



australian open 2010 *frequently asked questions*

Q. When do tickets go on sale to the General Public?

Tickets for the Australian Open Rod Laver Arena & Hisense Arena Series Package tickets will go on sale 9am (AEST) Wednesday, 7 October until 5pm (AEST) Sunday, 11 October 2009.

Tickets for the Australian Open Rod Laver Arena, Hisense Arena Single Session tickets & Ground Pass tickets will go on sale 9am (AEST) Monday, 12 October 2009.

Tickets can be purchased via the following channels:

Via Ticketek Website www.ticketek.com.au/australianopen

Via Ticketek Call Centre (Please call the Australian Open & Australian Open Series booking line 1300 888 104 if you are calling from within Australia or (+61) 02 8736 2711 if calling from an international phone number)

Via Ticketek agency's (Please note that Ticketek Agencies do not accept telephone enquires or bookings)

If tickets aren't on sale yet, how come I can visit websites that seem to have tickets available?

There are many websites that advertise Australian Open tickets. Tennis Australia (who is the promoter behind the Australian Open) highly advises against purchasing tickets through unauthorized agents. There are a limited number of officially authorized Australian Open tour operators who sell travel packages in advance of on sale to general public.

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

There is no one way of booking that is the best or that guarantees you get good seats. The different methods of booking; Phone, Agencies, Internet, are offered to patrons for convenience. 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 out 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. I require a special needs ticket. How do I purchase my tickets?

To purchase special needs tickets for the Australian Open please call the Australian Open special needs office on (03) 9286 1208 or email enhancedseating@mopt.vic.gov.au.

To purchase special needs tickets for the Brisbane International or the Medibank International Sydney please call the Australian Open & Australian Open Series booking line on 1300 888 104 if you are calling from within Australia or (+61) 02 8736 2711 if calling from an international phone number) and follow the prompts to speak to an operator.





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To purchase special needs tickets to the Moorilla Hobart International please call Michael Roberts from Tennis Tasmania on (+61) 03 6108 8202.

Special needs tickets go on sale at the same date and time as detailed above.

Q. What is the installment payment plan that is being offered for the Final 5 Package and the Finals Package for the Australian Open?

For the first time in 2010 an installment payment plan is being offered for the 2 most expensive packages that are offered for the Australian Open. You will pay half of the total order cost at the time of purchase with the remaining half being charged on Monday 9 November 2009. Please note that there is no additional charge if you would like to pay in installments.

Q. Are all the good seats reserved for Corporate Companies?

No, corporate packages are allocated at the North and South ends of Rod Laver Arena and Hisense Arena and on the western side in the lower tier of Rod Laver Arena.

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. 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.

Q. What happens if I log on to the Ticketek website before 9am on the day of on sale?

Access to www.ticketek.com.au/australianopen is available 24 hours a day, seven days a week; however Australian Open ticket sale pages are not activated until 9am (AEST) the morning of the scheduled on sales detailed above. If you are on the site before 9am then just before tickets go on sale, **REFRESH** the page to ensure you get the latest information & the **GET TICKETS** button appears. **Note a time limit of 15 minutes applies to book your tickets from the time you first log on.**

Q. Why do finals tickets sell out so quickly?

Understandably, finals tickets are in huge demand. We are talking about the best players in the world competing for the ultimate prize, a Grand Slam title.

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





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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. The Packages available will include day or night sessions as well as a great Finals package which will allow you to see both the Women's Final on Saturday, January 30 & the Men's Final on Sunday, January 31, 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 can not always supply the same seat for all sessions.

Q. Why are ticket limits in place?

Ticket sales limits are in place to ensure that all of our customers can receive equal access to the Australian Open.

Q. How many tickets can I purchase at one time?

The following ticket limits apply for purchasers to the Australian Open:

- Ticket limit of Six (6) tickets per person for all Rod Laver Arena Series Packages (excluding the Final 5 & the Finals package).
- Ticket limit of Four (4) tickets per person for the Final 5 & Finals Rod Laver Series Packages.
- Ticket limit of Eight (8) tickets per person for all Rod Laver Arena Single Session tickets for sessions that fall within the date range of Monday, January 18 until Wednesday, January 27 2010.
- Ticket limit of Four (4) tickets per person for all Rod Laver Arena Single Session tickets for sessions that fall within the date range of Thursday, January 28 until Sunday, January 31 2010.
- Ticket limit of Eight (8) tickets per person for all Hisense Arena Series Package.
- Ticket limit of Eight (8) tickets per person for all Hisense Arena Single Session tickets.
- There is no ticket limit on Ground Passes.

Please note that the maximum number of tickets purchased can not exceed 20 tickets per person.

Q. What benefits does a Ground Pass offer?

A Ground Pass gives you full access to all outside courts including Margaret Court Arena where you will see a number of the world's best players doing what they do best.

Q. Will a Ground Pass ticket give me access to Rod Laver or Hisense Arena?

No. You will require an additional ticket to access Rod Laver Arena or Hisense 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 Hisense Arena or Rod Laver Arena.

Q. What does a Hisense Arena ticket offer?

If you have purchased a ticket to Hisense Arena you will have access to a reserved seat within Hisense Arena and access to all outside courts including Margaret Court Arena (subject to availability). You can **not** access Rod Laver Arena with a Hisense Arena ticket. Please note that this year a family pass has been introduced to provide even better value.





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Q. What does a Rod Laver Arena ticket offer?

If you have purchased a ticket to Rod Laver Arena you will have access to a reserved seat within Rod Laver Arena and access to all outside courts including Margaret Court Arena (subject to availability). You can **not** access Hisense Arena with a Rod Laver Arena ticket.

Q. Why is there two night sessions scheduled in Hisense Arena?

Two night sessions have been scheduled for the first week of the Open in Hisense Arena to meet the popular demand for more matches at this Arena.

Q. How can I request seats in the shade?

Please note that these seats are the most popular and sell very quickly. If you attempt to purchase your tickets on the internet you will have the option to purchase tickets in the shade (subject to availability). If you have decided to purchase your tickets through the Ticketek call centre or a Ticketek agency you can request that you would prefer a seat in the shade as your first preference (subject to availability). If shaded seats are required for medical reasons then patrons should contact the Disability Booking Office on (03) 9286 1208 where a limited amount of tickets are held for this purpose.

Q. I selected shaded seats but they are actually in the sun until mid afternoon?

Shaded areas are subject to weather conditions on the day. Areas that are designated to be in the shade are an indication only and can not be guaranteed to be in the shade on the day.

Q. Can we 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 regardless of sun/shade areas.

Q. Where is the umpire chair located?

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

Q. Do I need to present my concession card when I book tickets?

Yes, concession tickets cannot be issued unless appropriate information is sighted or the card number provided over the phone or on the Internet. Overseas cards are not eligible to receive a concession. It is also a requirement that concession cards are carried with you when you attend the Australian Open.

Q. How many sessions are there?

There are 25 sessions scheduled to be held in Rod Laver Arena for the Australian Open in 2010. These sessions are detailed below;

- 11 day sessions from January 18-28
- 11 night sessions from January 18-28
- 3 Twilight sessions on January 29, 30 & 31

There are 10 sessions scheduled to be held in Hisense Arena for the Australian Open in 2010. These sessions are detailed below:





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8-Day sessions from January 18-25
2-Night sessions from January 22-23

In addition there are other matches played every day of the tournament on Margaret Court Arena, Show Courts 2 & 3 and the outdoor courts.

Q. What is a Twilight session?

At Australian Open 2010 on Friday, January 29, play will commence at 3pm with a men's singles semifinal match scheduled not before 7.30pm. Saturday January 30 the women's single final is scheduled to commence not before 7.30pm. On Sunday, January 31 play will commence at 4pm with the men's singles final scheduled to commence not before 7.30pm.

Q. Can I sell Australian Open tickets on eBay?

No because the Australian Open 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 Australian Open event.

Q. What can I do if I can't use the tickets I have purchased anymore?

If Rod Laver Arena sessions have sold out, tickets may be refunded at Melbourne Park ticket sale offices only on the actual day the tickets are issued for and only if there are patrons waiting to purchase tickets.

Q. How many matches are played in Rod Laver Arena and Hisense Arena?

The schedule for each day's matches is posted on www.australianopen.com the night before they occur. Traditionally, during the Day Session there are three matches played in Rod Laver Arena and four matches played in Hisense Arena. During the evening there are typically two matches played in Rod Laver Arena. 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.

Q. I want to see Rafael Nadal (or any other player), when is he playing?

The Australian Open 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.

Q. What is the minimum age for a child to require a ticket?

Children two years and under are admitted free to Australian Open but must be nursed in seated areas. Please see Tennis Australia's child and concession policy for additional information.

Q. What makes up a Family Pass?

A family pass consists of 2 adults and 2 children OR 1 adult and 3 children. Family tickets are not available for the Rod Laver Arena.

Q. Can I leave a ticket to be picked-up at a WILL CALL window?

Due to overwhelming volume, the Will Call window does not accommodate individual ticket purchasers.

