



FAQs

2019-20 International ACF Priority (& Gold Priority) Ticket Access Period

Which questions are being answered?

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ALL THE IMPORTANT INFO ABOUT THE ACF PRIORITY TICKET ACCESS PERIOD

1. How can I make the most of the ACF Priority Ticket Access Period?

You'll need to have joined the Australian Cricket Family before **5:00pm AEST on Sunday 05 May 2019** to be eligible for the Priority Offer. Here's how:

Step 1: If you're not already a member, visit www.cricket.com.au/acf to register as an ACF Member for free.

Step 2: Make sure you have your ACF Member Number handy (we'll email you this code a week before the ACF Priority Access Period begins).

Step 3: Pick the matches you want to be part of the action for – and check the time and date tickets go on sale.

Step 4: Work out how many seats you're after. Remember, there's a limit of 19 tickets to any day of cricket – but you can visit www.cricket.com.au/groups if you need more)

Step 6: Go to the ticketing agent's website when the pre-sale starts (at the local time in the State or Territory where the match is being held). Your Member Number will be your password to access tickets.

Keep in mind that the ACF Priority Ticket Access Period is a chance to buy tickets before the general public – not to score all of the best seats. Getting tickets during this pre-sale isn't a guarantee.

2. When can I buy tickets during the ACF Priority Ticket Access Period?

Tickets for all matches are released on the same day – and start at different times in each. The table below shows the **on sale and off sale time in the State where the match is being held – so make sure you double-check the opening and closing times beforehand.**

State in which Match is being played	Venue	ACF Gold Priority Access Period Start Time/Date	ACF Priority Access Period Start Time/Date	Priority Period End Time/Date*	On Sale date/time for General Public	Ticket Agency
Queensland	The Gabba, Brisbane AB Field	12:00pm AEST, Monday 20 May	12:00pm AEST, Tuesday 21 May	11:00am AEST, Thursday 23 May	12:00pm, AEST Thursday 23 May	Ticketek 132 849 www.ticketek.com.au
South Australia	Adelaide Oval, Adelaide	11:30am ACST, Monday 20 May	11:30am ACST, Tuesday 21 May	10:30am ACST, Thursday 23 May	11:30am ACST, Thursday 23 May	Ticketek 132 849 www.ticketek.com.au

State in which Match is being played	Venue	ACF Gold Priority Access Period Start Time/Date	ACF Priority Access Period Start Time/Date	Priority Period End Time/Date*	On Sale date/time for General Public	Ticket Agency
New South Wales	SCG, Sydney North Sydney Oval	12:00pm AEST, Monday 20 May	12:00pm AEST, Tuesday 21 May	11:00am AEST, Thursday 23 May	12:00pm AEST, Thursday 23 May	Ticketek 132 849 www.ticketek.com.au
Tasmania	Blundstone Arena, Hobart	12:00pm, AEST, Monday 20 May	12:00pm AEST, Tuesday 21 May	11:00am AEST, Thursday 23 May	12:00pm AEST, Thursday 23 May	Ticketek 132 849 www.ticketek.com.au
Victoria	MCG, Melbourne Junction Oval	12:00pm AEST, Monday 20 May	12:00pm AEST, Tuesday 21 May	11:00am AEST, Thursday 23 May	12:00pm AEST, Thursday 23 May	Ticketek 132 849 www.ticketek.com.au
ACT	Manuka Oval, Canberra	12:00pm AEST, Monday 20 May	12:00pm AEST, Tuesday 21 May	11:00am AEST, Thursday 23 May	12:00pm AEST, Thursday 23 May	Ticketek 132 849 www.ticketek.com.au
Western Australia	Perth Stadium, Perth	10:00am AWST, Monday 20 May	10:00am AWST, Tuesday 21 May	9:00am AWST, Thursday 23 May	10:00am AWST, Thursday 23 May	Ticketmaster 1300 136 122 www.ticketmaster.com.au

*unless sold out earlier.

3. How can I register for the ACF?

You can register for free at: <http://www.cricket.com.au/acf>

Make sure you join before 5:00pm AEST on Sunday 05 May 2019, though – or you won't be eligible for the Priority Ticket Offer.

4. How can I find out my ACF Member Number?

We'll email you your ACF Member Number a week before the ACF Priority Offer Period starts. If you haven't received it by then, there are a few things you can do:

- a) Call the ACF Hotline on 1300 720 742 between 9am and 5pm AEDT/AEST and verify your account details (email address, name and address).
- b) Email acf@cricket.com.au asking for your ACF Member Number – including your name, email and any other identifying information relevant to your ACF membership. It might take us a little

longer to get back to you, but we'll be in touch as soon as possible.

5. Which membership details do I need to give when I'm buying tickets?

You'll be asked to enter your ACF Member Number as you make your way through the Ticketmaster and/or Ticketek systems – and won't be able to buy tickets without it.

Which is why it's important that you join before **5:00pm AEST** Sunday 05 May 2019. This cut-off date gives the ticketing agencies time to load and test the valid ACF Member Numbers. Any new Member Numbers created after this time won't work.

6. Who's eligible to buy tickets during the ACF Priority Ticket Access Period?

All eligible ACF members who have a valid email address and are subscribed to the ACF before 5:00pm AEST Sunday 05 May 2019 (depending on ticket availability).

ACF members who join after this time will have to wait to buy tickets when the general public sale starts from Thursday 23 May 2019.

ALL THE IMPORTANT INFO ABOUT THE GOLD PRIORITY ACCESS OFFER

7. What is the ACF Gold Priority Ticket Access Period – and how do I become an ACF Gold Member?

This is the access period for ACF members – and cricket die-hards – who've purchased tickets during the ACF Priority Ticket Access Period in any two out of the last three years of International cricket (the 2018/19, 2017/18 and 2016/17 International Cricket seasons) played in Australia. They need to have used the same ACF membership number or unique access code and email address for all of their purchases too.

These ACF members get to buy their tickets on 20 May 2019 – a day earlier than ACF members who do not qualify for the ACF Gold Priority Ticket Access Period.

Any tickets that have been bought outside of the ACF Priority Ticket Access Periods don't count towards ACF Gold Priority Ticket Access Period eligibility. That's why we always recommend you double-check that your ACF membership number or unique access code is being recorded correctly when you're buying tickets during the ACF Priority Access Period.

You'll be sent an email from us if you're eligible for the ACF Gold Priority Ticket Access Period.

Cricket Australia has the right to change the eligibility conditions at any time.

8. I've been invited to join the ACF Gold Priority Ticket Access Period. When can I buy my tickets?

You'll be able to buy your tickets from Tuesday 20 May 2019 – from the times set out in the table below. Make sure you check the local on-sale time based on the State where the match is being held, not where you live.

If you can't buy your tickets during the ACF Gold Priority Ticket Access Period on Tuesday 20 May 2019, can still make the most of the ACF Priority Ticket Access Period – which runs until 11:00am AEST on Thursday 23 May 2019

State in which Match is being played	Venue	ACF Gold Priority Period Start Time/Date	Ticket Agency to buy tickets through
Australian Capital Territory	Manuka Oval	12:00pm AEST Monday 20 May 2019	Ticketek 1300 292 201 www.ticketek.com.au
Queensland	The Gabba, Brisbane Allan Border Field Mackay	12:00pm AEST Monday 20 May 2019	Ticketek 1300 292 201 www.ticketek.com.au
South Australia	Adelaide Oval	11:30am Monday 20 May 2019	Ticketek 1300 292 201 www.ticketek.com.au
New South Wales	SCG North Sydney Oval	12:00pm AEST Monday 20 May 2019	Ticketek 1300 292 201 www.ticketek.com.au
Tasmania	Blundstone Arena, Bellerive	12:00pm AEST Monday 20 May 2019	Ticketek 1300 292 201 www.ticketek.com.au
Victoria	MCG Junction Oval	12:00pm AEST Monday 20 May 2019	Ticketek 1300 292 201 www.ticketek.com.au
Western Australia	Optus Stadium, Perth		Ticketmaster

State in which Match is being played	Venue	ACF Gold Priority Period Start Time/Date	Ticket Agency to buy tickets through
		10:00am AWST Monday 20 May 2019	1300 136 122 www.ticketmaster.com.au

9. I haven't been invited to take part in the ACF Gold Priority Ticket Access Period and I think I'm eligible. What should I do?

Please note that we might not be able to answer your question about eligibility if it's sent after 5.00pm AEST 5:00pm AEST Thursday 16 May 2019.

We've outlined the eligibility criteria for the ACF Gold Priority Ticket Access Period in question 8. The following types of purchases don't count towards this eligibility:

- (a) if you bought tickets in the Relevant Priority Period, but used different ACF membership numbers or unique access codes; or
- (b) if your ticket purchases were made outside the Relevant Priority Periods;

If you've double-checked the above and still believe you're eligible for the ACF Gold Priority Ticket Access Period, email acf@cricket.com.au with your details (name, ACF membership number, email address and contact number) before 5:00pm AEST Thursday 16 May. You'll need to include proof of the tickets you've bought in the Relevant Priority Periods – and we'll be in touch after that.

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

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

Tickets can only be purchased:

- (a) from either Ticketek or Ticketmaster, depending on the match tickets you're hoping to be a part of (see further information below); and
- (b) online, or over the phone – there are no ticket agency outlet sales during this time.

Here's where tickets for each match will be available:

State	Ticket Agent	Website	Phone

NSW, ACT, SA, TAS, QLD & VIC	Ticketek	www.ticketek.com.au	1300 292 201
WA	Ticketmaster	www.ticketmaster.com.au	1300 136 122

Buying your tickets from these authorised agencies is the only way to make sure you get legitimate tickets at the official sale price. Using an unauthorised reseller could mean you're not only paying too much – your tickets could be cancelled too. The resale of tickets is a breach of the 2019-20 Ticket and Entry Conditions (see FAQ 32 for more info on this – and why it's not worth the trouble!)

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

We set aside a significant number of International Match tickets for the ACF Priority Access Period – but not all of them. This means that your ACF Membership isn't a guarantee that you'll get tickets to any of the matches.

It does give you a better chance, though – because you'll have priority access to book your tickets before the general public tickets go on sale.

12. I tried to book tickets during the ACF Priority Ticket Access Period in earlier years and missed out. Am I going to miss out again this year?

Tickets for our International Matches are in high demand (and as a cricket fan, you'd know why!). Which means there are times when the number of ACF members trying to score their seats is higher than the number of tickets available.

13. Why are tickets sometimes released for matches that are already meant to be sold out?

There are all kinds of reasons why tickets held in reserved seating might go on sale for the general public closer to the start of a match. For example, we might need to hold seats so that our broadcast partners have enough room to operate TV cameras during the match, or have seats leftover from Official Hospitality packages that haven't sold out.

14. What's the best way to book – online or over the phone?

We always recommend booking online – as there's usually more capacity for more people to book at the same time using the internet. And the sooner you've secured your spot at the game, the better.

15. I'd like to sit in a particular seat or area – should I book over the phone or online?

You can make a specific seating request over the phone to the ticketing agency call centre – but high demand means you could be waiting longer and potentially miss out on tickets. Making a request doesn't always guarantee that specific seats will be available, either.

16. What are the dates of the International Matches in 2019-20?

The Men's and Women's International Schedules can be found at www.cricket.com.au/fixtures

17. How can I buy tickets?

You can buy your tickets during the Australian Cricket Family Priority Ticket Access Period through Ticket agencies – either online or over the phone.

	Ticket Agent	Website	Phone
Adelaide Oval (SA)	Ticketek	www.ticketek.com.au	1300 292 201
Blundstone Arena (TAS)			
The Gabba (QLD)			
Manuka Oval (ACT)			
MCG (VIC)			
SCG (NSW)			
Perth Stadium (WA)	Ticketmaster	www.ticketmaster.com.au	1300 136 122

Remember: 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 can buy up to 19 tickets for each day of cricket – so that as many members can get tickets as possible.

19. What if I want more than 19 tickets?

Group Ticketing options are available if you're hoping to buy more, though – just email groupbookings@cricket.com.au or visit our Groups page at www.cricket.com.au/groups.

You can also take your experience to the next level with Cricket Australia's Official Hospitality. Find out more by emailing sales@cricket.com.au or visiting www.cricketaustralia.com.au/hospitality.

20. How much will tickets cost?

Full details of ticket pricing will be available at www.cricket.com.au/tickets.

21. When will I receive my tickets?

If you buy your tickets online and choose to receive e-tickets, you should have them shortly after confirmation. Tickets that are sent in the mail can take several weeks to arrive – but you can always check in with Ticketek or Ticketmaster if you need more info on when your tickets will be in your mailbox.

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

You can – you'll just need your ACF Member Number. Keep in mind that the times tickets go on sale are Australian times, so you'll need to work out when to jump online from where you'll be.

Cricket Australia isn't responsible for any issues you have with ticketing agencies while you're overseas.

23. I want to buy tickets for my cricket club. How do I do this?

If you want to buy more than 19 tickets, or want more information on Groups Ticketing, email groupbookings@cricket.com.au - or visit our Groups page at www.cricket.com.au/groups.

24. What are the terms and conditions of the ACF Gold Priority Ticket Access Period and the ACF Priority Ticket Access Period?

If you're up for some extra reading, you'll find the full terms and conditions at www.cricket.com.au/acf.

25. What if I need accessible seating?

This is available – but varies for each venue and match. We'd recommend calling the relevant Ticketing Agency to chat through what's available. Here's where you can reach them:

- SA, NSW, VIC, ACT, QLD & TAS – Ticketek – Phone 1300 665 915
- WA – Ticketmaster – Phone 1300 446 925

26. How can I pay for my tickets during the ACF Gold Priority Ticket Access Period and ACF Priority Ticket Access Period?

You'll be able to use your credit or debit card – but ticket agency transaction fees may apply. Head to cricket.com.au/tickets to find out more. Keep in mind that ACF members won't be able to use local ticket agency outlets to buy tickets during the pre-sale period, so you'll need to get yours online or over the phone.

27. How will the ticket agencies know I'm registered for the ACF Gold Priority Ticket Access Period or the ACF Priority Ticket Access Period when I go to buy mine?

We'll securely provide the ticketing agencies with all eligible ACF Member Numbers – including yours. When you go to book during the ACF and ACF Gold Priority Ticket Access Periods, you'll need to quote your own ACF Member Number.

28. Who can I call if I have questions?

We have a whole team of people on-hand to help Australian Cricket Family Members – just give us a call on 1300 720 742 between 9am and 5pm AEST.

29. I want to travel interstate for a match – can I book tickets and accommodation at the same time?

The Cricket Australia Travel Office has hotel and ticket packages available to all matches – so all you'd need to sort out is how you get to that city. Head to www.cricket.com.au/travel to find out more about booking your interstate adventure.

30. How do I purchase Official Hospitality?

Visit www.cricketaustralia.com.au/hospitality to find out more about adding some Official Hospitality to your next live cricket experience.

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

You can resell tickets at the price you bought them for – but there are risks involved.

For starters, in some states governed by Ticket sales legislation it can lead to criminal penalties. It's also a breach of the 2019-20 Ticket and Entry Conditions (which is available at www.cricket.com.au/tickets). This can lead to tickets being cancelled without notice, or the ticket holders being refused entry or removed from the Venue – without any refund or compensation.

32. What should I do if I have trouble buying tickets online or over the phone during the ACF Gold or ACF Priority Ticket Access Periods?

Email us at acf@cricket.com.au with the details of the problems you're having, or call us on 1300 720 742 between 9am and 5pm AEDT/AEST.

33. What do I do if I have any issues with my Ticket when I arrive?

Speak with a customer service or venue staff member – they should be able to help you out. You can also make your way to the ticket box office and chat with someone from the team there.

TWILIGHT TICKETS FOR THE DAY-NIGHT TEST

34. What is a Twilight Ticket?

It's a type of ticket which allows you to enter the ground to watch the final two sessions of play on that day.

35. Are Twilight Tickets available for all days of the Day-Night Test?

No – they're available for the first four days of any Test designated as a "Day-Night Test"

36. Can I pre-purchase a Twilight Ticket?

You sure can!

37. If I purchase a twilight ticket however now want to attend the full day can I get an upgrade?

Yes, if you're the original ticket buyer you can take your twilight ticket to a Box Office and upgrade to a full day ticket.

GETTING IN TOUCH

38. Can I call someone if I have questions?

We have a whole team of people on-hand to help Australian Cricket Family Members – just give us a call on 1300 720 742 between 9am and 5pm AEST.

If you have a specific query relating to seating locations and ticket collection, please refer these directly to the relevant ticket agency.

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

We're always keen to hear from cricket fans here – especially if it helps us do things better. So feel free to send your feedback to acf@cricket.com.au.