



australian open

The Grand Slam of Asia/Pacific



READY? PLAY.
MELBOURNE PARK 16-29 JANUARY 2012

australianopen.com

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*australian open and
australian open series ticket guide*



australian open 2012

For two weeks each January the spotlight turns to Melbourne as the best of the best battle it out for the first Grand Slam® title of the year.

Watch Rafa, Roger, Novak, Andy, Kim, Maria, Serena and Sam strive for the ultimate prize and witness the drama that unfolds as some of the world's greatest athletes dominate the courts at Melbourne Park.

Be here for the drama, angst, excitement, grace and intensity as more than 500 athletes push each other for the ultimate prize.

See them test each other's skill, determination, courage and endurance on their quest to conquer and walk away with the crown.

Are you prepared for Australian Open 2012?

Ready? Play.



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how to book & ticket warning

how to book

internet

www.ticketek.com.au/australianopen

phone

Australia: 1300 888 104 (local call cost)
International: +61 3 9039 9407

agency

Bookings can be made in person at any Ticketek agency across Australia and New Zealand. Please visit www.ticketek.com.au for a list of agents near you.

book a travel package

Official Australian Open travel packages make it easy to be part of the action, with a choice of accommodation options to suit all budgets and needs. For more information about our official licensed tour operators visit australianopen.com/travelpackages.

book a corporate hospitality package

For more information about our corporate hospitality packages please call +61 3 99144177 or visit australianopen.com/hospitality.

become a member

Game, Set and Match Members! Join up and be an Australian Open Member and become part of this amazing entertainment showcase.

Individual and family memberships grant you access to a great range of benefits available for the Australian Open, including:

- access to our on site Game/Set/Match Lounge
- complimentary ground passes
- access to tickets prior to general public*
- access to Tennis Australia's Wimbledon, French Open and US Open ticket ballot
- merchandise discounts
- exclusive competitions.

Join now! Go to australianopen.com/members or call +61 3 9914 4254 or come and visit us at the open on Grand Slam® Oval.

* Please note that access to tickets will vary dependant on when you join.

ticket warning

Always ensure that your tickets are purchased from:

- Ticketek (official ticketing agent)
- an official Australian Open tour operator
- an official Australian Open hospitality package.

Failure to do so could result in access to the Australian Open being denied. For more information please visit australianopen.com.





on sale dates & ticket limits

on sale dates

rod laver arena

Series packages	9:00 am AEDST Wed 5–Sun 9 Oct 2011
Single session	9:00 am AEDST Mon 10 Oct 2011

hisense arena

Series packages	9:00 am AEDST Wed 5–Sun 9 Oct 2011
Single session	9:00 am AEDST Mon 10 Oct 2011

ground passes

Ground passes	9:00 am AEDST Mon 10 Oct 2011
After five ground passes	9:00 am AEDST Mon 10 Oct 2011

australian open series packages

Brisbane International	9:00 am LOCALTIME Wed 5 Oct 2011
Sydney International	9:00 am AEDST Wed 5 Oct 2011
Moorilla Hobart International	9:00 am AEDST Wed 5 Oct 2011

australian open series single sessions

Brisbane International	9:00 am LOCALTIME Wed 12 Oct 2011
Sydney International	9:00 am AEDST Wed 12 Oct 2011
Moorilla Hobart International	9:00 am AEDST Wed 12 Oct 2011

australian open ticket limits

rod laver arena series packages

First week	8 tickets per person per package
Middle weekend	8 tickets per person per package
Quarterfinals	8 tickets per person per package
Semifinals	8 tickets per person per package
Finals weekend	4 tickets per person per package
Final five	4 tickets per person per package

rod laver arena single sessions

Mon 16 Jan–Sat 28 Jan	8 tickets per person per session
Sun 29 Jan	4 tickets per person per session

hisense arena series packages

All packages	10 tickets per person per package
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hisense arena single sessions

All sessions	10 tickets per person per session
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*Maximum number not to exceed 30 tickets per person

child policy

- Children aged three–16 years as at 1 January 2011 are entitled to purchase a child reserved seat ticket.
- Children aged two and under as at 1 January 2011 are entitled to enter the events at no charge; however they must not occupy a reserved seat.
- Persons aged 17 and over as at 1 January 2011 are classified as an adult, unless they hold a valid concession identification.
- All persons 12 years old and younger must be accompanied and supervised by a parent or guardian at all times during the event.

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:

- Student cards of an Australian institution: full-time secondary students, full-time tertiary students
- Pensioner concession card
- Veteran affairs and TPI
- Healthcare card holders
- Personal treatment entitlement card.

family

A family ticket admits two adults and two children or one adult and three children.

buy a gift voucher

Want to give someone the perfect tennis present but unsure of their availability? Then a gift voucher is ideal. Gift vouchers are available in denominations between \$20–\$200. They can then choose the day and time they want to have their Australian Open experience, whether it be the first day's play, a night during the week or the finals.

Gift vouchers are available for the Australian Open and all Australian Open Series events.

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ticket packages

ticket packages

rod laver arena first week

See the tennis superstars light up the court in the early rounds of the Australian Open and catch a glimpse of those in form and in contention across the day and night sessions.

Session	Date	Adult	Concession
Day	Mon 16–Thu 19 Jan	\$264.90	\$229.90
Night	Mon 16–Thu 19 Jan	\$264.90	\$229.90

rod laver arena middle weekend

The middle weekend of the Australian Open has produced some amazing tennis action including Jelena Dokic's triumph over Alisa Kleybanova in 2009, Roger Federer's comeback from two sets down against Tomas Berdych and the Lleyton Hewitt–Marcos Baghdatis marathon of 2008.

Session	Date	Adult	Concession
Day	Fri 20–Mon 23 Jan	\$464.90	\$383.90
Night	Fri 20–Mon 23 Jan	\$464.90	\$383.90

rod laver arena quarterfinals

The pressure goes up a notch for the quarterfinals when the seeds collide. In 2011 six of the top 10 men and five of the top 10 women battled it out for a place in the semifinals.

Session	Date	Adult	Concession
Day	Tue 24–Wed 25 Jan	\$242.90	\$216.90
Night	Tue 24–Wed 25 Jan	\$242.90	\$216.90

rod laver arena semifinals

Grand Slam® semifinal tennis is an all-or-nothing game. The best of the best at their best. Last year Novak Djokovic overcame Roger Federer and Andy Murray won through to his first Australian Open final. In the women's main draw, Kim Clijsters beat Vera Zvonareva and Li Na fought back to topple no.1 seed Caroline Wozniacki.

Session	Date	Adult	Concession
Day + choice of 1 men's semifinal	Thu 26 Jan + Thu 26 Jan night or Fri 27 Jan twilight	\$336.90	\$326.90

rod laver arena final weekend

See the worlds best players fight it out for Grand Slam® supremacy. Last year Novak Djokovic and Kim Clijsters added to their Grand Slam® tallies. There is no telling who could take the stage this year.

Session	Date	Adult	Concession
Women's and men's final	Sat 28 + Sun 29 Jan	\$609.90	\$569.90

rod laver arena finals five

Your choice of five finals sessions featuring a feast of superstars from the tennis world. Witness all the top players go head-to-head. When the pressure is on, every point matters.

Session	Adult	Concession
Women's and men's semifinals + women's and men's finals	\$1119.90	\$1080.90

hisense arena first week

Last year this would have got you Andy Roddick, Novak Djokovic, Gael Monfils, Fernando Verdasco, Andy Murray, Robin Soderling, Maria Sharapova, Justine Henin, Venus Williams, Ana Ivanovic and Caroline Wozniacki, just to name a few.

Session	Date	Adult	Concession
Day	Mon 16–Thu 19 Jan	\$187.90	\$161.90

hisense arena middle weekend

Another top class weekend in a top class venue. In 2011 tennis fans were treated to Robin Soderling, Flavia Pennetta, Marcos Baghdatis and the epic four hour, 44 minute battle between Francesca Schiavone and Svetlana Kuznetsova.

Session	Date	Adult	Concession
Day	Fri 20–Mon 23 Jan	\$187.90	\$161.90
Night	Fri 20–Sat 21 Jan	\$93.90	\$80.90



single sessions ticket prices

single sessions ticket prices

rod laver arena single sessions

date	session	adult		concession/child	
		pre-purchase	event/day*	pre-purchase	event/day*
Mon 16 Jan	Day or night	\$67.90	\$72.90	\$59.90	\$64.90
Tue 17 Jan	Day or night	\$67.90	\$72.90	\$59.90	\$64.90
Wed 18 Jan	Day or night	\$77.90	\$82.90	\$69.90	\$74.90
Thu 19 Jan	Day or night	\$77.90	\$82.90	\$69.90	\$74.90
Fri 20 Jan	Day or night	\$107.90	\$112.90	\$99.90	\$104.90
Sat 21 Jan	Day or night	\$122.90	\$127.90	\$109.90	\$114.90
Sun 22 Jan	Day or night	\$122.90	\$127.90	\$109.90	\$114.90
Mon 23 Jan	Day or night	\$122.90	\$127.90	\$109.90	\$114.90
Tue 24 Jan	Day or night	\$129.90	\$134.90	\$119.90	\$124.90
Wed 25 Jan	Day or night	\$129.90	\$134.90	\$119.90	\$124.90
Thu 26 Jan	Day	\$179.90	\$184.90	\$164.90	\$169.90
Thu 26 Jan	Night	\$199.90	\$204.90	\$184.90	\$189.90
Fri 27 Jan	Twilight	\$199.90	\$204.90	\$184.90	\$189.90
Sat 28 Jan	Twilight	\$289.90	\$294.90	\$274.90	\$279.90
Sun 29 Jan	Twilight	\$369.90	\$374.90	\$324.90	\$329.90

hisense arena single sessions

date	session	adult		concession/child		family	
		pre-purchase	event/day*	pre-purchase	event/day*	pre-purchase	event/day*
Mon 16 Jan	Day	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Tue 17 Jan	Day	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Wed 18 Jan	Day	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Thu 19 Jan	Day	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Fri 20 Jan	Day or night	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Sat 21 Jan	Day or night	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Sun 22 Jan	Day	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90
Mon 23 Jan	Day	\$49.90	\$54.90	\$44.90	\$49.90	\$149.90	\$154.90

ground passes

date	type	pre-purchase	event/day*
Mon 16-Wed 25 Jan	Ground pass	\$29.00	\$34.00
Mon 16-Sat 21 Jan	After five ground passes	\$20.00	\$25.00
Mon 16-Sun 29 Jan	Three day non-consecutive ground pass	\$69.00	\$74.00
Mon 16-Sun 29 Jan	Five day non-consecutive ground pass	\$99.00	\$104.00
Thu 26-Sun 29 Jan	Ground Pass	\$19.00	\$24.00
Mon 16-Sun 29 Jan	Family ground pass	\$75.00	\$80.00

*Please note a \$5 per ticket event price will apply for tickets purchased on the day for Australia Open 2012.



ticket access map

ticket access map



rod laver arena

Rod Laver Arena series and single session tickets are a reserved seat for the date and session printed on the ticket. The tickets also provide, subject to seat availability, access to all other courts except Hisense Arena. Rod Laver Arena night session ticket admits from 5:00 pm.



hisense arena

Hisense Arena series or single session tickets are a reserved seat for the date and session printed on the ticket. The tickets also provide, subject to seat availability, access to all other courts except Rod Laver Arena. Hisense Arena night session ticket admits from 5:00 pm.



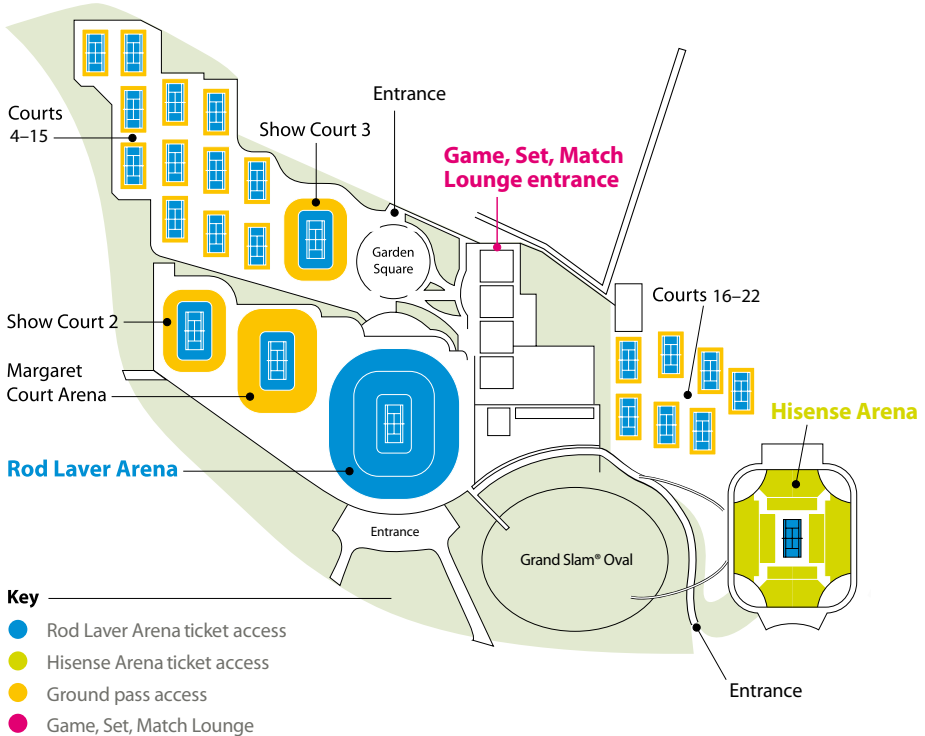
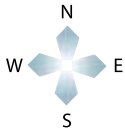
ground passes

A ground pass allows access to Margaret Court Arena and all other courts subject to availability. There is NO access to Rod Laver Arena or Hisense Arena. An after five ground pass can be purchased for Monday 16–Saturday 21 January, and provides the same court access as a ground pass; however admittance to Melbourne Park is from 5:00 pm.



game, set, match lounge

Australian Open member's and applicable entry passes required.



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tournament schedule

australian open 2012 tournament schedule

date	sessions	rod laver arena		hisense arena	outside courts	public gates opening time	
		start	singles s/f onwards (tentative)	start	start		
Wed	11				10:00 am	9:30 am	
Thur	12				10:00 am	9:30 am	
Fri	13				10:00 am	9:30 am	
Sat	14				12:00 pm	9:30 am	
Sun	15				No play	n/a	
Mon	16	Day Night	11:00 am 7:00 pm	11:00 am	11:00 am	10:00 am 5:00 pm	
Tue	17	Day Night	11:00 am 7:00 pm			11:00 am	11:00 am
Wed	18	Day Night	11:00 am 7:00 pm	11:00 am	11:00 am	10:00 am 5:00 pm	
Thur	19	Day Night	11:00 am 7:00 pm			11:00 am	11:00 am
Fri	20	Day Night	11:00 am 7:00 pm	11:00 am 7:00 pm	11:00 am	10:00 am 5:00 pm	
Sat	21	Day Night	11:00 am 7:00 pm			11:00 am 7:00 pm	11:00 am
Sun	22	Day Night	11:00 am 7:00 pm	11:00 am	11:00 am	10:00 am 5:00 pm	
Mon	23	Day Night	11:00 am 7:30 pm			11:00 am	11:00 am
Tue	24	Day Night	11:00 am 7:30 pm	No play	11:00 am	10:00 am 5:00 pm	
Wed	25	Day Night	11:00 am 7:30 pm			No play	11:00 am
Thur	26	Day Night	11:00 am not before 1:30 pm 7:00 pm 7:30 pm followed by	(Match TBA) WS semifinal WS semifinal Aust. Day ceremony inc. HOF induction* MS semifinal "Magic Moments" exhibition match**	No play	11:00 am	10:00 am 5:00 pm
Fri	27	Twilight	3:00 pm followed by not before 7:30 pm	XD final WD semifinal MS semifinal			No play
Sat	28	Twilight	1:00 pm followed by 7:00 pm 7:30 pm followed by	GS final BS final (subject to GS final completion by 4:00 pm) Pre-final entertainment WS final MD final	No play	1:00 pm	12:00 pm
Sun	29	Twilight	4:30 pm 7:00 pm 7:30 pm	XD final Pre-final entertainment MS final			

■ Qualifying ■ Main draw * Australia Day Ceremony including Hall Of Fame induction ** Magic Moments exhibition match may move to day session

This schedule & format is provisional and is subject to alteration without notice (e.g. the starting time may change if extreme heat is forecast, or the tournament is behind schedule). Junior matches on outside courts Sun 22 Jan onwards, may start up to one hour earlier than above stated outside court start time.

Singles events quarterfinal matches are proposed to be scheduled on Tue 24 and Wed 25 Jan.

Night session RLA doors will not be opened for patron access before 6:30 pm for 7:00 pm sessions, and 7:00 pm for 7:30 pm sessions, or less than 30 minutes after the conclusion of the day session, whichever is later.

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rod laver arena map

RODLAVER ARENA AT MELBOURNE PARK



The Australian Open is an outdoor event. It is highly recommended that you bring appropriate protection from sun and weather regardless of the location of your allocated seats. The shade indication is a guide only and given for seats that are in the shade for the majority of the day, not the entire day.

- Corporate seating
- Reserved seating - shade (indication only - not guaranteed)
- Reserved seating
- Restricted viewing
- Limited leg room
- Door number

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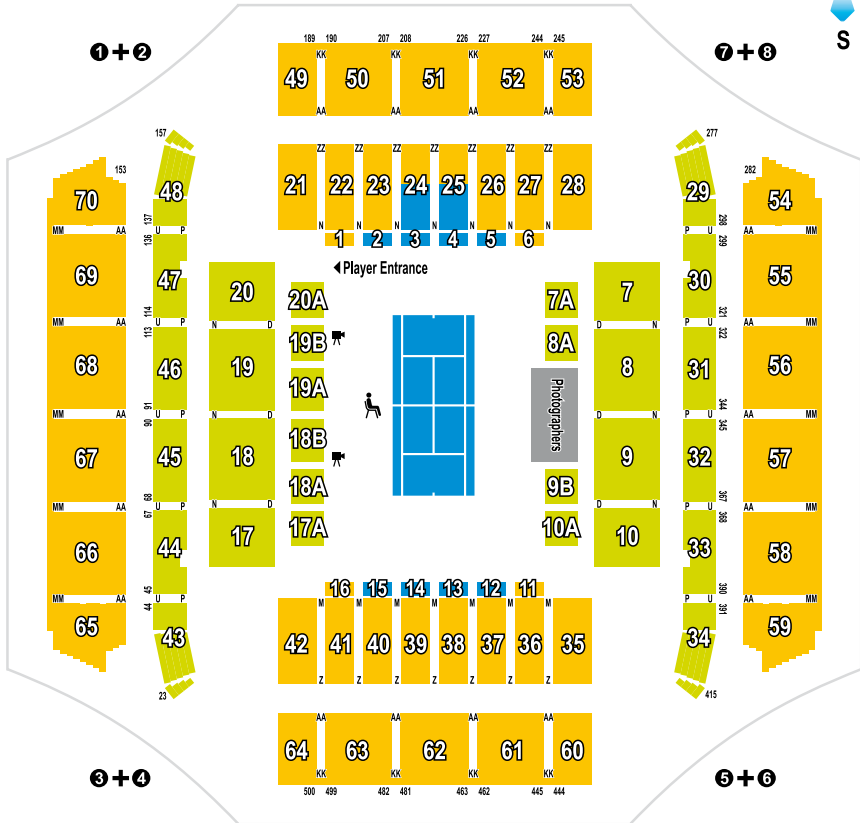
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hisense arena map

Hisense Arena



The Australian Open is an outdoor event. It is highly recommended that you bring appropriate protection from sun and weather regardless of the location of your allocated seats. The shade indication is a guide only and given for seats that are in the shade for the majority of the day, not the entire day.

- Corporate seating
- Reserved seating - shade (indication only - not guaranteed)
- Reserved seating
- Door number



getting there

getting to the action

trams

All valid Australian Open ticket holders are able to enjoy the free tram shuttle service operating on route 70 from the CBD to Rod Laver Arena.

trains

Richmond, Flinders Street and Jolimont stations are within easy walking distance to Melbourne Park. Access to the venue from Flinders Street is via the signed pedestrian route through Federation Square and Birrarung Marr, on the north side of the Yarra River. **Note:** the last train services depart Flinders Street Station at approximately 12:00 midnight during the week and 1:00 am on Saturday and Sunday mornings. For train, tram or bus details call 131 638 or visit www.metlinkmelbourne.com.au.

nightrider bus service

Buses run every 30 minutes from 1:30 am–4:30 am on Saturday and 1:30 am–5:30 am on Sunday.

taxis

A taxi rank is located on the north side of Olympic Boulevard, adjacent to Grand Slam® Oval. For details call the Victorian Taxi Association on (03) 9676 2635.

pick up/drop off points for public and hire cars

Pick up and drop off points are located in the designated areas on the north side of Olympic Boulevard opposite Olympic Park. A time limit applies and will be enforced.

ferry and water taxi services

Operates between Southgate and the landing adjacent to Melbourne Park. For further details contact the Parks Victoria hotline on 13 19 63.

buses and coaches

For bus parking information contact Melbourne and Olympic Parks on (03) 9286 1600. It is essential to pre-book bus parking. There is a designated five minute bus stop at Olympic Boulevard outside Hisense Arena Plaza. There is also a bus stop at Batman Avenue for pick up/drop off only, with no standing from 4:30 pm–6:30 pm Monday–Friday. The Easttrans Route 605 bus service operates in Olympic Boulevard from 6:30 am–8:00 pm Monday–Friday, 7:30 am–6:30 pm Saturday and 10:00 am–6:00 pm Sunday.

bicycles

Bicycle rack facilities are provided at the Rod Laver Arena forecourt entrance.

parking

Public parking is located (subject to availability) at Yarra Park via Gate 3 for day and night sessions and Gate 5 for day sessions only. Gate 7 is for pre-purchased corporate and staff parking only. Parking is also available in and around Melbourne CBD. For location details contact the City of Melbourne on (03) 9658 9658. No public parking will be available at Melbourne Park during the Australian Open.

traffic information

Parking restrictions apply at Batman Avenue. No standing on both carriageways. No set down/pick up permitted for any vehicles, except designated bus stop. City of Melbourne traffic and parking officers will be enforcing these restrictions. For general traffic information call VicRoads on 13 11 70.

william barak bridge

Pedestrians walking from the city can easily access Melbourne Park City Entrance via Birrarung Marr – from the William Barak Bridge (Batman Avenue overpass).



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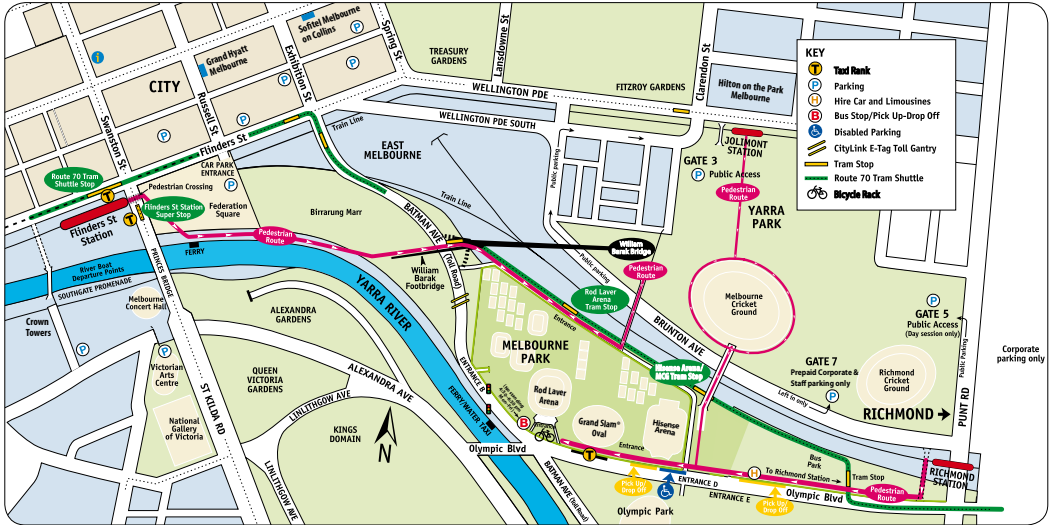
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getting there map & a-z of enjoying the tournament

getting there map



a-z of enjoying the tournament

alcohol

The tournament is licensed and as such, the following provisions apply;

- Alcoholic beverages must NOT be bought into or removed from the tournament.
- Intoxicated persons will be refused entry or evicted from the tournament.
- Alcohol may only be consumed in designated areas.
- It is an offence for minors to purchase or consume alcohol, or for a person to supply alcohol to a minor.

Breaches of these laws may result in eviction from the tournament and the persons reported to the police. Penalties apply.

ao radio

Listen to the live action from Melbourne Park locally on 99.7 FM or internationally on australianopen.com and the official Australian Open i-Phone app.

autograph island

Autograph Island provides fans with the opportunity to meet and gain autographs from the stars of the show – the players. Autograph Island hosts player interviews and autograph sessions at varying intervals over the first eight days of the tournament.

babies in arms and children two years and under

Babies in arms and children two years and under do not require a ticket to access Rod Laver Arena, Hisense Arena or any of the outside courts at the Australian Open, on the condition that they do not occupy a seat and are nursed on the lap of an accompanying adult with a valid event ticket. Due to noise restraint requirements during play, you may be asked to step out with your child if they cause a disruption.

baby change facilities

Baby change facilities are available within the male and female toilets, which are located on the western and eastern sides of the Rod Laver Arena near doors 15 and 16 and 5 and 6.

cloakroom

A cloakroom service is provided free of charge outside the venue in the Rod Laver Arena Forecourt. Once inside the venue, cloakroom may also be found at the Information Desks within Rod Laver Arena and Hisense Arena concourses.



a-z of enjoying the tournament

dress code

Tennis Australia encourages smart casual attire - for example, a collared shirt and tailored pants or shorts for males. No rubber thongs.

eftpos

EFTPOS will be available at all official Australian Open merchandise shops. All major cards are accepted.

entertainment

Concerts are open to all Australian Open spectators and are a great way to sit back and relax while spending a day catching all the tennis action at Melbourne Park. Concerts in the Heineken Beer Garden are free to everyone who holds an Australian Open ticket or ground pass. Additionally, live roving entertainment is scheduled in the Rod Laver Arena and Hisense Arena forecourt area for the duration of the event. Please note that an underage viewing area is available for those wanting to watch the live entertainment on the big screen.

fan zone

Fan Zone is a vibrant interactive entertainment precinct designed to provide children with an opportunity to actively participate in tennis related activities.

first-aid

There are several first-aid stations available on site. Please consult the disability and special needs map on page 15 for the location of these stations.



footbridge

The footbridge from the banks of the Yarra at Birrarung Marr across Batman Avenue allows patrons to directly access the Garden Square entrance of Melbourne Park. The footbridge also includes the Champions Walk honouring past Australian Open champions. Included in the City Entrance are tournament facilities including ticket sales and an information booth.

garden square

Garden Square is the family zone with lots of activities for the whole family. It offers a vibrant interactive entertainment precinct designed to provide children with an opportunity to experience the joy of tennis first hand.

grand slam® oval

Grand Slam® Oval is the place to be if you want your tennis on the big screen, a mix of friendly bars, shopping outlets and a great line-up of live Australian bands and DJs. Located between Rod Laver Arena and Hisense Arena, Grand Slam® Oval features Jacob's Creek Wine Bar and Heineken Beer Garden where tennis fans can relax, take some refreshment and take part in some fun tennis activities. Access to the entertainment area on Grand Slam® Oval is prohibited to persons under the age of 18 years old unless in the company of a parent or guardian.

Note: An underage viewing area is available for those wanting to watch the entertainment on the stage.

information service

Roaming information staff are on site daily to assist patrons with questions and to help enhance their experience on site. Additionally, information services staff will be located in information booths at the City Entrance, Rod Laver Arena Forecourt, Rod Laver Arena Eastern concourse, Entrance C and at Federation Square.

lost and found

Lost and found is located at the Information Desk on the Rod Laver Arena concourse level.

lost children

A lost child will be taken to the Information Desk at Rod Laver Arena (near door 20) or at the Information Desk at Hisense Arena (Olympic Boulevard foyer).



a-z of enjoying the tournament

official australian open merchandise

The Australian Open Shops in Garden Square, Grand Slam® Oval and outlets throughout Melbourne Park are the perfect place to bag a souvenir. Pick up everything from the iconic Australian Open towels and oversized tennis balls to a wide range of essential hats, caps, T-shirts and accessories.

pass outs

Patrons must ensure that if leaving and returning to the venue during a session that they scan their ticket out at the exits.

prams and strollers

Prams and strollers are not permitted in seating areas. During the Australian Open there is only limited storage at Hisense Arena Information Desk for the cloaking of prams whilst Hisense Arena remains open. The Melbourne and Olympic Parks Trust (MOPT) forecourt cloaking desk, outside the gates can also be utilised.

public restaurants and outlets

Public restaurants and catering outlets are located around the Melbourne Park precinct and offer a variety of food and beverages.

restricted view and restricted leg room seats

Seats in the front two rows of Rod Laver Arena are sold as restricted view, as handrails and signage partially obstruct a patron's view of the court. Seats in row PP in Rod Laver Arena have restricted leg room, compared to all other rows in the arena.

seating for outside courts

Seating for all outside courts (including Margaret Court Arena) is general admission and is available on a first in best dressed basis. It is advised that you get there early for the popular matches.

seat minding policy for outside courts

No holding seats for more than three changes of end.

security information

For the comfort and safety of patrons and players, and/or pursuant to the Act, the following items are NOT allowed into Melbourne Park:

Alcohol; animals except service animals (e.g. seeing eye dogs, police dogs and horses); any item that could be used as a weapon; beach balls and other inflatable devices; bicycles, scooters, skateboards and roller-



blades/skates; camera tripods, monopods, telephoto camera lenses with a focal length capacity greater than 200 mm; video cameras and handy-cams; audio recorders; 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 one metre by one metre in size 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 and dangerous goods.

smoking

Smoking is not permitted within Rod Laver Arena, Hisense Arena or any of the outside courts. Designated smoking areas are allocated within the grounds.

wheelchair championship

A knockout event, The Australian Open Wheelchair Championships returns for Australian Open 2012 and features eight of the world's top men, eight of the world's top women and four of the world's top quad players. The event starts on 25 January with men's, women's and quad singles finals on 28 January.



disability and special needs information

disability and special needs information

how to book tickets via the phone, fax or email

For all Australian Open disability and special needs bookings and enquires (including car parking enquires), please contact Melbourne & Olympic Park offices between the hours of 9:00 am-5:00 pm Monday to Friday.

Phone: (+61) 3 9286 1208

Fax: (+61) 3 9286 1653

Email: enhancedseating@mopt.vic.gov.au

how to book tickets via the mail

Please address all disability and special needs mail bookings to:

Australian Open Disability and Special Needs Bookings

C/- Melbourne & Olympic Park

GPO Box 4611

Melbourne Vic 3001

accompanying patrons/carers

When booking disability and special needs tickets we are able to accommodate one adjacent ticket for an accompanying patron/carer. Additional seats may be ordered at the time of booking, subject to availability and ticket limits. Every effort will be made to allocate these extra seats as close as possible to the disability seats.

companion cards

Companion cards are accepted at all Australian Open and Australian Open Series events. If a companion card ticket is required, then the companion card must be presented or quoted at the time of the booking. The companion card needs to be carried when attending the event.

For more information please call the Companion Card Information Line on 1800 650 611 or go to companioncard.org.au.

To book companion card tickets please call +61 2 9286 1208.

additional booking information

Disability and special needs mail, fax and email bookings do not receive any priority or preferential service. All bookings are processed from the on sale date in order of receipt. All major credit cards are accepted. Cheques and money orders are accepted for phone, fax and email orders; however payment must be received within seven days of booking. Cheques must be made payable to Ticketek Pty Ltd.

reserved seats

rod laver arena and hisense arena

Please advise your exact seating requirements at the time of booking. Every effort will be made to accommodate your request, subject to availability of appropriate seating and ticket limits.

Seating is available for:

- patrons using wheelchairs
- patrons who are vision impaired
- patrons with limited mobility
- patrons who require the use of a hearing loop
- patrons requiring shade due to a medical condition.

ground passes

margaret court arena and outside courts

Accessible seating is available at Margaret Court Arena and all Show Courts, but cannot be reserved. Staff will direct you to designated areas within these areas within these courts. These seats are subject to availability. Please refer to disability access map for location of view platforms for wheelchair use.





disability map

disabled or special needs parking

Car parking, if required, must be booked and paid for at the same time as your tickets. Limited spaces are available in the Rod Laver Arena undercover car park (entrance B).

A car park voucher will be supplied with your tickets. This voucher must be displayed on arrival to the car park attendant. Lost car park vouchers will not be replaced.

A disabled car park sticker is required and must be displayed on the car at all times. The cost for car parking is \$15.00 per session (incl. GST).

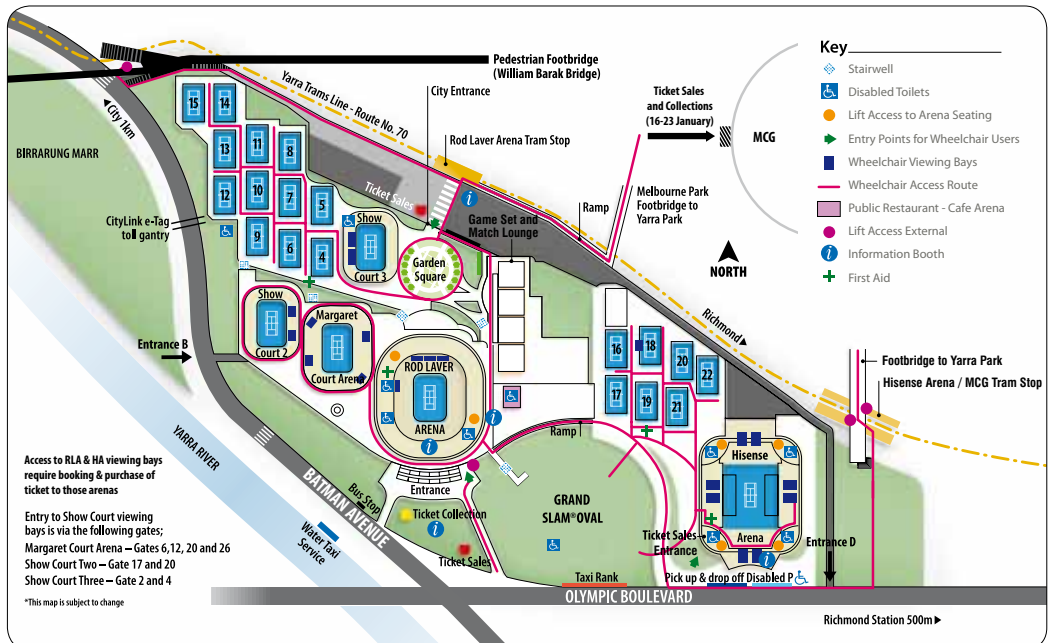
Additional disabled car park spaces are available at Olympic Park Boulevard in front of Hisense Arena; however these spaces cannot be booked.

disabled or special needs pick up/drop off points

A pick up and drop off zone is available outside the front of Hisense Arena at Olympic Boulevard. Please note the addition of an access lift located in the front forecourt entrance of Rod Laver Arena, which provides access to the concourse level (see disabled and special needs facilities map).

For further information regarding disabled access, please contact the disability and special needs booking line on +61 3 9286 1208.

disability map





australian open series

australian open series

As Christmas is winding down and the summer is ramping up, the Australian Open Series events take hold in the lead-up to the first Grand Slam® tournament of the year.

Starting in Brisbane, the best of the best flock to the Queensland Tennis Centre during the first week of January. Home to Robin Soderling, Andy Roddick and Sam Stosur in 2011, expect even bigger names in 2012 with the tournament being upgraded to a WTA Premier event allowing unlimited top 10 women to compete and get the perfect lead-in preparation for the Australian Open.

Last year the Sydney International staged a prelude to what would be the Australian Open women's final – Kim Clijsters versus Li Na. Although with a reversed result, there is no bigger indicator that Sydney is the place to be for tennis in the second week of January.

Wrapping up the Australian Open Series is the Moorilla Hobart International where some of the best female tennis players are combined with a breathtaking venue that has sweeping views of the city. Witness the power and finesse as some of the world's best fight it out for the title in a boutique arena where everyone is close to the action.

how to book

Tickets can be purchased via the following channels:

Brisbane International

- Ticketek website: www.ticketek.com.au
- Ticketek call centre (Australian bookings): 1300 888 104
- International bookings: +61 3 9039 9407
- Ticketek agencies: please note that bookings at agencies must be made in person and agencies do not accept telephone enquiries.

Sydney International

- Ticketek website: www.ticketek.com.au
- Ticketek call centre (Australian bookings): 1300 888 104
- International bookings: +61 3 9039 9407
- Ticketek agencies: please note that bookings at agencies must be made in person and agencies do not accept telephone enquiries.

Moorilla Hobart International

- Ticketek website: www.ticketek.com.au
- Ticketek call centre (Australian bookings): 1300 888 104
- International bookings: +61 3 9039 9407
- Ticketek agencies: please note that bookings at agencies must be made in person and agencies do not accept telephone enquiries.



MOORILLA
HOBART
INTERNATIONAL





ticket conditions of sale & entry

ticket conditions of sale & entry

Tickets to the Australian Open (AO) are issued by Tennis Australia (TA), the organiser of the AO, subject to the following conditions:

1. No refund or exchange will be offered on any ticket including complimentary tickets except in accordance with applicable laws and where expressly stated on the ticket.
2. Sale and purchase of each ticket creates a contract between TA and the ticket purchaser (you) which gives you a transferable but conditional licence for admission to Melbourne Park (MP) for a certain session of the AO.
3. The license granted to you will automatically terminate if you, without the prior written consent of TA, resell the ticket at a premium or through a broker or agent; advertise or offer the ticket for resale on the internet or in any other medium; or package, advertise or use the ticket for advertising, promotion or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of these conditions, the license terminates and TA may deny the bearer of the ticket admission to the AO or take other action, without any guarantee of a refund. Entry to the AO may also be denied if tickets are not purchased from Ticketek or other authorised points of sale.
4. By purchasing a ticket to the AO you consent to the collection and use of your personal information by Ticketek and TA and the disclosure of that information by Ticketek to TA for the purposes of ticketing and event marketing purposes in the promotion of the AO and related events. Where the information is used for marketing purposes you will be given the opportunity to 'opt out' from receiving further marketing material. You may contact TA (at Private Bag 6060 Richmond, Victoria 3121) and Ticketek (at GPO Box 1610, Sydney NSW 2001) to request access to the information held about you.
5. If you hold night session tickets to either Rod Laver Arena or Hisense Arena or an After Five Ground Pass ticket, you cannot access MP until 5.00pm. Access to the Rod Laver Arena & Hisense Arena auditoriums for night sessions may be delayed if day session play runs late.
6. The AO schedule/format is provisional and subject to change if necessary without notice due to adverse weather conditions or other reasons. TA reserves the right to cancel, withdraw, postpone, relocate or reschedule players and/or matches when necessary to protect the interests of players, patrons the AO and/or TA.
7. You enter MP at your own risk and Melbourne & Olympic Parks Trust (MOPT) and TA will not be liable for any injury, loss or damage suffered by any person entering MP.
8. All persons 12 years old and younger must be accompanied and supervised by a parent or guardian at all times during the AO. Access to the entertainment area on Grand Slam™ Oval is prohibited to persons under the age of 18 years old unless in the company of a parent or guardian. Note: An underage viewing area is available for those wanting to watch the entertainment on the stage on Grand Slam™ Oval.
9. MOPT and TA reserve the right, with reasonable cause, to refuse entry to any person or remove any person from MP without any entitlement to a refund. Without limiting the foregoing, if you are deemed to be affected by alcohol or drugs you may be refused entry to or ejected from MP.
10. MOPT and TA reserve the right to inspect clothing, containers, packages and bags intended to be brought into MP including inspection by screening equipment.
11. Whilst at MP, you are responsible for your property. For the safety and comfort of all patrons, any item or bag that is too large to fit under a seat cannot be brought into MP and a limit of 1 bag per person applies. You must not leave bags or packages unattended at any time. For safety reasons, any unattended bags or packages may be removed or destroyed.
12. All promotional, commercial, political, religious or offensive items of whatever nature including, but not limited to, clothing, banners, signs, symbols and leaflets are prohibited and must not be used for display purposes or brought into MP.
13. For the comfort and safety of patrons and players, and/or pursuant to the Major Sporting Events Act 2009 (the Act), the following items are NOT allowed into MP:
Alcohol; animals except service animals (e.g. seeing eye dogs, police dogs and horses); any item that could be used as a weapon; beach balls & other inflatable devices; bicycles, scooters, skateboards and rollerblades/skates; camera tripods, monopods, telephoto camera lenses with a focal length capacity greater than 200mm; video cameras & handy-cams; audio recorders; drink & food cans; chairs & stools; eskies & hampers; fireworks; frisbees; helium balloons; glass (including bottles); large containers in excess of 1.5 litres; flags, banners or signs larger than 1 metre by 1 metre in size or with handles longer than 50cm in length; musical instruments &/or amplification equipment;

unauthorised advertising or marketing material or flyers; laser pointers, distress signals, whistles or loud hollers and dangerous goods. Note: Prams and strollers are not permitted in seating areas.

14. You must not engage in any conduct, act towards or speak to any player, umpire, referee, other official or another patron in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person on the basis of race, religion, colour, sexual orientation, descent or national/ethnic origin.
15. You must not:
 - (a) disrupt or interrupt any match or event organised by TA;
 - (b) engage in conduct which is a risk to the safety of yourself or others; and
 - (c) cause unreasonable disruption or unreasonable interference to patrons of the AO or persons engaged in the conduct or management of the AO, for which a 24 hour ban from MP may be imposed pursuant to the Act.
16. In order to enhance security and protect the safety of patrons attending the AO, TA, MOPT or their contractors may operate surveillance equipment within MP including security cameras. By entering MP, you consent to information about yourself (including images) being recorded and disclosed to others including (without limitation) law enforcement bodies and persons involved in relevant legal or disciplinary actions to the extent that TA or MOPT deems such disclosure to be necessary so as to protect their lawful interests, the public interest or the safety of persons or property present at the AO.
17. You must not cause willful damage or harm to any part of MP including buildings, fixtures & fittings, fences, vegetation and infrastructure during the AO.
18. You must not interfere with, obstruct or hinder TA or its employees, agents, contractors or an authorised officer under the Act in the exercise of their powers, functions or duties during the AO.
19. You must not conduct public surveys or opinion polls, solicit money, donations or subscriptions from members of the public, without the prior consent of TA.
20. You must not smoke within MP unless you are in an area where smoking is allowed.
21. You must wear shoes/footwear at all times within MP.
22. You must not play ball games of any kind unless TA has authorised that ball game.
23. Standing is not permitted in seated areas until end of games or between matches. Standing in the aisles or sitting on the stairs is not permitted at any time. You must adhere to allocated seating in the ticketed arenas and follow the reasonable directions given by TA employees, agents and contractors and authorised officers under the Act.
24. You are not permitted to open umbrellas within the seating areas of all courts whilst there are matches in progress.
25. Images of the AO taken with a camera, mobile phone or other wireless device cannot be used for any purpose other than for private and domestic purposes. You must not sell, license, publish, make publicly available on the internet or otherwise commercially exploit photographs. Flash photography is not permitted in seating areas. Taking video footage via any means is forbidden.
26. Making or distribution of broadcasts or narrowcasts of any images, sounds, data, results, statistics or commentary of the AO by any means in any format or media including by mobile phone or other wireless device is forbidden.
27. You consent to being photographed, filmed and recorded as an AO patron, and consent to use of any such film, image or recording at the discretion of TA, its commercial partners or law enforcement agencies without compensation or notice.
28. Any provision of these ticket conditions which is invalid must be read down to the minimum extent necessary to achieve its validity, or be severed from these ticket conditions without invalidating or affecting the remaining provisions of these ticket conditions.
29. TA may alter these ticket conditions if such changes are reasonably necessary to address safety issues or otherwise protect legitimate interests of TA.
NOTE: Some areas of MP are exposed to direct sunlight and heat. You should be aware that auditorium seating may be in the sun for part or all of the day. You must take appropriate care for your hydration and sun protection.



australian open

The Grand Slam of Asia/Pacific

READY? PLAY.
MELBOURNE PARK 16-29 JANUARY 2012

