from Ticketek's website. Caution: Do not accept an ezyTicket from unknown parties as they may not be legitimate.
- ▶ ezyTicket is currently available for selected events only.

How do I print an ezyTicket?

To print an ezyTicket you must have:

- ▶ Adobe Reader version 6.0 or above (version 8.0 is recommended). Download the latest version of Adobe Reader.
- ▶ A Standard ink-jet or laser printer with resolution of 300dpi or higher.

* **Please note** that colour printing is NOT required.

For any additional help or queries view Ticketek's troubleshooting guide.