



22-27 February 2021



## FAQS

### Adelaide International I 22 – 27 February 2021

#### **About**

For 2021 the Adelaide International will be a WTA 500 tournament held from 22 – 27 February 2021, featuring some of the best female players in the world.

There will be 60 matches across the tournament across both day and night sessions (Including Qualifying).

- Monday 22 February – Thursday 25 February:
  - o Day session | 11am start (Gates Open 10am)
  - o Night session | NB 6:30pm (Gates Open 5:30pm)
- Friday 26 February:
  - o Day / Night Session | 1pm (Gates Open noon) | NB 3:00pm & 6:30pm matches
- Saturday 27 February
  - o Night session | 6:30pm (Gates Open 5:30pm)

Our aim is to announce the schedule of play for each day the night before. Please note the above is subject to change.

Tickets onsale Via Ticketmaster – [www.ticketmaster.com.au/adelaideinternational](http://www.ticketmaster.com.au/adelaideinternational)

#### **General information**

Phone: (08) 7224 8100

Postal: PO Box 43, North Adelaide, South Australia 5006

Location: War Memorial Drive, North Adelaide, South Australia 5006

Email: [adelaideinternational@tennis.com.au](mailto:adelaideinternational@tennis.com.au)

Website: [adelaideinternational.com.au](http://adelaideinternational.com.au)

FB: @AdelaideInternationalTennis

Instagram: @adelaideinternational

Twitter: @AdelaideTennis

#AdelaideTennis

#### **Dates**

Qualifying: 20 – 21 February 2021

Tournament: 22 – 27 February 2021

#### **Gates Open**

Day session (Mon – Thurs): 10am (play commences 11am)

Night session: 5:30pm (play commences NB 6:30pm)

Friday (one session): Noon (play commences 1pm)

Saturday Finals: 5pm (finals start at 6pm)



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**ADELAIDE**  
INTERNATIONAL



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### **Box Office/tickets**

Tickets will be on sale through Ticketmaster | [www.ticketmaster.com.au/adelaideinternational](http://www.ticketmaster.com.au/adelaideinternational)

### **ONLINE**

Bookings can be made **online ONLY** [www.ticketmaster.com.au/adelaideinternational](http://www.ticketmaster.com.au/adelaideinternational)

### **ON SITE**

Only ticket enquiries located in the Adelaide Oval Telstra Plaza (no sale of tickets)

### **RETAIL OUTLET**

Bookings can be made **online ONLY** [www.ticketmaster.com.au/adelaideinternational](http://www.ticketmaster.com.au/adelaideinternational)

All tickets will be digital tickets

### **Entry gates**

All valid ticket holders and Corporate Suite ticket holders will be able to access the event via the main entrance located on Memorial Drive.

All entrances accommodate wheelchair access.

### **Cloakroom facilities**

Cloaking facilities are not available at Memorial Drive Tennis Centre. Items prohibited at the Memorial Drive Tennis Centre cannot enter the venue. Please take time to review the list of prohibited items. This list can be found in the Adelaide International Conditions of Sale and Entry. If in doubt, leave it at home.

### **Pass-outs**

Pass-outs will be allowed. Please ensure that you retain your valid event ticket as you will be required to scan your event ticket on exit and again on re-entry.

### **First Aid**

First Aid will be available on site.

### **Toilets**

Toilets are located at various positions around Memorial Drive Tennis Centre. Please bear in mind that toilets are only accessible after gates open.

### **ATM/EFTPOS facilities**

ATMs located on the Adelaide Oval Telstra Plaza (Commonwealth, ANZ and Bank SA). There are no ATMs within the Memorial Drive Tennis Centre.

### **No smoking venue**

Memorial Drive Tennis Centre is a non-smoking venue. There are limited designated smoking areas available outside the venue. Please ensure you receive a pass-out to ensure re-entry is permitted.

### **Bags**

Bags may be subject to a random safety and security search upon entry. Please remember bags too large to fit under a seat cannot be brought to the Memorial Drive Tennis Centre.

### **Weather**

The Adelaide International is an outdoor event. It is recommended that patrons bring appropriate protection from sun and rain (i.e. hats, sunscreen, raincoats and warm clothing) even if seated inside corporate facilities.

### **Accessible Car Parking**

We have limited reserved accessible parking located out the front of Next Gen Health Clubs and the Memorial Drive Tennis Centre, adjacent to Pinky Flat. This drop off zone must be accessed from the western side via Montefiore Road or Morphett Street Bridge (disability permit holders only).

### **Prohibited items**

For the comfort and safety of patrons and players the following items are not allowed into the Memorial Drive Tennis Centre:

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

## **General ticketing information / FAQs**

In line with government requirements and to adhere to the COVID management plan for this event, all patrons must provide and wear their own face mask whilst at the event, lining up for food or beverages, during queueing upon entrance of the event and at all times when not seated in their reserved seat.

Face masks do not need to be worn while seated in your reserved seat.

All patrons will require their own ticket on their mobile device for contact tracing purposes. Information on how to forward tickets can be found on the Ticketmaster Help Section by searching Ticket Forward or visiting [www.ticketmaster.com.au/ticketforward](http://www.ticketmaster.com.au/ticketforward)

### **If I purchase a ticket to a session, but the player I wanted to watch is not playing can I change my session?**

No, all ticket purchases are final, the schedule of when each player will play will be released closer to the event. On most occasions schedules for tennis are released the day before each respective session.

### **How many tickets can I purchase at one time?**

There is no maximum number of tickets for the Adelaide International.

### **Can I transfer my booking to another session if I change my mind?**

All tickets, dining and upgrade experiences cannot be transferred to other sessions.

### **Can I change my seats once my booking has been completed?**

Once confirmed, seats cannot be reallocated.

### **If I am unable to attend can I get a refund?**

All tickets, dining and upgrade experiences are non-refundable.

### **What happens if I lose my ticket?**

All tickets are digital, so you can log into [Ticketmaster.com.au](http://Ticketmaster.com.au) to access your digital ticket.

### **How do I purchase Accessible Seating Tickets?**

When the event goes on sale via [Ticketmaster.com.au](http://Ticketmaster.com.au), you need to select the event then the accessible seating options. Subject to availability.

Due to the current COVID-19 situation we are currently unable to assist with Accessible seating requests via the phone.

If you have accessible booking requirements, including wheelchair and/or companion card requirements please:

**Email: [accessibletickets@ticketmaster.com.au](mailto:accessibletickets@ticketmaster.com.au)**

This email address is reserved for patrons with accessibility requirements and companion card holders. If emailing, please ensure you include the Event Name, Venue, Date and Time along with your contact details.

### **If I have a ticket for the day session, can I stay and watch the tennis at night?**

No. You may only attend the session in which you have purchased a ticket to. You are welcome to purchase a ticket for the night session at any time at [www.ticketmaster.com.au/adelaideinternational](http://www.ticketmaster.com.au/adelaideinternational)

### **What time can I enter the precinct?**

All day session ticket holders can enter the precinct from 1 hour prior to play commencing

All night session ticket holders can enter the precinct from 1 hour prior to play commencing

\*Please note if you hold a ticket for both sessions, you will need to exit and re-enter the venue for COVID check in and cleaning.

### **Why is there a queue on the Ticketmaster Website?**

It's to ensure the fairest possible purchase experience for all fans and to keep out the bots for added ticket security. Previously, everyone entered the shopping experience at once. Since automated bots are faster than a real, human fan, they can scoop up tickets before fans are able to shop and checkout. This results in tickets being sold out in a matter of minutes. With Smart Queue, we manage the flow of traffic into the shopping experience while simultaneously detecting bots and reducing their access. This gives you a fairer chance since you're only competing against other real, human fans for the same seats. For more information on how the Ticketmaster Queue works visit: <https://help.ticketmaster.com.au/hc/en-au/articles/360013625577-Ticketmaster-s-Smart-Queue>

### **Kids Tickets**

Children aged 3-14 as at the date a ticket is presented for entry to the Adelaide International may purchase a Kids Ticket.

Children aged 2 and under as at the date a ticket is presented for entry to the Adelaide International may enter at no charge, provided they do not occupy a reserved seat.

In relation to children who enter Adelaide International on a Kids Ticket, the following conditions apply:

1. a) the child must be within the age range specified in relation to the ticket;
2. b) TA may require evidence of the child's age or make a reasonable assessment of the child's age in which case that assessment will be final and determinative;
3. c) the child's relevant age shall be as at the date the ticket is presented for entry to the AI (not the date of purchase); and
4. d) the child must be accompanied by a parent or guardian (18 years of age or over) at all times during attendance at the AI. Parents or guardians who accompany children at the AI are responsible for the care, conduct and supervision of those children

Children may be excluded from certain areas at the AI for safety purposes or in relation to responsible service of alcohol practices.

### **Concession Policy**

A person must have the appropriate form of concession to purchase a concession reserved seat ticket.

They must present the relevant concession documentation at point of purchase and upon entry into the event.

The following are accepted forms of concession for the purchase of tickets:

1. Student cards: full time secondary students, full time tertiary students.
2. Pension concession card: aged (AGE), bereavement allowance (BVA), carer (CAR), aged blind (AGE BLIND), parenting payment (single) (PPS), disability support pension (DSP), disability support blind (DSP BLIND), partner allowance (PTA), sickness allowance (SAL), special benefit (SPL), widow allowance (WDA), widow pension (WID), wife pension (WFA/WFD/WFW), new start allowance over 60 years (NSW/NMA), mature age allowance (MAA), mature age partner allowance (MPA), new start allowance (NSA), parenting payment (PPP/PPS).
3. Veteran affairs and TPI.
4. Healthcare card: exceptional circumstances relief (DR), sickness allowance (SA), special benefit (SL), farm help income support (FFR), new start allowance (NS), youth allowance (YA), new start mature age allowance (NMA), parenting payment (single) (PPS), low income (LI), carer allowance (CD), partner allowance (PA), mobility allowance (MO), and widow assistance (FA), family assistance (FA), child disability allowance (CDA).
5. Personal treatment entitlement card: must be current. Please check the date carefully.

### **Some COVID information**

In line with government requirements and to adhere to the COVID Management plan for this event, all patrons must provide and wear their own face mask whilst at the event, lining up for food or beverages, during queueing upon entrance of the event and at all times when not seated in their reserved seat.

Face masks do not need to be worn while seated in your reserved seat.

All patrons will require their own ticket on their mobile device for contact tracing purposes. Information on how to forward tickets can be found on the Ticketmaster Help Section by searching Ticket Forward.

**The Adelaide International recognises the Companion Card program.**