

moorilla hobart international 2010 frequently asked questions

Q. Have ticket prices increased this year?

The majority of ticket prices have remained the same as 2009 however two new sessions have been added to alleviate scheduling issues which have occurred in previous years. In addition, we have added some new package options for sale for the 2010 event which offer great value to patrons and include discounts per session.

Q. I am a member of Tennis Tasmania. Do I still receive a discount on the series package with my membership?

Yes. Members of Tennis Tasmania will still receive a discount on series package tickets for the Moorilla Hobart International. To receive the discount please quote your membership number over the phone or show the card at an outlet. Over the internet please select the Tennis Tasmania membership prices that will be available on the purchase page.

Q. What are the dates of the 2010 event?

The dates are Friday 8 January to Saturday 16 January, 2010. The event is held at the Domain Tennis Centre in Hobart.

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

There are day sessions from Friday, 8 January through to Saturday, 16 January. Night sessions are held from Monday, 11 January until Friday, 15 January.

The Women's singles & doubles semi-finals will be held on Friday, 15 January. The Women's singles & doubles final will be held on Saturday, 16 January.

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. I want to see a particular player in action. When are they playing?

The Moorilla Hobart International is an elimination tennis tournament. For this reason, the draw 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 Moorilla Hobart International website – www.hobartinternational.com.au for announcements on players.

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

The schedule for each day's matches is posted on www.hobartinternational.com.au the night before they occur. Alternatively the match schedule will be printed daily in the Mercury newspaper. This is subject to both weather and schedule changes. Ultimately the number of matches is determined by the Tournament Referee and is subject to change at any time.

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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.

Q. Can I purchase a reserved seat?

No. All tickets are sold as general admission. This means that seats will be available on the day on a first in best dressed basis. So get there early for the best seats!

Q. Where is the umpire chair located?

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

Q. Is there a special offer for group bookings?

Yes. If you book 9 tickets for any session from Monday, 11 January until Saturday, 16 January you will receive 1 free ticket. Please note that this offer is available on the adult rate only. Please call 1300 364 001 or email groupbookings@ticketek.com.au to access this offer.

Q. What makes up a Family Pass?

A family pass consists of 2 adults and 2 children OR 1 adult and 3 children.

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. For additional information about valid concession details please see the Moorilla Hobart International 2010 Child & Concession policy.

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

The Moorilla Hobart International offers a number of packages for corporate customers. To obtain further information on corporate seating and dining packages, please contact Michael Roberts from Tennis Tasmania on (03) 6108 8202 or visit www.hobartinternational.com.au.

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. 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.

Q. I live overseas or I will be away when tickets go on sale. How can I book?

Bookings can be made from overseas either via the Internet (www.ticketek.com.au/hobartinternational) or by phone (please call (+61) 2 8736 2711 if you are calling from an international phone number).

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

To purchase special needs tickets please call Tennis Tasmania on (03) 6108 8200.

Q. Can I sell Moorilla Hobart International tickets on eBay?

No because the Moorilla Hobart 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 Moorilla Hobart International.