

medibank international sydney 2010 frequently asked questions

Q. What are the dates of the 2010 event?

The dates are Sunday 10 January to Saturday 16 January, 2010. The event is held at Sydney Olympic Park Tennis Centre.

Q. Have ticket prices increased this year?

No – ticket prices have remained the same as 2009, with the exception of the Wednesday and Thursday night sessions, which have been **reduced in price**. In addition, the series packages for sale for the 2010 event offer great value to patrons and include discounts per session. The \$9.90 ground pass, the best value sporting ticket in Sydney, will remain a great option for spectators again in 2010.

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

There are day sessions from Sunday, 10 January through to Friday, 15 January. Night sessions are held from Wednesday, 13 January to Friday, 15 January. Saturday, 16 January is a twilight session, beginning at 4.30pm.

The Women's singles and doubles Finals will be held on the evening of Friday, 15 January. The Men's singles and doubles Finals 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 Lleyton Hewitt (or any other player), when is he playing?

The Medibank International Sydney 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 Medibank International Sydney website – www.medibankinternational.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.medibankinternational.com.au the night before they occur. Traditionally, there are 4 matches during the day sessions (5 on Monday and Tuesday) and 2 matches during the evening session. 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. 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 Friday night, January 15 & the Men's Final on Saturday afternoon, January 16, 2010.

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Q. What benefits does a Ground Pass offer?

A Ground Pass gives you full access to all outside match courts and practice courts where you will see a number of the world's best players doing what they do best. In addition, Ground Pass holders have access to all food and beverage outlets, retail outlets, entertainment, on-site activities and will be able to catch all the Ken Rosewall Arena action on the Live Site big screen. Ground Passes are available for Sunday, 10 January until Thursday, 14 January. Ground Passes will remain at the same great value price of \$9.90 for all sessions.

Q. Will a Ground Pass ticket give me access to Ken Rosewall Arena?

No. You will require an additional ticket to access Ken Rosewall 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 Ken Rosewall Arena.

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 does a Ken Rosewall Arena ticket offer?

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

Q. What does a VIP Premium ticket offer?

For a small premium, patrons can purchase a VIP Premium ticket which includes a premium seat in a shaded corporate box, the official event program and an official event cap. VIP Premium tickets are available for all sessions, including Finals and can be purchased through all of the Ticketek channels detailed above.

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 have been sold at a discounted rate to compensate for the quality of view. You will be told at the time of purchase if you are purchasing a restricted view ticket.

Q. Is there a special offer for group bookings?

Yes. If you book 9 tickets for a session you will receive 1 free ticket. Please call 1300 364 001 or email groupbookings@ticketek.com.au to access this offer.

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 Ken Rosewall 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 Medibank International Sydney 2010 Child & Concession policy.

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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 Ken Rosewall Arena.

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/medibankinternational) or by phone (please call (+61) 2 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 choose 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. Can I please have exactly the same seats as last year?

No. Tickets are allocated on a best available basis.

Q. Where is the umpire chair located?

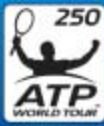
The umpire chair is located on the western side of the court.

Q. How can I request seats in the shade?

Please note that these seats are 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 Australian Open & Australian Open Series booking line and ask to speak to an operator. If there are no shade tickets left then you will be offered the next best available section in the stadium. Alternatively, VIP Premium tickets, which include a shaded corporate box close to the court, can be purchased (subject to availability).

Q. Can I sell Medibank International Sydney tickets on eBay?

No because the Medibank International Sydney 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 Medibank International Sydney.



Sony Ericsson
WTA TOUR

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

The Medibank International Sydney offers a number of packages for corporate customers. To obtain further information on corporate seating and dining packages, please contact Rebecca Duncan from IMG on (02) 9260 2315 or visit www.medibankinternational.com.au.

Q. What else can I do at the tennis?

Along with the world-class tennis on show at the Medibank International Sydney, there is plenty of action off the court as well. Grab a bite to eat and a drink at one of the many food and beverage outlets on site, such as the Alehouse, complete with live music. Or head to the Live Site to catch all of the tennis action and concerts throughout the week. The range of on-site activities and a full entertainment schedule will be available later in the year. Keep an eye on the official website (www.medibankinternational.com.au) for more information.

