

 ATP  
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SOUTH AUSTRALIA

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## FAQS

### Adelaide International I 1 – 8 January & 9 – 14 January 2023

#### **About**

The Adelaide International is back for 2023, with not one, but TWO tournaments. That's right, double the players, double the action, double the finals fever as some of the world's best players battle it out under the roof at The Drive.

The first event will be hosted from 1 to 8 January and will feature a WTA 500 and ATP 250 combined tournament, followed by the second Adelaide International event, a WTA 500 and ATP 250 tournament from 9 to 14 January.

Tickets start from just \$20 and give you an all-access pass to the family zone, exclusive bars, entertainment, food, drinks, and of course, tennis!

Fresh from a brand-new redevelopment, The Drive is back and ready to serve two epic weeks of tennis.

#### **Session times I 1 - 8 January 2023**

- Sunday 1 January:
  - Day session I 11am start (Gates Open 10am)
- Monday 2 January - Thursday 5 January:
  - Day session I 11am start (Gates Open 10am)
  - Night session I NB 6:30pm (Gates Open 5:00pm)
- Friday 6 January – Saturday 7 January:
  - Day session I 12pm start (Gates Open 11am)
  - Night session I NB 6:30pm (Gates Open 5:00pm)
- Sunday 8 January:
  - Twilight Session I 2pm (Gates Open 1pm)

#### **Session times I 9 - 14 January 2023**

- Monday 9 January – Thursday 12 January:
  - Day session I 11am start (Gates Open 10am)
  - Night session I NB 6:30pm (Gates Open 5:00pm)
- Friday 13 January:
  - Day session I 12pm start (Gates Open 11am)
  - Night session I NB 6:30pm (Gates Open 5:00pm)
- Saturday 14 January:
  - Twilight Session I 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.*

Get your tickets via [Ticketmaster](#).

Ticketing FAQs can be found [here](#).

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## **General information**

Venue: [The Drive](#)

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 I Tournament 1: 31 December 2022

Tournament I Tournament 1: 1 – 8 January 2023

Qualifying I Tournament 2: 8 January 2023

Tournament I Tournament 2: 9 – 14 January 2023

## **Box Office/tickets**

Tickets will be on sale through [Ticketmaster](#).

### **ONLINE**

Bookings can be made **online ONLY** via [Ticketmaster](#).

### **ON SITE**

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

### **RETAIL OUTLET**

Bookings can be made **online ONLY** via [Ticketmaster](#).

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 The Drive.

All entrances accommodate wheelchair access.

## **Cloakroom facilities**

Cloaking facilities are not available at The Drive. Items prohibited at The Drive 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**

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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 The Drive. 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 Drive.

### **No smoking venue**

The Drive 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 Drive.

### **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**

There will be limited parking available near the event site. Please note that there are some Big Bash Games on during the two weeks of the Adelaide International.

### **Non-Big Bash Games**

There is some limited parking available near the event site. There is an accessibility drop off zone at the Adelaide Oval Plaza nearest the ticket window with the opportunity for parking at the east Gates of Adelaide Oval.

### **Big Bash Games**

There is some limited accessibility parking opposite The Drive on War Memorial Drive. There is also a drop off zone out the front of Next Gen Health Clubs, adjacent to Pinky Flat.

This must be accessed from the western side via Montefiore Road or Morphett Street Bridge (disability permit holder)

If accessibility car parking is required – please register details with the Event Helpdesk [sareception@tennis.com.au](mailto:sareception@tennis.com.au)

### **Prohibited items**

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

- 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**

#### **How do I book tickets?**

Tickets for the Adelaide International may be purchased via [Ticketmaster](#).

#### **Are ticket prices inclusive of GST?**

Yes, all ticket prices quoted are inclusive of GST.

#### **All Adelaide International 2023 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](http://Ticketmaster.com.au), add them straight to your phone's ticket wallet, and share them with your friends and family\*\*.

\*\*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

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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. 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 2023 ticket, but I can't access it in my account**

When you purchase your Adelaide International 2023 tickets via [Ticketmaster](#) you will receive a confirmation email. 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.

### **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 limit.

### **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.

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

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

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

Accessible seating tickets can be purchased via the General Public Ticketmaster webpage. Please select the number of wheelchairs, accessible, and/or companion card tickets you would like to purchase to view the 'Best Available' seating. For more information visit <https://help.ticketmaster.com.au/hc/en-au/articles/360006452354-Accessible-Seating-bookings-How-to-book-including-companion-card-information>

### **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.

### 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 1.5 hours prior to play commencing

### 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),

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- 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.

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