

brisbane international 2010 frequently asked questions

Q. What are the dates of the 2010 event?

The dates are Sunday 3 January to Sunday 10 January, 2010. The event is held at the Queensland State Tennis Centre which is located in Tennyson, Brisbane.

Q. What day / night sessions are there? When are the finals?

There are day sessions from Sunday, 3 January through to Saturday, 9 January. Night sessions are held from Monday, 4 January to Saturday, 9 January. Sunday, 10 January is an afternoon session, beginning at 2.00pm.

The women's singles final will be held on the evening of Saturday, 9 January. The men's singles finals will be held on Sunday, 10 January.

Q. I want to see Samantha Stosur (or any other player), when is she playing?

The Brisbane International is an elimination tennis tournament. For this reason, the schedule 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. Please keep an eye on the Brisbane International website – www.brisbaneinternational.com.au for announcements on players.

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

To ensure fairness in ticket distribution ALL booking methods commence at the same time (9am AEST) **wherever** and **however** you book. It is important to book early as sessions sell fast.

Q. I have attempted to purchase tickets on the Ticketek website and I have 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. Do tickets on the Internet sell faster than if I buy over the phone?

All booking methods (phone, agencies and internet) start selling tickets at the same time. To ensure that patrons who book via the phone or at agencies 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. 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. The Packages available will include a great Finals package which will allow you to see both the Women's Final on Saturday night, January 9 & the Men's Final on Sunday afternoon, January 10, 2010.

Q. What does a "Your Choice" package offer?

The "Your Choice" package offers you the choice of any 2 day sessions or any 2 night sessions for sessions from Monday 4th January until Wednesday 6th January 2010. Please note that you cannot select day and night sessions in the same package.

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Q. What does a "Finals" package offer?

The "Finals" package offers you tickets to the Women's final (scheduled for the evening of Saturday 9th January 2010) and tickets to the Men's final (scheduled for the afternoon of Sunday 10th January 2010).

Q. I have purchased a 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. What benefits does a Ground Pass offer?

A Ground Pass gives you full access to all outside courts where you will see a number of the world's best players doing what they do best. Ground Passes are available for all sessions. Ground Passes will remain at the same great value price of \$9.90 for all sessions. Please note that there are no WTA or ATP matches scheduled on the outside courts for the last 3 days of the tournament.

Q. Will a Ground Pass ticket give me access to Pat Rafter Arena?

No. You will require an additional ticket to access Pat Rafter Arena. Ground Pass ticket holders may upgrade their ticket at any Ticketek box office on the day (subject to availability) for an additional cost to get a fully reserved ticket to Pat Rafter Arena.

Q. What does a Pat Rafter Arena ticket offer?

If you have purchased a ticket to Pat Rafter Arena you will have access to a reserved seat within Pat Rafter Arena and access to all outside courts.

Q. Can I upgrade my ground pass?

Yes. There is an upgrades booth inside the venue that will have the capacity to upgrade ground passes to centre court reserved seating for the difference of the face value of the ticket.

Q. What makes up a Family Pass?

A family pass consists of 2 adults and 2 children OR 1 adult and 3 children. Family passes are only available for the Pat Rafter Arena.

Q. What is a restricted view ticket?

A restricted view ticket is a ticket that grants access into a seating area that has been deemed as having a restricted view of the court. The reason for the restriction could include being behind the umpires chair or any area that may have only a partial view of the court. These seats have been identified by the stadium and you will be told at the time of purchase if you are purchasing a restricted view ticket.

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.

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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/brisbaneinternational) or by phone (please call (+61) 02 8736 2711 if you are calling from an international phone number).

Q. I require a special needs ticket. How do I purchase my tickets?

To purchase special needs tickets please call the Australian Open & Australian Open Series booking line and chose the option to speak to an operator. Please mention your special needs requirement at the beginning of the booking when you are put through to an operator. These tickets go on sale at the same date and time detailed for general public.

Q. Who is entitled to concession tickets?

A concession ticket is valid for children aged between 3 – 16 years, full time students who are attending an Australian institution, Pensioners, Veteran Affairs & TPI, holders of valid Australian Health Care Cards & holders of Personal Treatment Entitlement Cards. There is no discount for seniors card holders. Children under 2 years of age are admitted free of charge into the event provided that they do not occupy a reserved seat within the Pat Rafter Arena. Children under 2 years of age are permitted to sit on the knee of the accompanying adult into these areas. For additional information about valid concession details please see the Brisbane International 2010 Child & Concession policy.

Q. Can I sell Brisbane International tickets on eBay?

No because the Brisbane International Ticket Conditions of Sale and Entry 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 Brisbane International.

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

No. Tickets are allocated on a best available basis.

Q. What does the ticketing system consider best available?

The ticketing system will allocate seats closest to the court first.

Q. Where is the umpire chair located?

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

Q. Are there corporate hospitality packages available at the event?

The Brisbane International offers a number of packages for corporate customers. To obtain further information on corporate seating and dining packages, please contact Dan Glass on (07) 3120 7930 or visit www.brisbaneinternational.com.au.

Q. Is there a special offer for group bookings?

Yes. If you book 10 tickets for a session you will receive a 10% discount per ticket. Please call 1300 364 001 or email groupbookings@ticketek.com.au to access this offer.

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Q. How many matches are played on Centre Court in each session?

The schedule for each day's matches is posted on www.brisbaneinternational.com.au the night before they occur. The number of matches is determined by the Tournament Referee and is subject to change at any time.

Q. I bought tickets to what I thought was the Men's Semi Final but I got a different match instead. Why has the match changed?

The Brisbane International aim to complete the tournament on time and this involves playing all matches, in all events, over the 8 days of the tournament. Some players remain involved in several events towards the end of the Brisbane International and it may be necessary to move a match to avoid a clash. We try to give similar rest periods between matches for players due to play each other. A match which is unlikely to finish because of a late start, caused by the duration of previous matches, may be postponed to the following day. In this event another match may be substituted. Please note that the schedule and order of play is subject to change at any time.

Q. Do I get free public transport with my Brisbane International ticket?

Yes. If you purchase a ticket to the Brisbane International 2010 it will include access to free public transport on all TransLink services on the day you are attending the event. Please note that you must be able to present a valid event ticket for the date of travel if requested. Please visit www.translink.com.au for travel information and timetables.

Q. Can I get free public transport if I have not collected my event tickets yet?

No. You must be able to present a valid event ticket for the same day as the day of travel. If you have selected the venue collection option you can pick your tickets up before the event day from any Ticketek agency. Please refer to www.ticketek.com.au for a list of all Ticketek agencies. Alternately you can print your tickets at home by selecting the EZYticket option.