



## FREQUENTLY ASKED QUESTIONS

### 2017-18 Men's International ACF and ACF Gold Perth Ashes Test Priority Ticket Access Period

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## IMPORTANT INFORMATION REGARDING THE ACF PERTH ASHES TEST PRIORITY TICKET ACCESS PERIOD

### 1. How do I know I am eligible for the ACF Perth Ashes Test Priority Ticket Access Period?

To be eligible for the Priority Offer, you are required to have joined the Australian Cricket Family before **5:00pm AEST on Sunday 23 July 2017** and you must have a residential address in Australia.

**Step 1:** Become an ACF Member before 5:00pm AEST on Sunday 23 July 2017 (visit [www.cricket.com.au/acf](http://www.cricket.com.au/acf) to register for free)

**Step 2:** Make sure you have your ACF member number on hand (you'll receive this number via email after you sign up)

**Step 3:** Decide which days you want tickets for

**Step 4:** Check the time and date that tickets go on sale (refer to Question 3)

**Step 5:** Determine what seats you are after and the prices (remember there is a limit of 9 tickets to any day of cricket – if you need more, visit [www.cricketaustralia.com.au/groups](http://www.cricketaustralia.com.au/groups))

**Step 6:** Go to the ticketing agent's website at the specified opening local time in the State or Territory where the match is being held to buy your tickets. Please refer to the local on sale time in the State where the match is being held, not by which State you live in. Please check the start times carefully.

The ACF Perth Ashes Test Priority Ticket Access Period is an opportunity to purchase tickets before the general public and is not a preferential seating service. Therefore, access to tickets is not guaranteed and is subject to availability.

### 2. When can I buy tickets during the ACF Perth Ashes Test Priority Ticket Access Period?

During the ACF Perth Ashes Test Priority Ticket Access Period set out below, only ACF members who currently reside in Australia will be able to purchase tickets. ACF members who reside overseas are able to purchase tickets once they are released to the general public from 4 August 2017, please refer to the table below for on-sale times. Alternatively, they can purchase Travel Packages through the Cricket Australia Travel Office at [www.cricket.com.au/travel](http://www.cricket.com.au/travel).

The ACF Perth Ashes Test Priority Ticket Access Period closes at 11:59pm local Perth time on Thursday 3 August 2017.

EXAMPLE: If you are an ACF member and you live in Queensland, but want to buy tickets to the Perth Ashes Test, you can buy those tickets from 11am Australian Eastern Standard Time (AEST) (9am Perth local time) on Monday 31 July 2017.

State in which Match is being played	Venue	ACF Gold Priority Period Start Time/Date	ACF Priority Period Start Time/Date	Priority Period End Time/Date*	On Sale date/time for General Public	Ticket Agency
Western Australia	WACA, Perth	9am Monday 31 July 2017 (venue local time)	9am Tuesday 1 August 2017 (venue local time)	11.59pm Thursday 3 August 2017 (venue local time)	9am Friday 4 August 2017 (venue local time)	Ticketmaster 1300 136 122 <a href="http://www.ticketmaster.com.au/cricket">www.ticketmaster.com.au/cricket</a>

\*unless sold out earlier.

### 3. How can I register for the ACF?

You can become a member of the ACF by registering at: <http://www.cricket.com.au/acf>

Membership of the ACF is free and it's easy to join.

***Please note that if you join after 5:00pm AEST on July 23 2017, or you reside overseas, you will not be eligible for the Priority Ticket Offer.***

### 4. How can I find out my ACF Member number?

There are several ways you can check and retrieve your ACF Membership details:

- a) You can call the ACF Hotline on 1300 720 742 between 9am and 5pm AEST – You will need to verify your account details (email address, name and address) before we can give you the information you require.
- b) You can email [acf@cricket.com.au](mailto:acf@cricket.com.au) with your request. You must include your name, email and any other identifying information relevant to your ACF membership – this may be the slowest method of retrieving your details as we are experiencing a high email traffic period, but we will respond individually to your email as soon as we can.
- c) Please also refer to any of the ACF emails you receive which relate to the ACF priority ticketing period – your ACF membership number will be displayed on these emails.

### 5. What membership details do I need to provide to buy tickets during the ACF Priority Offer?

When you enter and progress through the Ticketmaster system, you will be prompted to enter your ACF Member Number. You will not be able to purchase tickets without providing your own unique ACF Member Number.

You must also be an eligible ACF Member who has joined the ACF prior to **5:00pm AEST Sunday 23 July 2017** and who currently resides in Australia. This cut-off date is in place to ensure that the ticketing agencies have adequate time to load and test the valid ACF membership numbers to their system.

Please note that any new members joining, or current members updating their address to an Australian residential street address, after this date will not be eligible for the ACF Perth Ashes Test Priority Ticket Access Period, and their ACF Member number will not work during the ACF Perth Ashes Test Priority Ticket Access Period. This deadline will be strictly adhered to and it is not possible for Cricket Australia to provide ACF membership numbers to the ticketing agencies after this date.

## 6. Who is eligible to buy tickets during the ACF Perth Ashes Test Priority Ticket Access Period?

All eligible ACF members who have a valid email address and reside in Australia with an Australian residential address who are subscribed to the ACF as at 5:00pm AEST Sunday 23 July 2017 will be eligible to buy tickets, including ACF members who were also eligible to participate in the ACF Gold Perth Ashes Test Priority Ticket Access Period. Tickets are subject to availability.

Any ACF members who subscribe after this time, or any non-Australian based ACF members, will not be eligible to buy tickets during the ACF Perth Ashes Test Priority Ticket Access Period, and will have to wait to purchase when the tickets to the Perth Ashes Test go on sale to the general public from Friday 4 August 2017.

## IMPORTANT INFORMATION REGARDING THE GOLD PRIORITY ACCESS OFFER

### 7. What is the ACF Gold Perth Ashes Test Priority Ticket Access Period and how do I become an ACF Gold Member?

The ACF Gold Perth Ashes Test Priority Ticket Access Period is the access period for ACF members who have purchased tickets during the ACF Perth Ashes Test Priority Ticket Access Period in any two out of the last three years of International cricket (that is, in any two of the 2016/17, 2015/16 and 2014/15 International Cricket seasons) played in Australia (the **Relevant Priority Periods**), excluding matches during the ICC Cricket World Cup 2015 tournament, using the same ACF membership number and email address for the purchases. Such ACF members qualify for access to purchase tickets on 31 July 2017, which is one day earlier than those ACF members who do not qualify for the ACF Gold Perth Ashes Test Priority Ticket Access Period. ACF members who are eligible to participate in the ACF Gold Perth Ashes Test Priority Ticket Access Period will be contacted directly to be advised of their eligibility.

Please note that ticket purchases made outside of the Relevant Priority Periods do not qualify towards eligibility for the ACF Gold Perth Ashes Test Priority Ticket Access Period. Eligibility is determined by the ACF membership numbers and details provided to the ticketing agencies when ACF members made their ticket bookings (if any) during the Relevant Priority Periods. It is the responsibility of each ACF member to ensure that their ACF membership number is recorded correctly when purchasing tickets during the ACF Priority Access Period.

Cricket Australia reserves the right to alter the eligibility conditions for the ACF Gold Perth Ashes Test Priority Ticket Access Period access at any time.

**8. I have been invited to receive the ACF Gold Perth Ashes Test Priority Ticket Access Period. When can I buy my tickets?**

ACF members eligible for the ACF Gold Perth Ashes Test Priority Ticket Access Period will be able to purchase tickets from Monday 31 July 2017 as set out in the table below.

Any ACF members eligible to access the ACF Gold Perth Ashes Test Priority Ticket Access Period who do not purchase their tickets on 31 July, can still purchase tickets during the ACF Perth Ashes Test Priority Ticket Access Period which runs until 11.59pm Thursday 3 August 2017 (venue local time).

State in which Match is being played	Venue	ACF Gold Priority Period Start Time/Date	Ticket Agency to buy tickets through
Western Australia	WACA, Perth	9am Monday 31 July (venue local time)	Ticketmaster 1300 136 122 <a href="http://www.ticketmaster.com.au/cricket">www.ticketmaster.com.au/cricket</a>

**9. I have not received an invitation to receive the ACF Gold Perth Ashes Test Priority Ticket Access Period and I believe I am eligible. What should I do?**

***Please note that answers to queries regarding eligibility for the ACF Gold Perth Ashes Test Priority Ticket Access Period may not be considered if received after 5.00pm AEST Wednesday 26 July 2017.***

As noted in question 8 above, to be eligible for the ACF Gold Perth Ashes Test Priority Ticket Access Period, ACF Members must have purchased tickets quoting the same ACF membership number in any two of the three Relevant Priority Periods. The following types of purchases will not contribute towards ACF Gold Perth Ashes Test Priority Ticket Access Period eligibility:

- (a) if the ACF Member made ticket purchases in Relevant Priority Period using different ACF membership numbers;
- (b) if the ACF Member made ticket purchases outside the Relevant Priority Periods; or

(c) If the ACF Member made ticket purchases for the ICC Cricket World Cup 2015.

Further, if an ACF Member has unsubscribed as an ACF member at any time since 1 June 2014 that ACF Member shall not be eligible for the ACF Gold Perth Ashes Test Priority Ticket Access Period.

If you believe you are eligible for the ACF Gold Perth Ashes Test Priority Ticket Access Period and have not received an invitation, please email your details (name, ACF membership number, email address and contact number) to [acf@cricket.com.au](mailto:acf@cricket.com.au) with the proof of the ticket purchases you have made in the Relevant Priority Periods and we will be in contact with you to determine your eligibility.

## BUYING AND ACCESSING TICKETS DURING THE ACF AND ACF GOLD PRIORITY ACCESS PERIODS

### 10. Where can I buy tickets during the ACF and ACF Gold Perth Ashes Test Priority Ticket Access Period?

It is important to be aware that during the ACF and ACF Gold Perth Ashes Test Priority Ticket Access Period tickets can only be purchased:

- (a) from the relevant official ticket agency, Ticketmaster; and
- (b) online, or over the phone – there are no ticket agency outlet sales during this time.

Tickets will be available from the following ticket agency.

State	Ticket Agent	Website	Phone
WA	Ticketmaster	<a href="http://www.ticketmaster.com.au">www.ticketmaster.com.au</a>	1300 136 122

Cricket Australia wants to remind fans around the country that the only way to ensure they receive legitimate tickets and at the official sale price is to purchase via our authorised ticketing agency, Ticketmaster (excluding Ticketmaster Resale).

Fans who purchase tickets from unauthorised resellers risk paying too much and having their tickets to matches cancelled, which is why it is highly recommended to only purchase from Cricket Australia's authorised ticket agencies.

Don't be fooled by bogus websites and organisations claiming to sell tickets to the 2017/18 International Cricket season. Tickets that are purchased from unauthorised third parties will be cancelled and the ticket holder seeking to use the ticket may be refused admission to, or evicted from the Venue without refund or compensation of any kind in accordance with the 2017/18 Cricket Australia Conditions of Ticket Purchase, Entry to a Venue and Attendance at a Match.

### **11. Does being an ACF member guarantee that I can access tickets?**

Of the total allocation of tickets available for purchase by fans for any International match, a significant proportion are held aside for the ACF Priority Access Period. There are some tickets held aside in order for Cricket Australia to meet its contractual, protocol and operational obligations, including to corporate partners, players, hospitality, media and dignitaries and for the general public sale period (including any tickets not sold during the ACF priority access periods). Being an ACF member cannot guarantee that you will be able to purchase tickets as there may be a large demand from ACF members which exceeds the number of tickets available in the ACF member allocation. However, being an ACF member gives you a better chance of securing tickets as it provides you with priority access to buy your tickets from the ACF allocation and before the general public tickets go on sale.

Please also refer to Question 7 for eligibility criteria.

### **12. I tried to book tickets during the ACF Perth Ashes Test Priority Ticket Access Period in previous years and missed out on the tickets I wanted. Am I likely to miss out again this year?**

The demand for tickets is higher in an Ashes year, so there are not always enough tickets to meet the demands of ACF members during a priority access period.

In some of the smaller venues, the demand for ticketing outweighs the seats available, so the allocation for ACF members may become exhausted.

### **13. Why are there sometimes more tickets released for sale after a match may be sold out?**

Due to a range of operational matters, there may be some tickets held in reserve seating that subsequently become available for purchase by the general public closer to the start of a match. For example, our broadcast partners need space to ensure they can operate TV cameras during a match, and until Cricket Australia is advised of the pitch location, certain seats are held to ensure that Cricket Australia's broadcast partners have sufficient space in which to conduct their activities. Another example is Official Hospitality. Official Hospitality packages usually include a seat. If Official Hospitality tickets don't sell out, then these seats may be released at a later date. Overall, in most venues, the number of seats released back after the ACF priority periods have been conducted is usually less than 5% of the public capacity.



#### 14. What is the best way to book – online or over the phone?

In Cricket Australia’s experience, there is greater capacity for a large number of people to book over the internet at the one time as compared to booking via phone, so during peak booking periods you are more likely to be able to complete your transaction faster if you book online.

#### 15. I want to sit in a particular seat or area – should I book over the phone or online?

If you have a specific seating request, you can make a request over the phone, however due to high demand, wait times may be long and you could potentially miss out on tickets. Please note that the online booking facilities, including the interactive seating maps, do not allow for specific seating requests during periods of high demand.

#### 16. What are the dates of the International Matches in 2017-18?

The Men’s and Women’s International Schedules can be found by visiting [www.cricket.com.au/ashes](http://www.cricket.com.au/ashes)

#### 17. How can I buy tickets?

During the Australian Cricket Family Priority Ticket Access Period, tickets are available for purchase through Ticket agencies either online or over the phone. Details of how you can purchase are immediately below:

State in which Match is being played	Ticket Agency to buy tickets through	Online details	Telephone Number
Western Australia	Ticketmaster	<a href="http://www.ticketmaster.com.au">www.ticketmaster.com.au</a>	1300 136 122

Please note: ACF members will not be able to purchase tickets at local ticket agency outlets during the Priority Access Period and Gold Priority Access Period.

#### 18. How many tickets can I buy?

ACF members are restricted to purchasing 9 tickets per day of cricket in order to offer a fair system and ensure as many ACF members are able to purchase tickets as is possible.

If you want to purchase more than 9 tickets for the Perth Ashes Test, or want more information on Groups Ticketing, email Tyrone TePaiho [tyrone.tepaiho@cricket.com.au](mailto:tyrone.tepaiho@cricket.com.au) or visit our Groups page at [www.cricketaustralia.com.au/groups](http://www.cricketaustralia.com.au/groups).

## 19. What if I want more than 9 tickets?

If you want to purchase more than 9 tickets, or want more information on Groups Ticketing, email [sales@cricket.com.au](mailto:sales@cricket.com.au) or visit our Groups page at [www.cricketaustralia.com.au/groups](http://www.cricketaustralia.com.au/groups).

Alternatively, take your experience to the next level in Cricket Australia's Official Hospitality. For more information on Official Hospitality at the Perth Ashes Test, email Graham Trivett [graham.trivett@cricket.com.au](mailto:graham.trivett@cricket.com.au) or visit our [Official Hospitality](http://www.cricketaustralia.com.au/hospitality) page at [www.cricketaustralia.com.au/hospitality](http://www.cricketaustralia.com.au/hospitality).

## 20. What are the prices of tickets?

Full details of ticket pricing will be available at [www.cricketaustralia.com.au/tickets](http://www.cricketaustralia.com.au/tickets).

## 21. When will I receive my tickets?

If you purchased your tickets online and chose to receive e-tickets, you should receive them shortly after confirmation. Tickets that are mailed may take several weeks to be received depending on demand. Ticketmaster will have more information on your ticket delivery times.

## 22. I live Overseas but am an Australian citizen – can I buy tickets?

The ACF Gold Perth Ashes Test Priority Ticket Access Period and ACF Perth Ashes Test Priority Ticket Access Period is only open to ACF members who permanently reside in Australia. Members who live Overseas will be able to purchase when International tickets go on sale to the general public from Friday 4 August 2017.

## 23. I will be overseas at the time of tickets sales – can I buy?

If you are an Australian-based ACF Member and eligible for the **ACF Perth Ashes Test Priority Ticket Access Period** and the ACF Gold Perth Ashes Test Priority Ticket Access Period you will be able to purchase tickets during the relevant offer periods even if you are currently holidaying or working overseas. You will need your ACF Member number though, so ensure you have this with you. Please also be mindful of the times that tickets go on sale, as these times are Australian times.

However, please note that under no circumstances shall Cricket Australia be responsible for any access issues you may have with the ticket agencies, either online or over the phone whilst you are overseas.

## 24. I want to buy tickets for my cricket club. How do I buy tickets for a big group?

If you want to purchase more than 9 tickets, or want more information on Groups Ticketing, email Tyrone TePaiho [tyrone.tepaiho@cricket.com.au](mailto:tyrone.tepaiho@cricket.com.au) or visit our Groups page at [www.cricketaustralia.com.au/groups](http://www.cricketaustralia.com.au/groups).

## 25. What are the terms and conditions of the ACF Gold Perth Ashes Test Priority Ticket Access Period and the ACF Perth Ashes Test Priority Ticket Access Period?

Full terms and conditions are available at [www.cricket.com.au/acf](http://www.cricket.com.au/acf).

## 26. What if I need accessible seating?

For accessible seating, please contact the relevant Ticketing Agency via phone, as the availability of these seats varies differently for each venue and days play.

- WA – Ticketmaster – Phone 1300 446 925

## 27. How will I be able to pay for my tickets during the ACF Gold Perth Ashes Test Priority Ticket Access Period and ACF Perth Ashes Test Priority Ticket Access Period?

You will be able to purchase tickets using your credit or debit card only. Please note ticket agency transaction fees may apply. More information can be found at [cricket.com.au/tickets](http://cricket.com.au/tickets)

Please note: ACF members will not be able to purchase tickets during the priority period at local ticket agency outlets during the Priority Access Period(s).

## 28. When I go to buy tickets during the ACF Gold Perth Ashes Test Priority Ticket Access Period or the ACF Perth Ashes Test Priority Ticket Access Period, how are the ticket agencies going to know I am registered?

Ticketing agencies will be securely provided with all eligible ACF Membership Numbers. ACF Members who registered after 5:00pm AEST on Sunday 23 July 2017 or ACF members who do not have an Australian residential address listed in their ACF account, **are** not eligible to purchase during the ACF and ACF Gold Perth Ashes Test Priority Ticket Access Periods. They will only be eligible to purchase when the general public tickets go on sale from Friday 4 August 2017.

ACF members booking during the ACF and ACF Gold Perth Ashes Test Priority Ticket Access Periods will be required to quote their own unique ACF Membership number.

### 29. I want to travel interstate, how do I book tickets and accommodation at the same time?

The Cricket Australia Travel Office has hotel and ticket packages available to all matches. These mean that both your hotel and tickets are secured at the same time and all you need to arrange is your airfare or transport to your chosen city. Visit [www.cricket.com.au/travel](http://www.cricket.com.au/travel) to book now.

### 30. I want to purchase Official Hospitality, how do I do that?

Cricket Australia Official Hospitality is available now for all matches. Visit [www.cricketaustralia.com.au/hospitality](http://www.cricketaustralia.com.au/hospitality) for more information.

### 31. Can I resell my ticket if I can't go?

You may resell your tickets at the same price you bought them for, however the resale of tickets at a premium is a breach of the 2017-18 International Ticket and Entry Conditions, available at [www.cricket.com.au/tickets](http://www.cricket.com.au/tickets). If you breach these Ticket and Entry Conditions, consequences could include:

- cancellation of all affected tickets without notice; and/or
- being refused admission to, or evicted from the Venue, without refund of the ticket price or compensation of any kind.

In addition, the resale of Tickets in certain circumstances is governed by Ticket sales legislation in each state and may attract criminal penalties.

### 32. If I have a problem buying tickets online or over the phone during the ACF Gold or ACF Perth Ashes Test Priority Ticket Access Periods, what should I do?

If you are having difficulty buying tickets online or over the phone, please email [acf@cricket.com.au](mailto:acf@cricket.com.au) with details about the issue you are receiving or call our contact centre on 1300 720 742 between 9am and 5pm AEDT/AEST.

## CONTACT US

### 33. Can I call someone to ask questions?

Yes certainly. We have a team of people waiting to help Australian Cricket Family Members if they have queries about their ACF membership and the ACF and ACF Gold Perth Ashes Test Priority Ticket Access Periods - simply call 1300 720 742 between 9am and 5pm AEDT/AEST. If you have a specific query relating to seating locations and ticket collection, please refer these directly to the relevant ticket agency.

**34. I want to make a complaint – where do I send my complaint/feedback?**

At Cricket Australia, we are keen to hear your feedback. Please send your complaint/feedback to [acf@cricket.com.au](mailto:acf@cricket.com.au)