



*THE*  
**STORY**  
STARTS *HERE*

**GUEST TICKET MANAGEMENT GUIDE**



**ΛO23**

# Welcome to Australian Open 2023

The Australian Open comes roaring back with a full precinct of fun. There's a lot of ground to cover, so make the most of your experience by getting your game plan ready.

This document will guide you through the ticket allocation process.



# Distribute your tickets

[Click here to learn more about Ticket forwarding](#)

## How does ticket forwarding work?

Sign-in to your Australian Open experiences account, select the tickets you want to forward and click the 'Forward' button, enter each recipient's details and hit send.

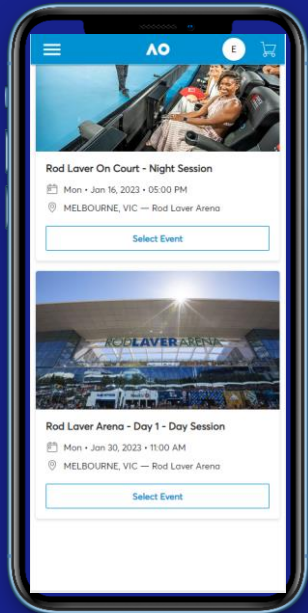
Each recipient will receive an email. The forwarding process is complete once they have clicked 'Accept Tickets'. If plans change and you need to forward it onto someone else, just follow the process again. Those receiving a forwarded ticket must have a Ticketmaster Australian Open experiences account.

If they do not have an account, they will be asked to create one to accept the tickets.

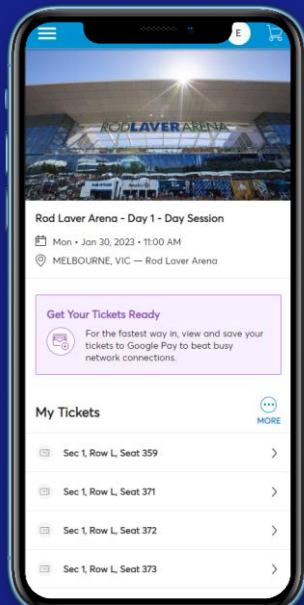
Ticket transfer happens in a matter of seconds, depending on connectivity.

You will receive an email notification once your guest has accepted their tickets.

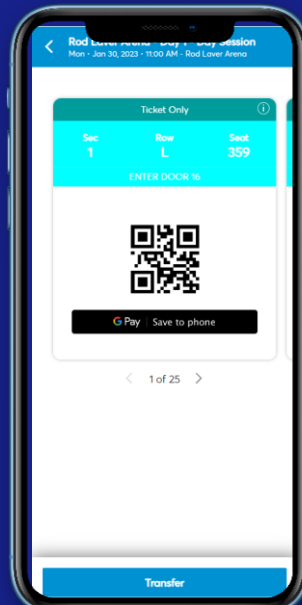
### STEP 1.



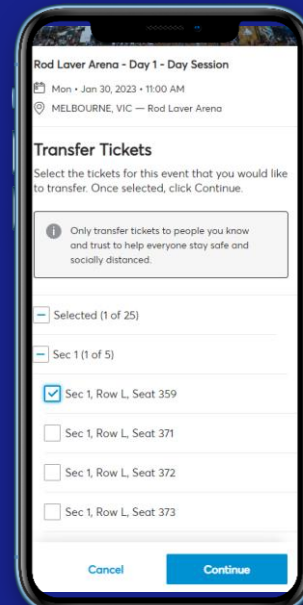
### STEP 2.



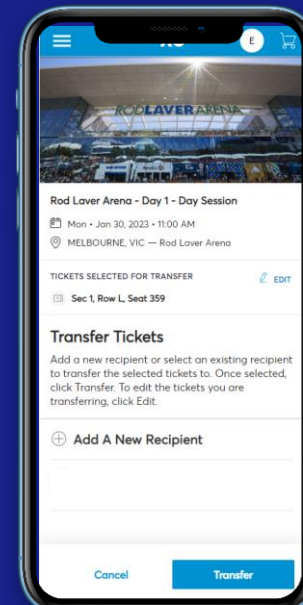
### STEP 3.



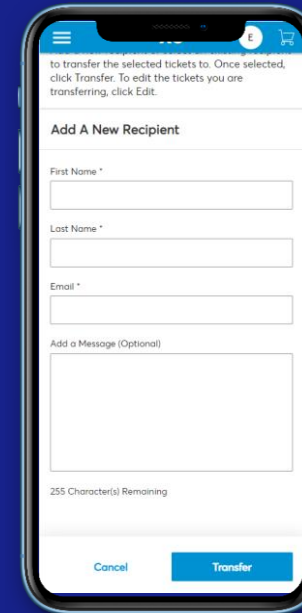
### STEP 4.



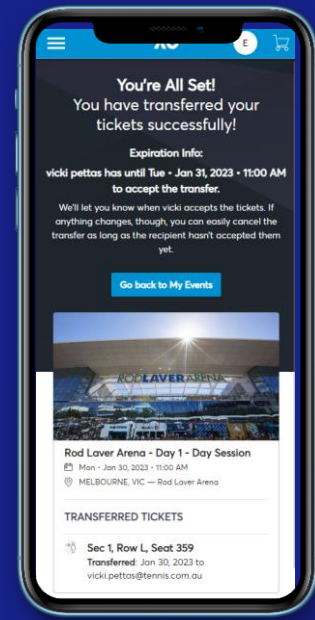
### STEP 5.



### STEP 6.



### STEP 7.



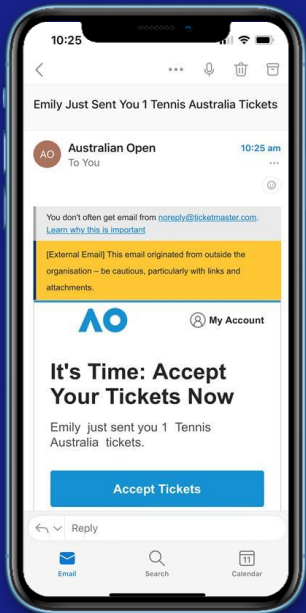
# Accepting tickets

In order to access and download the ticket, guests will need to accept the Ticket Forwarding email and login or create a free Australian Open experience account. In order to create an account guests will be asked to provide their name, email address and phone number (see an example of account creation process below).

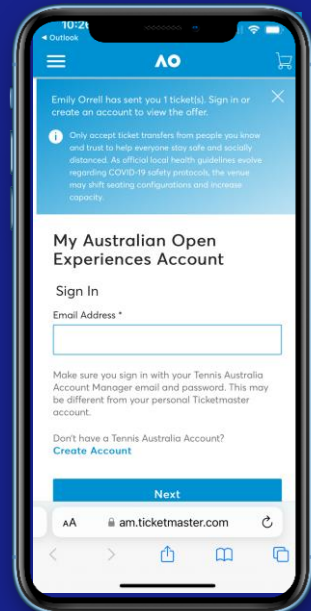
Once signed in, the tickets can be accepted and downloaded onto the mobile phone. All guests who are attending AO23 will need to have their own ticket on their mobile phone.

[Click here to learn more about Mobile Tickets](#)

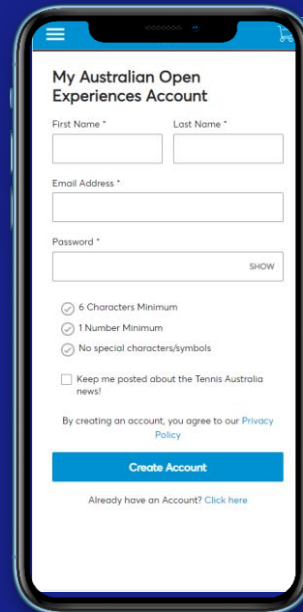
## STEP 1.



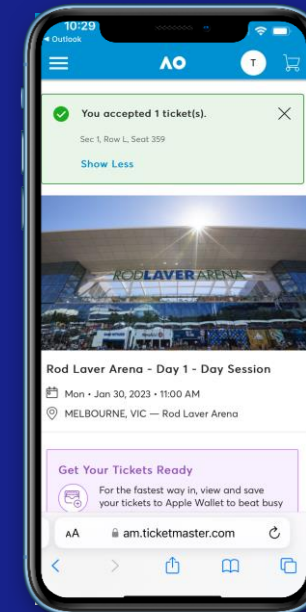
## STEP 2.



## STEP 3.



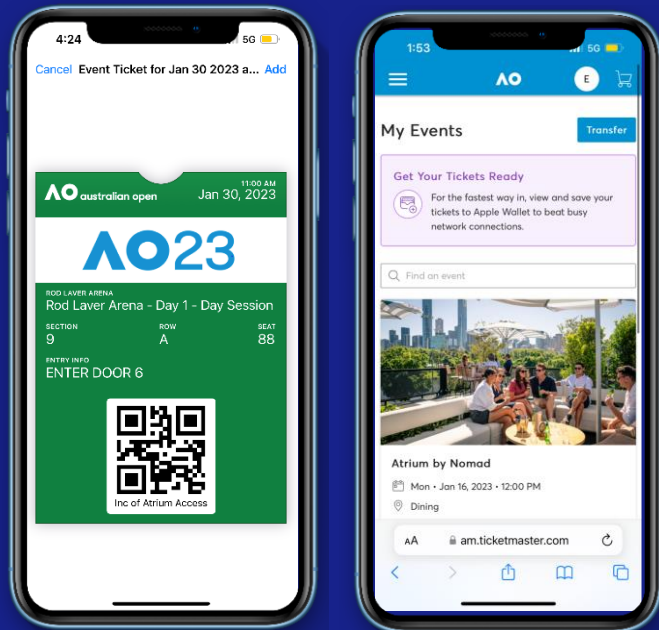
## STEP 4.



# Your tickets

## What will my digital tickets look like?

Here is an example of a digital ticket. The ticket design will differ when viewed via a mobile browser or AO mobile App.



## How do digital tickets work?

Digital tickets not only contain all functional and operational requirements, such as seat details, barcodes and entry details, but also the ability to include other relevant and important information. For a seamless entry experience, we recommend adding your tickets to Apple/Google digital wallet.

Watch video on how to add tickets  
to Apple wallet on iPhone  
<https://bit.ly/33mzxa9>

# Ticket forwarding & distribution

**If someone can't attend and they have already accepted the ticket, how can this ticket be redistributed?**

The guest who is in possession of the ticket will need to re-forward the ticket back to the original owner.

**Once the tickets are forwarded is there a time limit to accept a ticket that has been forwarded?**

There is no time limit to accept a ticket. The ticket will remain forwarded until the guest accepts or the sender cancels the forwarded ticket. The guest will receive an automated reminder email within 48 hours of the event if they still are yet to accept.



# Ticket forwarding & distribution

## How do we know if someone has received their ticket?

Once a ticket has been forwarded to a guest, the ticket status will update to reflect that the system is waiting for the guest to accept the ticket. Once the recipient accepts the forwarded ticket, the status of that ticket will change again.

## Can the person I send the ticket to forward onto another person? How can I control this?

Yes, once a ticket is forwarded, it can be forwarded on any number of times. We recommend clear communication if tickets are not intended for further distribution.

## If someone arrives on the day and forgets to download their ticket, can they do this on the spot on their phone?

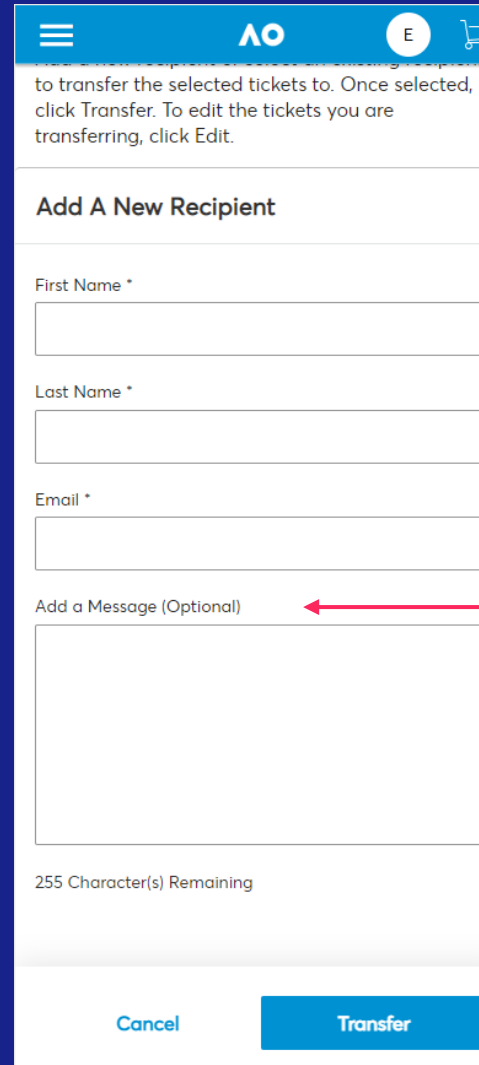
Yes, however, we recommend downloading the ticket to the mobile well before arriving to the event.



# Adding a message with your ticket transfer

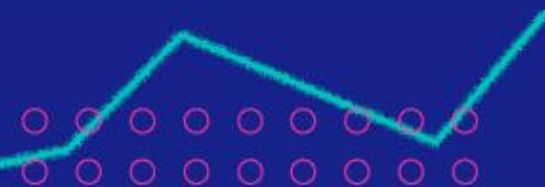
**Will the person receiving the ticket know who it came from?**

Yes, the sender is named and can leave a message with directions for the recipient.



The screenshot shows a mobile app interface for adding a message to a ticket transfer. At the top, there is a blue header with a menu icon, the letters 'AO', a profile icon with the letter 'E', and a shopping cart icon. Below the header, there is a white box with the text: "to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit." Below this is a section titled "Add A New Recipient" with three input fields: "First Name \*", "Last Name \*", and "Email \*". Below these is a larger text area labeled "Add a Message (Optional)". A red arrow points from the text "Add your message here and then click transfer" to this text area. At the bottom of the form, there is a "Cancel" button and a blue "Transfer" button. A character count "255 Character(s) Remaining" is visible above the buttons.

**Add your message here and then click transfer**



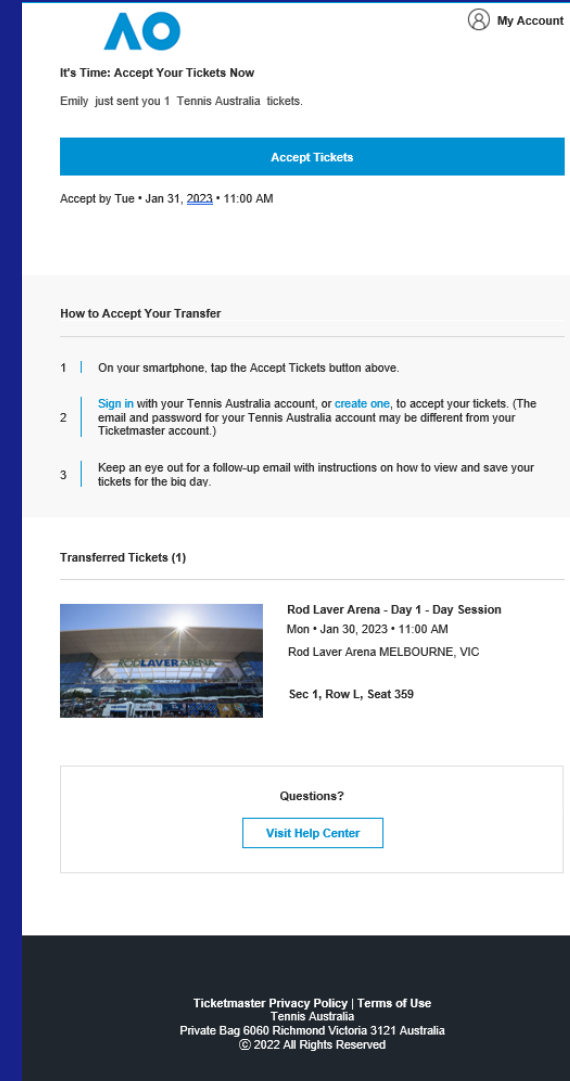


# Recipients email

What will the email that alerts a guest to know they have a ticket look like? Can this be customised?

Here is a sample email a guest may receive advising them their tickets are waiting to be accepted.

Senders can include a unique and customisable message when they transfer tickets. See the custom message example on the right.



The screenshot shows an email interface with the following content:

- Header:** AO logo and "My Account" link.
- Subject:** "It's Time: Accept Your Tickets Now"
- Text:** "Emily just sent you 1 Tennis Australia tickets."
- Button:** "Accept Tickets" (highlighted in blue).
- Text:** "Accept by Tue • Jan 31, 2023 • 11:00 AM"
- Section:** "How to Accept Your Transfer"
- List-Group:**
  - 1 | On your smartphone, tap the Accept Tickets button above.
  - 2 | [Sign in](#) with your Tennis Australia account, or [create one](#), to accept your tickets. (The email and password for your Tennis Australia account may be different from your Ticketmaster account.)
  - 3 | Keep an eye out for a follow-up email with instructions on how to view and save your tickets for the big day.
- Section:** "Transferred Tickets (1)"
- Image:** A photograph of the Rod Laver Arena.
- Text:** "Rod Laver Arena - Day 1 - Day Session", "Mon • Jan 30, 2023 • 11:00 AM", "Rod Laver Arena MELBOURNE, VIC", "Sec 1, Row L, Seat 359"
- Section:** "Questions?"
- Button:** "Visit Help Center" (highlighted in blue).
- Footer:** "Ticketmaster Privacy Policy | Terms of Use", "Tennis Australia", "Private Bag 6060 Richmond Victoria 3121 Australia", "© 2022 All Rights Reserved"



# Useful links

## Ticketing FAQ's

[Tickets FAQs | AO \(ausopen.com\)](#)

## AO Ticketing website page

[Ticketing | AO \(ausopen.com\)](#)

## AO Premium Experiences website page

[Australian Open Premium Experiences 2023 | AO \(ausopen.com\)](#)

## Getting to the AO

[Getting here | AO \(ausopen.com\)](#)

