



FREQUENTLY ASKED QUESTIONS

2018-19 Women's International ACF Priority Ticket Access Period and ACF Gold Priority Ticket Access Period

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IMPORTANT INFORMATION REGARDING THE WOMEN'S INTERNATIONAL ACF PRIORITY TICKET ACCESS PERIOD

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

To be eligible for the Priority Offer, you are required to have joined the Australian Cricket Family before **11:59pm AEST on Tuesday 17 July 2018** and you must be an Australian resident and have a residential address in Australia.

Step 1: Become an ACF Member before 11:59pm AEST Tuesday 17 July 2018 (visit www.cricket.com.au/acf to register for free)

Step 2: Make sure you have your ACF Unique Access Code (you'll receive this code via email one week before the ACF Priority Access Period begins)

Step 3: Decide which matches you want tickets for

Step 4: Check the time and date that tickets go on sale (refer to Question 2)

Step 5: Determine the number of tickets you are after (remember there is a limit of 19 tickets to any day of cricket – if you need more, visit www.cricketaustralia.com.au/groups)

Step 6: Go to the ticketing agent's website. Please check the start times carefully.

The ACF 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 Priority Ticket Access Period?

During the ACF 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 11am AEST 01 August 2018, please refer to the table below for on-sale times.

On Sale Period	Access Period Start Time/Date	Access Period End Time/Date	Ticket Agency
ACF Gold Priority Access Period	11:00am AEST Monday 30 July 2018	11:59pm AEST Tuesday 31 July 2018	Ticketek 1300 292 201 www.ticketek.com.au/womenscricket
ACF Green Priority Access Period	11:00am AEST Tuesday 31 July 2018	11:59pm AEST Tuesday 31 July 2018	Ticketek 1300 292 201 www.ticketek.com.au/womenscricket
General Public On Sale	11:00am AEST Wednesday 1 August 2018	2 hours prior to match conclusion*	Ticketek 1300 292 201 www.ticketek.com.au/womenscricket

*unless sold out earlier

Tickets for all matches are being released simultaneously across all states at the applicable start times for the applicable access periods (as indicated in the table above). The ACF Priority Ticket Access Period closes at 11:59pm on Tuesday 31 July 2018.

EXAMPLE: If you are an ACF member and you live in Western Australia, you can buy tickets to a Women's International Match from 11am Australian Eastern Standard Time (AEST) (9am Perth local time) on Tuesday 31 July 2018.

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 11:59pm AEST on Tuesday 17 July 2018, or if you reside overseas, you will not be eligible for the Priority Ticket Offer.

4. How can I find out my ACF Unique Access Code?

The ACF Unique Access Code will not be available until one week prior to the ACF Priority Offer Period. ACF members will be emailed directly with their Unique Access Code. Should you not receive this code, there are several ways you can check and retrieve your ACF Unique Access Code:

- a) You can call the ACF Hotline on 1300 720 742 between 9am and 5pm AEDT/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 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 after 23 July 2018 which relate to the ACF priority ticketing period – your ACF Unique Access Code will be displayed on these emails once it is available.

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

When you enter and progress through the Ticketek systems, you will be prompted to enter your ACF Unique Access Code. You will not be able to purchase tickets without providing your own unique ACF Unique Access Code.

You must also be an eligible ACF Member who has joined the ACF prior to **11:59pm AEST** Tuesday 17 July 2018 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 Unique Access Codes 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 Priority Ticket Access Period, and their ACF Unique Access Code will not work during the ACF Priority Ticket Access Period. This deadline will be strictly adhered to and it is not possible for Cricket Australia to provide ACF Unique Access Codes to the ticketing agencies after this date.

6. Who is eligible to buy tickets during the ACF 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 Tuesday 17 July 2018 will be eligible to buy tickets, including ACF members who were also eligible to participate in the ACF Gold 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 Priority Ticket Access Period, and will have to wait to purchase when the tickets go on sale to the general public from Wednesday 1 August, 2018.

IMPORTANT INFORMATION REGARDING THE GOLD PRIORITY ACCESS OFFER

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

The ACF Gold Priority Ticket Access Period is the access period for ACF members who have purchased tickets during the ACF Priority Ticket Access Period in any two out of the last three years of International cricket (that is, in any two of the 2017/18, 2016/17 and 2015/16 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 (or unique access code linked to that membership number as applicable) and email address for the purchases. Such ACF members qualify for access to purchase tickets from 11am AEST on 30 July 2018, which is one day earlier than those ACF members who do not qualify for the ACF Gold Priority Ticket Access Period. ACF members who are eligible to participate in the ACF Gold 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 Priority Ticket Access Period. Eligibility is determined by the ACF membership numbers or unique access code 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 or unique access code 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 Priority Ticket Access Period access at any time.

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

ACF members eligible for the ACF Gold Priority Ticket Access Period will be able to purchase tickets from Monday 30 July 2018 as set out in the table below.

Tickets for all Women's matches are being released on the same day and same time for each state.

Any ACF members eligible to access the ACF Gold Priority Ticket Access Period who do not purchase their tickets on Monday 30 July 2018, can still purchase tickets during the ACF Priority Ticket Access Period which runs until 11.59pm AEST on Tuesday 31 July 2018.

On Sale Period	Access Period Start Time/Date	Access Period End Time/Date	Ticket Agency
ACF Gold Priority Access Period	11:00am AEST Monday 30 July 2018	11:59pm AEST Tuesday 31 July 2018	Ticketek 1300 292 201 www.ticketek.com.au/womenscricket
ACF Green Priority Access Period	11:00am AEST Tuesday 31 July 2018	11:59pm AEST Tuesday 31 July 2018	Ticketek 1300 292 201 www.ticketek.com.au/womenscricket
General Public On Sale	11:00am AEST Wednesday 1 August 2018	2 hours prior to match conclusion*	Ticketek 1300 292 201 www.ticketek.com.au/womenscricket

*unless sold out earlier.

Tickets for all matches are being released simultaneously across all states at the applicable start times for the applicable access periods (as indicated in the table above). The ACF Priority Ticket Access Period closes at 11:59pm on Tuesday 31 July 2018. **Please check the opening times carefully to ensure you account for any time difference.**

EXAMPLE: If you are an ACF member and you live in Western Australia, you can buy tickets to a Women's International Match from 11am Australian Eastern Standard Time (AEST) (9am Perth local time) on Tuesday 31 July 2018.

9. I have not received an invitation to receive the ACF Gold 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 Priority Ticket Access Period may not be considered if received after 5.00pm AEST Tuesday 17 July 2018.

As noted in question 8 above, to be eligible for the ACF Gold 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 Priority Ticket Access Period eligibility:

- (a) if the ACF Member made ticket purchases in the Relevant Priority Period using different ACF membership numbers or unique access codes;
- (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 2015 that ACF Member shall not be eligible for the ACF Gold Priority Ticket Access Period.

If you believe you are eligible for the ACF Gold 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 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 Gold Priority Ticket Access Period and the ACF Priority Ticket Access Period?

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

- (a) from the relevant official ticket agency, Ticketek, depending on the match tickets you are seeking to purchase (see further information below); 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 agencies.

State	Ticket Agent	Website	Phone
NSW, ACT, SA, QLD, VIC, WA	Ticketek	www.ticketek.com.au/womenscricket	1300 292 201

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, Ticketek).

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. The resale of tickets at a premium is a breach of the 2018-19 Ticket and Entry Conditions – see FAQ 31 for more detail of the consequences that could follow this kind of breach.

Don't be fooled by bogus websites and organisations claiming to sell tickets to the 2018-19 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 2018-19 Ticket & Entry Conditions

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 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 high, 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 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, tickets are held to ensure that Cricket Australia's broadcast partners have sufficient space in which to conduct their activities. Overall, in most venues, the number of tickets 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?

These events are general admission only with no reserved seating.

16. What are the dates of the International Matches in 2018-19?

The Women's International Schedules can be found by visiting www.cricket.com.au/fixtures

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:

	Ticket Agent	Website	Phone
Karen Rolton Oval (SA)	Ticketek	www.ticketek.com.au/womenscricket	1300 292 201
AB Field (QLD)			
Manuka Oval (ACT)			
Junction Oval (VIC)			
North Sydney Oval (NSW)			
WACA Ground (WA)			

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 19 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 19 tickets, or want more information on Groups Ticketing, email sales@cricket.com.au or visit our Groups page at www.cricketaustralia.com.au/groups.

19. What if I want more than 19 tickets?

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

For more information on Official Hospitality at International Cricket, email sales@cricket.com.au or visit our [Official Hospitality](http://www.cricketaustralia.com.au/hospitality) page at 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.

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. Ticketek 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 Priority Ticket Access Period and ACF 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 Wednesday 1 August, 2018.

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 Priority Ticket Access Period and/or the ACF Gold 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 Unique Access Code 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 19 tickets, or want more information on Groups Ticketing, email sales@cricket.com.au or visit our Groups page at www.cricketaustralia.com.au/groups.

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

Full terms and conditions are available at www.cricket.com.au/acf.

26. What if I need accessible seating?

For accessible seating, please contact the Ticket Agency via phone, as the availability of these seats varies differently for each venue.

- All states: Ticketek – Phone 1300 292 201

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

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 Priority Ticket Access Period or the ACF 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 Unique Access Codes. ACF Members who registered after 11:59pm AEST on Tuesday 17 July 2018 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 Priority Ticket Access Periods. They will only be eligible to purchase when the general public tickets go on sale from Wednesday 1 August 2018. ACF members booking during the ACF and ACF Gold Priority Ticket Access Periods will be required to quote their own ACF Unique Access Code.

29. Can I call to ask questions of someone?

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 Gold Offer or Priority Offer - simply call 1300 720 742.

30. 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 2018-19 Ticket and Entry Conditions, available at 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.

31. If I have a problem buying tickets online or over the phone during the ACF Gold or ACF 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 with details about the issue you are receiving or call our contact centre on 1300 720 742 between 9am and 5pm AEDT/AEST.

32. I have used my ACF Membership number to purchase tickets during the ACF Priority Ticket Access period previously. Is the Unique Access Code different to this?

Yes, your ACF membership number is no longer used to purchase tickets during the ACF Priority Ticket Access Periods. In order to purchase your tickets during the ACF Priority Ticket Access Period, you will need to enter a unique access code which will be issued to you via email one week prior to the start of the ACF Priority Ticket Access Period. These unique access codes are for use during the 2018-19 ACF Priority Ticket Access Period and will provide extra security around your purchase.

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

If, you have any issues with your ticket please speak with a customer service or venue staff member or alternatively make your way to the ticket box office.

CONTACT US

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 feedback to acf@cricket.com.au

