



ADELAIDE
INTERNATIONAL

FAQS

Adelaide International I 3 – 9 January & 10 – 15 January 2022

About

Adelaide is set to play a key role ahead of the Australian Open 2022, with some of the world's best players expected to compete in what is set to be Adelaide's biggest summer of tennis.

A jam-packed calendar will see professional tennis return to Memorial Drive with back-to-back Adelaide International events to take place over two weeks from 3-15 January.

The first event will be hosted from 3 to 9 January and will feature a WTA 500 and ATP 250 combined tournament, followed by the second Adelaide International event, a WTA 250 and ATP 250 tournament from 9 to 15 January.

Session times | 3 – 9 January 2022

- Monday 3 January – Saturday 8 January:
 - o Day session | 11am start (Gates Open 10am)
 - o Night session | NB 7:00pm (Gates Open 5:00pm)
- Sunday 9 January:
 - o Twilight Session | 2pm (Gates Open 1pm)

Session times | 10 – 15 January 2022

- Monday 10 January – Friday 14 January:
 - o Day session | 11am start (Gates Open 10am)
 - o Night session | NB 7:00pm (Gates Open 5:00pm)
- Saturday 15 January:
 - o Twilight Session | 2pm (Gates Open 1pm)

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

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

Website: adelaideinternational.com.au

FB: @AdelaideInternationalTennis

Instagram: @adelaideinternational

Twitter: @AdelaideTennis

#AdelaideTennis



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Dates

Qualifying week 1: 2 January 2022
Tournament week 1: 3 – 9 January 2022
Qualifying week 2: 9 January 2022
Tournament week 2: 10 – 15 January 2022

Box Office/tickets

Tickets will be on sale through Ticketmaster | www.ticketmaster.com.au/adelaideinternational

ONLINE

Bookings can be made **online ONLY** 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
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.



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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 queuing 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

How do I book tickets?

Tickets for the Adelaide International may be purchased via www.ticketmaster.com.au/adelaideinternational

Are ticket prices inclusive of GST?

Yes, all ticket prices quoted are inclusive of GST.

All Adelaide International 2022 tickets will be digital

All tickets purchased through Ticketmaster are now digital, meaning you can easily access your tickets on your phone via the Ticketmaster app or mobile web browser via Ticketmaster.com.au, add them straight to your phone's ticket wallet, and share them with your friends and family**.

Please note, tickets will not be accessible until closer to the event, and customers will be notified when they are able to access or forward their tickets.

**Conditions apply – [read the terms and conditions here](#).

How do digital tickets work?

Digital tickets not only contain all functional and operational requirements such as seat details, barcodes and entry details. All Adelaide International patrons attending the event are encouraged to assign each ticket to a ticketholder using Ticket forwarding option.

How does ticket forwarding work?

You can securely forward your ticket(s) from your mobile device or computer via your Ticketmaster MyAccount. Click the 'Forward' button, enter each recipient's details and hit send.

Each recipient will receive an email and a text message. The forwarding process is complete once they have clicked 'Accept Tickets'. If plans change and you need to forward it onto someone else, just follow the process again. Those receiving a forwarded ticket must have a Ticketmaster MyAccount. If they do not have an account, they can easily create one when they accept the tickets. Please note, there will be a delay on Ticket Forwarding prior to the event. All ticket holders will be notified when the Ticket Forwarding feature is enabled.

Before the event, make sure all adults have their own ticket on their own phone – that way we can ensure physical distancing and reduce queues at the entry gates.

I've bought an Adelaide International 2022 ticket, but I can't access it in my account



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When you purchase your Adelaide International 2022 tickets via Ticketmaster you will receive a confirmation email. However, Ticketmaster tickets won't be available to access until Thursday 23rd December. You will receive an email notification when your tickets are ready to be downloaded – you will then be able to access your Adelaide International tickets in your My Ticketmaster account and forward tickets to your group.

Book with Confidence – Covid-19 Booking Protection

Next year, if COVID-19 changes your game plan, your ticket purchase will automatically be protected.

The Adelaide International 2022's COVID-19 Booking Protection covers the full cost of your ticket or experience if you're unable to travel to or attend the event due to COVID-19.

It's not an add on it comes automatically with all Adelaide International 2022 tickets** purchased through Ticketmaster, covering ticket-holders against the following circumstances:

- Adelaide International is cancelled or rescheduled as a result of COVID-19 requirements or restrictions (in which case, we'll refund you for the total price of your tickets)
- Your specific session of the Adelaide International is cancelled as a result of COVID-19 requirements or restrictions (even if other sessions or aspects of the Adelaide International still go ahead)
- We are no longer able to accommodate you at Memorial Drive (this does not include where you fail to meet our vaccination requirements)
- You are prevented from travelling to Adelaide due to State, Territory or Commonwealth government travel restrictions and you advise us that you are unable to travel at least seven (7) days before the date of your session (or such shorter period where such restrictions are imposed in a shorter timeframe) so that we have enough time to refund you and then offer the tickets to someone else who missed out
- You or any of your group members have COVID-19 symptoms and/or you are required to isolate (or if any of your close contacts or group members has COVID-19 symptoms) and you notify us and provide us with some evidence (e.g. a medical certificate) at least 24 hours prior to your attendance at the Adelaide International (or as soon as you can if there are valid reasons why 24 hours' notice is not possible); and
- In other circumstances, where Tennis Australia feel it is appropriate

**Conditions apply – [read the terms and conditions here.](#)

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?

The maximum number of tickets that can be booked within one transaction is ten (10).

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?



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Once confirmed, seats cannot be reallocated.

What happens if I lose my ticket?

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

How do I purchase Accessible Seating Tickets?

For Accessible tickets for the Adelaide International, please email

accessibletickets@ticketmaster.com.au

Accessibility and special needs ticket holders are entitled to one additional ticket for an accompanying patron/carer. Additional seats can be ordered at the time of booking, subject to availability and ticket limits. 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.

Am I able to auction, raffle or on-sell my ticket?

No. As stated in the [Ticketing Conditions](#) for the Adelaide International, tickets cannot be resold. This includes, but is not limited to, resale on the internet or any other medium. Tickets cannot be used for advertising, promotion or other commercial purposes (including competitions or trade promotions). If a ticket or experience is on-sold, Tennis Australia has the right to deny admission to the ticket bearer, to cancel the relevant package or to take other action without any guarantee of a refund.

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

Day session ticket holders must vacate the arena at the conclusion of play for the day session. Day session tickets will still allow you access to the Adelaide International precinct and any outside events held on site. You are welcome to purchase a ticket for the night session at any time at 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 2 hours 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.

COVIDSAFE & ENTRY REQUIREMENTS

Will Adelaide International patrons be required to show evidence of COVID-19 vaccination?

All patrons aged over 12 years and 2 months must be fully vaccinated against COVID-19 or have a valid medical exception. On arrival, patrons will be asked to check in using the mySA GOV app and



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show Adelaide International staff their COVID-19 digital vaccination certificate. To make things as easy as possible for you and our staff, we ask that you please link your COVID-19 digital certificate to the mySA GOV app well before your visit. Full requirements regarding acceptable evidence that you are fully vaccinated against COVID-19 by a COVID Vaccine or that you have a valid medical exception are detailed in Tennis Australia's Ticketing Terms and Conditions, available via the link [here](#).

What will be accepted as proof of vaccination?

An eligible proof of COVID-19 vaccination are:

If you received your vaccination(s) in Australia:

1. COVID-19 digital certificate linked via mySA GOV app or smartphone wallet; or
2. A digital immunisation history statement from the Australian Immunisation Register.

If you received your vaccination(s) outside of Australia:

3. A printed or digital copy of an email or other document from the Department of Home Affairs of the Commonwealth that confirms you have completed an Australian Traveller Declaration (and photo ID); or
4. Other evidence recognised by the State Government.

If you have a valid medical exception which exempts you from receiving a Covid Vaccine, the only acceptable evidence is a valid Australian Immunisation Register immunisation medical exemption form.

If I am a ticket holder and cannot provide proof of vaccination. What are my options?

If you cannot produce proof of vaccination or a valid medical exception, you will be denied entry into the Adelaide International precinct.

Please note refunds will not be given to patrons who fail to produce a valid proof of COVID-19 vaccination or valid medical exemption. For further information on the entry requirements please read our [Ticket Conditions of Sale and Entry](#).

The Adelaide International recognises the Companion Card program.