

Ticket Conditions of Sale & Entry

Tickets are issued by Tennis Australia (TA), the organiser of the Australian Open (AO), subject to the following conditions:

1. No refund or exchange on any ticket including complimentary tickets except in accordance with the LPA Code of Practice for the ticketing of Live Entertainment Events in Australia (www.liveperformance.com.au) and where expressly stated on ticket.
2. Sale of each ticket creates a contract between TA and the purchaser which gives the purchaser a transferable but conditional licence for admission to Melbourne Park (MP) for a certain session of the AO. The license will automatically terminate if the purchaser or any subsequent transferee, without the prior written consent of TA, resells the ticket at a premium or through a broker or agent; advertises or offers the ticket for resale on the internet or in any other medium; or packages, advertises or uses the ticket for advertising, promotion or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of these conditions and the license has terminated, TA has the right to deny admission to the bearer of the ticket, or to take other action, without any guarantee of a refund. Entry may also be denied if tickets are not purchased from Ticketek or other authorised points of sale.
3. Any personal information communicated by the purchaser when purchasing a ticket is collected by Ticketek for the purposes of assisting with lost tickets. Further, TA may also use such personal information for direct marketing purposes in its promotion of the AO and related products. Where such use is made the purchaser will be given every opportunity to 'opt out' from receiving further direct marketing material.
4. Rod Laver Arena & Hisense Arena night session and After Five Ground Pass ticket holders cannot access MP until 5.00pm. Access to the Rod Laver Arena & Hisense Arena auditoriums for night sessions may be delayed if day session play runs late.
5. The AO schedule/format is provisional and subject to change if necessary without notice due to adverse weather conditions or other reasons. TA reserves the right to cancel, withdraw, postpone, relocate or reschedule players and or matches. There is no guarantee of viewing any scheduled match.
6. Patrons enter MP at their own risk and Melbourne & Olympic Parks Trust (MOPT) and TA will not be liable for any injury, loss or damage suffered by any person entering MP, including liability for any injury, loss or damage caused by the negligence of MOPT or TA, its employees, contractors or agents.
7. MOPT and TA reserve the right, with reasonable cause, to refuse entry to any person or remove any person from MP without any entitlement to a refund.
8. MOPT and TA reserve the right to inspect clothing, containers and baggage intended to be brought into MP including inspection by screening equipment.
9. Whilst at MP, patrons are responsible for their own property. For the safety and comfort of all patrons, any item or bag that is too large to fit under a seat cannot be brought into MP and a limit of 1 bag per person applies. All bags are subject to search and patrons are reminded to not leave bags or packages unattended at any time.
10. All promotional, commercial, political, religious or offensive items of whatever nature including, but not limited to, clothing, banners, signs, symbols and leaflets are prohibited and must not be used for display purposes or brought into MP and its surrounding precinct.

11. For the comfort and safety of patrons and players, and/or pursuant to the *Major Events (Crowd Management) Act 2003* ('Act'), the following items are NOT allowed into MP:

Alcohol; animals except service animals (e.g. seeing eye dogs); any item that could be used as a weapon; audio recorders; bicycles, scooters, skateboards and roller-blades/skates; camera tripods, monopods, telephoto camera lenses with a focal strength of greater than 200mm; video cameras & handy-cams; drink & food cans; chairs & stools; eskies & hampers; fireworks; frisbees; helium balloons; glass (including bottles); large containers in excess of 1.5 litres; flags, banners or signs larger than 1.2m wide or with handles longer than 50cm in length; musical instruments &/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.

12. Patrons are not to engage in any conduct, act towards or speak to any player, umpire, referee, other official or another patron in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person on the basis of race, religion, colour, descent or national/ethnic origin.

13. Patrons must not disrupt, interrupt, or behave in any manner that causes delay to the event, distract, hinder or interfere with a player or interfere with the comfort of other patrons and their enjoyment of the AO (for which a 24hr ban from the premises may be imposed pursuant to the Act), or enter or attempt to enter any restricted area.

14. Shoes/footwear must be worn at all times.

15. Standing is not permitted in seated areas until end of games or between matches. Standing in the aisles or sitting on the stairs is not permitted at any time.

16. Patrons are not permitted to open umbrellas within the seating areas of all courts whilst there are matches in progress.

17. The use of laptops is prohibited in spectator viewing areas of all tournament courts without prior authorisation of TA Management.

18. Images of the AO taken with a camera, mobile phone or other wireless device cannot be used for any purpose other than for private and domestic purposes. Patrons cannot sell, license, publish or otherwise commercially exploit photographs. Flash photography is not permitted in seating areas. Taking video footage via any means is forbidden.

19. Making or distribution of broadcasts or narrowcasts of any images, sounds, data, results, statistics or commentary of the AO by any means in any format or media including by mobile phone or other wireless device is forbidden.

20. Patrons consent to being photographed, filmed and recorded as AO patrons, and consent to use of any such film, image or recording at the discretion of TA, its commercial partners or law enforcement agencies without compensation or notice.

NOTE: Some areas of MP are exposed to direct sunlight and heat. Patrons should be aware that auditorium seating may be in the sun for part or all of the day. Patrons are required to take appropriate care for their hydration and sun protection.

GROUND PASS TICKET CONDITIONS OF SALE

If due to rain or activation of the AO Extreme Heat Policy, there is less than 1 hour of play best efforts (without guarantee) will be made to provide a replacement Ground Pass to a subsequent session.

In the case of any match being relocated to Rod Laver Arena or Hisense Arena, the Ground Pass holder is not entitled to a Rod Laver Arena ticket, Hisense Arena ticket or another Ground Pass. Concession Ground Pass tickets are not available.

Concession tickets are available for Rod Laver Arena and Hisense Arena only and apply to children 15 years and under, full-time students and pensioners. Only Australian student and pension cards are accepted.

TICKET LIMITS

ROD LAVER ARENA Series Packages

First Week Mon 18 – Thu 21 Day Package	6 tickets per person per package
First Week Mon 18 – Thu 21 Night Package	6 tickets per person per package
Middle Weekend Fri 22 – Mon 25 Day Package	6 tickets per person per package
Middle Weekend Fri 22 – Mon 25 Night Package	6 tickets per person per package
Quarter Finals Tue 26 – Wed 27 Day Package	6 tickets per person per package
Quarter Finals Tue 26 – Wed 27 Night Package	6 tickets per person per package
Semi Finals Thu 28 Day & Choice of 1 Men's Semi Final	6 tickets per person per package
Finals Weekend Women's/Men's Sat 30 – Sun 31 Package	4 tickets per person per package
Final Five Package Thu 28 – Sun 31 Package	4 tickets per person per package

HISENSE ARENA Series Packages

First Week Mon 18 – Thu 21 Day Package	8 tickets per person per package
Middle Weekend Fri 22 – Mon 25 Day Package	8 tickets per person per package
Middle Weekend Fri 22 – Sat 23 Night Package	8 tickets per person per package

ROD LAVER ARENA Single Session Tickets

Monday 18 – Wednesday 27 January	8 tickets per session per person
Thursday 28 – Sunday 31 January	4 tickets per session per person

HISENSE ARENA Single Session Tickets

Monday 19 – Monday 25 January	8 tickets per session per person
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Maximum number purchased not to exceed 20 tickets per person

*Please note: Ticket Conditions of Sale & Entry may be subject to change.