



FREQUENTLY ASKED QUESTIONS (FAQs)

ICC T20 WORLD CUP AUSTRALIA 2020 TOURNAMENT DETAILS AND FIXTURE

ICC WOMEN'S T20 WORLD CUP 2020

Q. When is the tournament taking place?

A.

Warm-up Matches	Saturday 15 February 2020 – Thursday 20 February 2020
Group Matches	Friday 21 February 2020 – Monday 2 March 2020
Semi-Finals	Thursday 5 March 2020
Final	Sunday 8 March 2020

Q. What teams are competing?

A.

GROUP A	GROUP B
Australia	England
India	South Africa
New Zealand	West Indies
Sri Lanka	Pakistan
Qualifier 1	Qualifier 2

Q. What matches will take place in the Women's Tournament?

A. The ICC T20 Women's World Cup 2020 will comprise of 23 matches consisting of the following:

- 20 group matches
 - Eight (8) double headers
 - Four (4) single matches
- Two (2) Semi-Finals [played as a double header]
- One (1) Final

[Click here to download the full fixture.](#)



Q. Where are the women's matches being played?

A. The ICC Women's T20 World Cup 2020 will be played across the following venues:

Junction Oval – Melbourne, VICTORIA

MCG – Melbourne, VICTORIA

Manuka Oval – Canberra, AUSTRALIAN CAPITAL TERRITORY

Sydney Showground Stadium – Sydney, NEW SOUTH WALES

SCG – Sydney, NEW SOUTH WALES

WACA Ground – Perth, WESTERN AUSTRALIA

Full details of the schedule can be found [here](#)

Q. What are the match starting times for the Women's Tournament?

A. The match start times will be confirmed at a later date and published on the event website www.t20worldcup.com once confirmed.

All matches will have an AM, PM or N listed indicating the time of the day the match will be played.

- AM – Morning match
- PM – Afternoon match
- N – Evening match

Q. How long does a Women's T20 World Cup match go for?

A. On average a T20 match is approximately 3 hours and 30 minutes in duration including both innings and the break, making it a short, sharp and entertaining match.

Q. How will I know which teams will compete in the Semi-Finals and Final?

A. The four (4) teams competing in the Semi-Finals will be determined by the top two (2) teams of each group. Teams may not be confirmed until the last group match is played on 3 March 2020 at Sydney Showground Stadium.

The Semi-Finals will be played on Thursday 5 March 2020 at the Sydney Cricket Ground (SCG).

The Final will be the last game of the tournament and will be played between the winner of Semi-Final 1 and the winner of Semi-Final 2.

The Final will be played on Sunday 8 March 2020, International Women's Day, at the Melbourne Cricket Ground (MCG).



Q. Will spectators be allowed to attend the warm up matches?

A. Yes. There are two Preparation Hubs that will host warm up matches. These Preparation Hubs are located in Brisbane - Allan Border Field and Adelaide – Karen Rolton Oval. Tickets for all matches hosted at the Preparation Hubs will be on sale from the 21 February 2019.



ICC MEN'S T20 WORLD CUP 2020

Q. When is the tournament taking place?

A.

Group Stage	Sunday 18 October 2020 – Friday 23 October 2020
Super 12s	Saturday 24 October 2020 – Sunday 8 November 2020
Semi-Finals	Wednesday 11 November and Thursday 12 November 2020
Final	Sunday 15 November 2020

Q. What teams are competing?

A. There will be 16 teams competing in the tournament. There have been 10 teams qualified so far, with the remaining six (6) teams still to qualify:

FIRST ROUND

GROUP A

Sri Lanka
Qualifier
Qualifier
Qualifier

GROUP B

Bangladesh
Qualifier
Qualifier
Qualifier

SUPER 12

GROUP 1

Pakistan
 Australia
 New Zealand
 West Indies
A1
B2

GROUP 2

India
 England
 South Africa
 Afghanistan
B1
A2

The two top teams from each first round group will proceed to the Super 12.

Q. What matches will take place in the Men's Tournament?

A. The ICC Men's T20 World Cup 2020 will comprise of 45 matches consisting of the following:

- 12 Group Stage matches (six (6) double header match days)
- 30 Super 12 matches (eight (8) double headers and 14 single match days)
- 2 Semi-Finals
- 1 Final

[Click here to download the full fixture](#)



Q. Where are the men's matches being played?

A. The ICC Men's T20 World Cup 2020 will be played across the following venues:

Kardinia Park Stadium, Geelong, VICTORIA
MCG – Melbourne, VICTORIA
SCG – Sydney, NEW SOUTH WALES
Perth Stadium – Perth, WESTERN AUSTRALIA
The Gabba – Brisbane, QUEENSLAND
Adelaide Oval – Adelaide, SOUTH AUSTRALIA
Bellerive Oval, Hobart, TASMANIA

Full details of the schedule can be found [here](#)

Q. What are the match starting times for the Men's Tournament?

A. The match start times will be confirmed at a later date and published on the event website www.t20worldcup.com once confirmed.

All matches will have an AM, PM or N listed indicating the time of the day these matches will be played.

- AM – Morning match
- PM – Afternoon match
- N – Evening match

Q. How long does a Men's T20 World Cup match go for?

A. On average a T20 match is approximately 3 hours and 30 minutes in duration including both innings and the break, making it a short, sharp and entertaining match.

Q. When will the final six qualifying teams be announced?

A. Teams who have yet to qualify play a series of qualifying tournaments around the world. Information about these tournaments is available at www.icc-cricket.com



Q. How will I know which teams will compete in the Semi-Finals and Final?

A. The four (4) teams competing in the Semi-Finals will be determined by the top two (2) teams of each group at the end of the Super 12s. Teams may not be confirmed until the last Super 12 match is played on 8 November 2020 at the SCG.

The Semi-Finals will be played on Wednesday 11 November at the SCG and Thursday 12 November 2020 at the Adelaide Oval.

The Final will be the last game of the tournament and will be played between the winner of Semi-Final 1 and the winner of Semi-Final 2.

The Final will be played on Sunday 15 November 2020, at the Melbourne Cricket Ground (MCG).



WOMEN'S TOURNAMENT TICKET CATEGORIES AND SEATING

Q. What are the ticket prices for the Women's Tournament?

- A. Children's tickets are just \$5 for all matches and adults start from \$20. To download a full range of ticket prices for the Women's Tournament [click here](#).

Q. Are there any service and delivery fees added onto the advertised price? Why do I have to pay additional fees?

- A. The ICC T20 World Cup Australia 2020 tickets have an advertised price, however there is an additional \$3.95 per transaction charge. The transaction charge is only applied per transaction, so whether you purchase 1 or 10 tickets in a single transaction you will only ever pay one fee. You may also choose to have tickets delivered in a way that will incur a charge, such as posting them via recorded delivery or to an international address.

The transaction charge covers various expenses associated with taking, processing and fulfilling your order, as well as the costs associated with supporting the technology that facilitates the purchase of tickets for every match.

Q. If I buy a ticket for a group match on a day with a double header (two matches), do I get access to both matches that day?

- A. Yes. You will receive one ticket that grants you access to the venue to watch both matches. You can enter the venue at any time from gates opening, re-entry into the venue on the same day is subject to the venue terms of entry.

Q. Can I choose my seats for the Women's Tournament?

- A. Tickets will be sold on a reserved seat basis except for General Admission areas such as grass embankments where patrons choose where to sit within a designated area. At the time of purchase, fans will be offered the best available seats for their preferred category (or, if sold, the first available in the next lower category). The seat location details will be displayed, and you will then be able to see the offered section on a venue map prior to purchasing.

Q. What is a 'reserved' seat and what do the different ticket categories mean?

- A. Category A, B and C tickets are all sold as reserved seats, which means each ticket is assigned a specific seat and only the ticket holder may occupy that seat. Where a venue has a General Admission area, categories will be amended accordingly, and this will be shown on the ticket prices for each venue [here](#)

The different seating categories represent the variation between seats for a particular match, for example differences such as quality of view, the standard of facilities and position, including closeness to the field of play. 'Category A' tickets are deemed the best available seating for that particular match and venue. Each venue and match are unique and as such not all price categories will be the same for each match or available for each match. Please ensure you carefully review seating maps before making your purchase.



Q. Why are there different price categories for different matches in the Women's Tournament?

A. Some venues for the ICC T20 World Cup Australia 2020 have different configurations and match classification, meaning the seating categories vary. The number of categories depends on the profile of the match. Overall, we have tried to make ticketing simple and affordable.

Q. What does General Admission mean?

A. General Admission is a ticket type used to describe a section of the venue or grass embankment where patrons are admitted to a designated area rather than allocated a specific seat. General Admission tickets are available at the following ICC Women's T20 World Cup 2020 venues: Junction Oval, Manuka Oval and the WACA ground.

If you are buying a General Admission ticket these seating areas are operated on a first-come, first-served basis. When you arrive at the venue you will be directed to the available seats/sections by the event staff.

Q. What are Supporter Zones? Why does Australia not have a Supporter Zone in their matches?

A. Every participating team, except Australia, will have a designated Supporter Zones during most of the Group stage matches (subject to availability). There will be no dedicated Supporter Zones at Junction Oval due to the venue being General Admission. Fans can create their own Supporter Zones and sit with likeminded fans on the day.

There will be no Supporter Zones available for the Semi Finals or Final as the teams are not known well enough in advance to set up the zones.

Australia does not have a designated Supporter Zone as the entire venue is open to Australian fans to come and make the biggest Supporter Zone of all!

Q. What is an alcohol-free zone?

A. Most matches will have designated alcohol-free or dry zone seating area/s, marked clearly on venue maps, where alcohol cannot be consumed. Persons of legal drinking age, sitting in these areas will, however, have the option to consume alcohol in other designated areas of the ground.



Q. Why are some seats not available when tickets have just gone on sale?

A. As with all major events, a percentage of seats for each match will be set aside for operational requirements and contractual obligations.

These include:

- Allocations for operational reasons: camera positions, sponsor activation areas, sight screens
- Allocations for the teams, match officials, and member boards of participating countries
- Allocations for ICC commercial partners
- Allocations for ICC tourism and travel packages
- Allocations for the ICC T20 World Cup Australia 2020 hospitality program

The number of seats allocated for each of these purposes is limited to ensure there are seats available for public sale. Where allocations are not taken up, those seats will be returned to public sale as soon as possible.

Q. Will my seats be under cover?

A. The organisers of ICC T20 World Cup Australia 2020 remind all fans that no venue offers guaranteed protection from the elements. It is strongly advised that all fans wear sunscreen and protective clothing, even when sitting in the shade. Umbrellas cannot be used during play.

Please refer to the following venues to see where covered seating is available:

MCG - https://www.mcg.org.au/_/media/files/mcg/general/undercover-seating.pdf?la=en

SCG - <https://www.scgt.nsw.gov.au/sydney-cricket-ground/visit-us/visitor-information/>



PURCHASING

Q. How can I purchase tickets?

A. Tickets can be purchased through the following authorised sales channels:

- Online at tickets.t20worldcup.com
- ICC T20 World Cup Australia 2020 Ticketing Contact Centre
 - If calling from Australia: 1300 2020 WC (1300 2020 92)
 - If calling from overseas: + 61 3 9039 9488 (international call charges apply)
- Authorised Ticketek Agencies across Australia. Click [here](#) for locations
- Venue Box Offices (operational on days when an ICC T20 World Cup Australia 2020 match is being played at the venue)
- ICC Travel, the Official Tour and Travel Partner for the Tournament
<https://www.icctravelandtours.com/icc-womens-world-twenty20-2020/>
- Official Hospitality agents tickets.t20worldcup.com
- For group bookings: groups@t20worldcup.com

The terms of purchase and use of tickets for this event are set out in the [ICC T20 World Cup Australia 2020 Ticketing Terms and Conditions](#)

Failure to purchase tickets from an authorised channel may result in tickets being cancelled and access to ICC T20 World Cup Australia 2020 being denied.

We are committed to providing an accessible tournament for all fans. If a ticket holder is found to be in breach of the conditions, all tickets purchased under their account may be cancelled and no monies returned to the account holder.

Upon purchasing tickets to the ICC Women's T20 World Cup 2020, patrons are also subject to venue conditions of entry.

Q. Will tickets be sold on a first come first served basis or will I have to apply through a ticket ballot?

A. Tickets will be sold on a first come first served basis, so it is important to purchase early to ensure you secure the tickets you want for the matches you prefer to see.

Register at tickets.t20worldcup.com by 13 February 2019 to qualify for a pre-sale opportunity.

Q. I want to buy tickets for matches in two different venues. Can I do this in one transaction?

A. Yes, with our flexible booking system you can buy tickets to matches for all venues in a single transaction.



- Q. Do I need to purchase two tickets for the double header matches if I want to watch both matches?**
- A. No, you do not need to purchase two tickets. One ticket gives you access to both matches on a double header match day.
- Q. Do I need to create an ICC T20 World Cup account if I already have a Ticketek account?**
- A. Yes, everyone purchasing tickets for the ICC T20 World Cup Australia 2020 will be required to create a specific ICC T20 World Cup account. Go to tickets.t20worldcup.com to register your details.
- Q. I have already created an ICC T20 World Cup account to receive information, can I use this to purchase tickets?**
- A. Yes, you can use your ICC T20 World Cup account to purchase tickets.
- Q. I have forgotten my password; how can I log into my account to purchase tickets?**
- A. Go to tickets.t20worldcup.com and in the sign in box click on “Forgotten your password?”. Enter your email address (username) and click send.
- Once your username is verified, we'll email you instructions on how to reset your password.
- Q. Can I purchase tickets using my mobile phone?**
- A. Yes. On any smart phone, go to tickets.t20worldcup.com in your mobile browser to purchase tickets.
- Q. Does the ticket price include GST?**
- A. Yes, all ticket prices are inclusive of GST.
- Q. What is the minimum age for purchasing tickets?**
- A. Buyers must be aged 16 years or older at the time of purchase. Those under the age of 16 will require a parent or guardian to purchase tickets on their behalf.
- Q. Can tickets be purchased from agents other than the official authorised agents of ICC T20 World Cup Australia 2020?**
- A. No. Any tickets obtained from unofficial agents will be deemed null and void; the ticket/s will not be refunded and entrance to the venue will be prohibited.



Q. What is the maximum number of tickets that I can purchase?

A. To ensure as many people as possible have equal access to purchase tickets to all the ICC T20 World Cup Australia 2020 matches, the following ticket limits will apply per person, per match:

- | | | |
|--------------------|---|-------------------|
| a) Warm-up matches | - | Six (6) maximum |
| b) Group matches | - | Ten (10) maximum |
| c) Semi-Final | - | Eight (8) maximum |
| d) Final | - | Eight (8) maximum |

In addition, a tournament wide ticket limit of 56 tickets will apply per person.

The organiser of the ICC T20 World Cup Australia 2020, may, in consultation with the ICC and Ticketek, cancel any ticket order(s) submitted in breach, or tickets allocated in excess, of these limits and restrictions.

Please note that different tickets limits apply during the various priority presale periods.

Q. Why are there restrictions on the number of tickets I can purchase?

A. Limits are set to ensure as many people as possible have fair access to purchase tickets to the event.

Q. Do children require a ticket?

A. Yes. Affordable child pricing has been made available for \$5 in all ticket categories across every match in the Women's Tournament.

Q. What age is applicable for a child's ticket?

A. A child's ticket price applies to children, who at the time of the scheduled match are aged between two – sixteen (2-16) years of age inclusive.

Infants less than two (2) years of age are permitted to attend any match free of charge so long as they do not take up a dedicated seat.

If you require a seat for your infant, you will be required to purchase a ticket for the seat they will occupy.

Q. Are children's tickets available for all matches?

A. Yes. Until ticket allocation is exhausted.

Q. Are children's tickets available in all categories?

A. Children's tickets can be purchased for the Women's Tournament in all categories but will be subject to availability.



Q. Can I take a pram into the venue?

A. Information of what can and can't be brought into the venue will be confirmed closer to the event.

Q. Why aren't concession ticket prices being offered?

A. ICC T20 World Cup Australia 2020 organisers have chosen to offer affordable tickets to everyone rather than concessions for certain people. Adult tickets to all matches start at \$20 and tickets for children aged between two and sixteen (2-16) inclusive are available to all matches for \$5.

Q. What is a restricted view seat?

A. A seat will be defined as restricted view if a minimum of 20% of the ground is obstructed due to the position of the seats, or something is positioned in the line of sight of the ground (based on the height of an average adult) – like a handrail, speaker, camera etc.

Q. Will all my tickets be seated together?

A. Tickets purchased in a single order, at the same time, will be seated together.

Q. Can I use Ticketek gift vouchers to purchase ICC T20 World Cup Australia 2020 tickets?

A. Unfortunately, Ticketek gift vouchers cannot be used to purchase ICC T20 World Cup Australia 2020 tickets.

Q. Can I purchase tickets from overseas?

A. Yes, anyone can register and purchase tickets, no matter which country you are located in.

Overseas customers may also wish to purchase a package including travel and accommodation. Visit <https://www.icctravelandtours.com/icc-womens-world-twenty20-2020/>

Q. Is a visa required for entry into Australia?

A. Australia has a universal visa system. Entry into Australia requires a valid passport and a visa. In most circumstances, New Zealand passport holders can travel to Australia and obtain a visa on arrival at the airport. All other passport holders need the right visa to come to Australia. You also need to get your visa before you travel to Australia. Please visit <https://immi.homeaffairs.gov.au/> or use the [Visa Finder](#) explore your visa options.

Fans are advised to obtain a valid visa before purchasing tickets. As part of the Ticketing Terms and Conditions, there are no refunds or exchanges for tickets for the ICC T20 World Cup Australia 2020.



Q. What currency is used for the prices that appear on your website?

A. All prices are presented and charged in Australian Dollars (\$A).

Q. What does "Unable to obtain the tickets you requested" and "Allocation exhausted" mean?

When the ticketing system is unable to locate a sufficient number of available tickets, you will receive the following message:

"Unable to obtain the tickets you requested"

This means that other customers may be in the process of completing their transaction on all remaining tickets, or the number of tickets requested is greater than the maximum available adjacent seats. In order to increase your chances of success, please try again, or try reducing the number of tickets you have selected.

When tickets are no longer available the event will be displayed as:

"Allocation Exhausted"

This message is displayed when there is either an inadequate number of tickets to fulfil your request for adjacent seats or all the tickets that were available have been selected by customers ahead of you and they are in the process of completing their transaction.

Travel packages from [ICC Travel](#) or [Hospitality packages](#) may still be available. Please click on hyperlinks for more information.

Q. Why can't I see all ticket categories?

A. If you can't see a ticket category, it means that the allocation has already been purchased by other customers and is currently exhausted. If tickets held for operational requirements, hospitality, travel, or sponsors are not taken up, those seats will be returned for public sale. To ensure you are kept up to date on any possible ticket releases, make sure you are registered at tickets.t20worldcup.com.

Q. Can I buy tickets to multiple matches?

A. Yes, all fans will be able to purchase tickets to multiple matches in the same transaction (subject to match and overall tournament ticket limits). During the purchase process, you will be given the opportunity to add more tickets to your basket prior to payment.

Q. Is there a payment plan available?

A. Payment plans, or deferred payment options are not available for this tournament.



Q. How do people buy tickets for the Finals?

A. Finals tickets are not restricted from sale so tickets for all Finals matches (Semi-Finals and Final), including the ICC T20 Women's World Cup Final, can be purchased by selecting the relevant Finals match you want from tickets.t20worldcup.com. You can purchase multiple matches in one transaction including Finals matches so find the group matches you want to attend and add in a blockbuster final match to your order! (subject to ticket limits).

Q. I don't have a debit/credit card, how can I book tickets?

A. Fans who do not have a debit/credit card can purchase tickets in cash from the following locations:

- Authorised Ticketek Agencies across Australia. Click [here](#) for locations (Available from 21 February 2019 only)
- Venue Box Offices (operational on days when an ICC T20 World Cup Australia 2020 match is being played at the venue and subject to availability)

Q. Can I buy my ticket at a Ticketek agency during the pre-sale periods?

A. No. To secure tickets during the pre-sale you need to book online using the unique URL that will have been sent to you via email. To enquire about a booking, you can contact the ICC T20 World Cup Australia 2020 Ticketing Contact Centre.

- If calling from Australia: 1300 2020 WC (1300 2020 92)
- If calling from overseas: + 61 3 9039 9488 (international call charges apply)

The ICC T20 World Cup Australia 2020 Ticketing Contact Centre is open for calls from 0900 – 1700 (AEST & AEDT), Monday to Friday (excluding public holidays).

Tickets can only be purchased from a Ticketek agency once tickets are on sale to the general public from 21 February 2019.



GROUP BOOKINGS

Q. Can I make a group booking?

A. Group bookings (more than 10 people per group match and eight for finals) may be available by calling the official ICC T20 World Cup Australia 2020 Ticketing Contact Centre. To be eligible for a group purchase you must first register your request with the ICC T20 World Cup Ticketing Contact Centre for ICC Approval. You will be asked to complete an application form.

- Australia: 1300 2020 WC (1300 2020 92)
- If calling from overseas: + 61 3 9039 9488 (international call charges apply)

The ICC T20 World Cup Australia 2020 Ticketing Contact Centre is open from 0900 – 1700 (AEST & AEDT), Monday to Friday (excluding public holidays).

All group bookings are subject to the [ICC T20 World Cup Australia 2020 Ticketing Terms and Conditions](#), group tournament ticket limits, and must be pre-approved by the ICC. Tickets must not be used commercially or incorporated into travel packages.



ACCESSIBLE SEATING

Q. How do I make a wheelchair or special access booking?

A. Accessible seating has been made available for all matches in the tournament. If you have an accessible seating request, to purchase your ticket please contact the ICC T20 World Cup Australia 2020 Ticketing Contact Centre on:

- Australia: 1300 2020 WC (1300 2020 92)
- If calling from overseas: + 61 3 9039 9488 (international call charges apply)

The ICC T20 World Cup Australia 2020 Ticketing Contact Centre is open from 0900 – 1700 (AEST & AEDT), Monday to Friday (excluding public holidays).

Where a patron is unable to attend a match alone, companions will be provided with a complimentary ticket subject to availability. To be eligible, a valid companion card may be requested at the time of purchase and upon entry to the venue. For further information on Australian Companion Cards, please visit companioncard.org.au.

Q. Can I sit with family and friends if I have a wheelchair or special access booking?

A. Where possible, we will look to seat family/friends as close as possible to the wheelchair or special access seating.



TICKET DELIVERIES

Q. When will I receive my tickets?

A. Tickets will be distributed/available for collection, including electronic tickets, starting in November 2019. If you have not received your tickets by 15 January 2020, please contact the ICC T20 World Cup Australia 2020 Ticketing Contact Centre:

- If calling from Australia: 1300 2020 WC (1300 2020 92)
- If calling from overseas: + 61 3 9039 9488 (international call charges apply)
- Email: customerservice@t20worldcup.com

The ICC T20 World Cup Australia 2020 Ticketing Contact Centre is open from 0900 – 1700 (AEST & AEDT), Monday to Friday (excluding public holidays).

Q. If I choose to get my tickets posted to me what will the cost be?

A. Standard mail within Australia is free of charge. Prices start at \$5.45 for registered mail within Australia and from \$6.45AUD for International post.

Q. What happens if I move before tickets are mailed out in November 2019?

A. If your email or mailing address changes between the date of purchase and November 2019, update your ticketing account at tickets.t20worldcup.com to ensure tickets are delivered to the correct location.

Q. How do I register my details with the ICC T20 World Cup Australia 2020?

A. You can register for the pre-sale offer and tournament updates at tickets.t20worldcup.com. Simply click on the “Register” button and enter your details. You will be emailed with details on how to access the pre-sale offer closer to its launch on 15 February 2019. Please note to be eligible for this pre-sale you must register before 13 February 2019.

Q. How do I change my details after I have registered?

A. Simply visit tickets.t20worldcup.com and sign in using your current username (the email address you have registered with) and your password. Once you have logged in you, you will be able to update your details.

Q. How do I unsubscribe from ICC T20 World Cup Australia 2020 updates?

A. Log in to your account by visiting tickets.t20worldcup.com using your current username (the email address you have registered with) and your password. Once you have logged in, select the “Unsubscribe” tab and un-click any communications that you no longer want to receive.



SALE PERIODS

Q. When will Women's match tickets go on sale?

A. Limited, priority group presales will take place from 30 January 2019 until 20 February 2019.

General public tickets will go on sale on 21 February 2019 at midday (AEDT) in Australia. To get ahead of the general public on-sale, register before 13 February 2019 at tickets.t20worldcup.com and you'll be given presale access to tickets from the 15 to 19 February 2019.

Q. When will Men's match tickets go on sale and how come they are on sale later than the Women's Tournament?

A. Tickets for the Men's Tournament will go on sale later in 2019. This is to coincide with 1 year to the beginning of the Tournament.

Q. Who can purchase tickets in the pre-sale periods?

A. There are several groups who can purchase tickets in the pre-sale period and everyone can be involved in one of these groups:

- Members and waitlist members of the venues (MCG, SCG, Royal Agriculture Society NSW (Sydney Showground Stadium) and WACA and SACA)
- Cricket Family (W/BBL Members, ACF, players and club members, participants)
- Fans who have registered at tickets.t20worldcup.com. People can register on this site by 13 February 2019 to have access to pre-sale on 15 February 2019.

Q. How can I be a part of one of these presales?

A. To be a part of the ICC T20 World Cup Australia 2020 pre-sale taking place 15 to 20 February 2019, make sure you register before 13 February 2019 at tickets.t20worldcup.com

Q. Where can I purchase travel packages?

A. Travel packages are currently available through ICC Travel, the official travel licensee of the International Cricket Council (ICC). To learn more or to book your package, visit <https://www.icctravelandtours.com/icc-womens-world-twenty20-2020/>

Q. How do I find out about hospitality tickets?

A. The official hospitality program is currently in development and will provide you with the opportunity to secure the ultimate experience in 2020.

A range of unique hospitality products designed to suit client entertainment, groups of friends and individuals will be available.

To ensure you find out more about the hospitality program please register at tickets.t20worldcup.com.



TICKET SCALPING

Q. Is there any reason why I should not buy tickets from ticket scalpers and other unauthorized sources or websites other than tickets.t20worldcup.com?

A. Always ensure you only purchase your tickets via the following authorised channels:

Online: tickets.t20worldcup.com

Phone: ICC T20 World Cup Australia 2020 Ticketing Contact Centre

If calling from Australia: 1300 2020 WC (1300 2020 92)

If calling from overseas: +613 9039 9380 (international call charges apply)

The ICC T20 World Cup Australia 2020 Ticketing Contact Centre is open from 0900 – 1700 (AEST & AEDT), Monday to Friday (excluding public holidays).

Agencies: All Ticketek outlets across Australia. Click [here](#) for locations

Travel Packages: <https://www.icctravelandtours.com/icc-womens-world-twenty20-2020/>

Hospitality Packages: Official Hospitality Agents

The terms of purchase and use of Tickets for this event are set out in the [ICC T20 World Cup Australia 2020 Ticketing Terms and Conditions](#)

Failure to purchase tickets from an authorised channel may result in tickets being cancelled and access to ICC T20 World Cup Australia 2020 being denied.

The organisers of ICC T20 World Cup Australia 2020 are committed to providing an accessible tournament for all fans. If a ticket holder is found to be in breach of the conditions, all tickets purchased under their account may be cancelled and no monies returned to the account holder.

T20 World Cup 2020 Ltd, the organiser of ICC T20 World Cup Australia 2020, will take the appropriate legal action against individuals actively selling ICC T20 World Cup Australia 2020 tickets in breach of their terms and conditions.

Q. Will the ICC T20 World Cup Australia 2020 have an authorised ticket resale site where people can list any tickets they can no longer use?

A. Yes. We understand fans circumstances change. An authorised ticket re-sale site will be available for those that can no longer attend. This will be available closer to the tournament.



REFUNDS, LOST AND STOLEN TICKETS

Q. I am unable to attend the match; can I get a refund?

A. As a condition of sale, there are no cancellations, exchanges or refunds except where required by law or as indicated in the Refund Policy.

Q. What is the refund policy?

A. For all single matches and/or double header matches, if due to adverse weather conditions, 9.5 overs or less play takes place over the full period of time allocated for the completion of these matches, a refund of its face value may be obtained.

The above policy does not apply if a match is completed early.

There will be no partial refunds.

Q. Are there any reserve days?

A. There are no reserve days scheduled throughout the group stage. For the Final, a reserve day is scheduled for the day following the match.

Q. Can I sell or transfer my tickets?

A. Tickets can only be resold or transferred in accordance with the [ICC T20 World Cup Australia 2020 Ticketing Terms and Conditions](#). Please read this document carefully for further information.

Q. Can I change my seat location or category if I prefer a different location or if a better seat opens up at a later date?

A. All ticket purchases for the ICC T20 World Cup Australia 2020 are final. Once purchased, tickets may not be exchanged or returned for refund. Seats are chosen by the purchaser or allocated based on the best seat available in the chosen price category at the time of order and cannot be relocated.



VENUES

Q. Can I bring my family?

A. Yes, the ICC T20 World Cup Australia 2020 is a family friendly event. With affordable pricing for all matches including children's tickets for \$5 across all matches and categories, there is no better way to experience the T20 World Cup than with your family!

Q. Can I bring food with me to the matches?

A. Fans are entitled to bring small quantities of food with them to matches for personal consumption. Food and beverages will be available for purchase at all T20 World Cup venues.

Q. What can I bring into the venues?

A. For the comfort and safety of all patrons, each match will be subject to venue regulations outlining items that can and cannot be taken into a venue. These regulations will be detailed closer to the tournament and should be reviewed by all fans before attending a match. The regulations will be made available at t20worldcup.com. The organisers of the ICC T20 World Cup Australia 2020 encourage all fans to ensure that they read the regulations carefully before attending.

Q. Can I take a pram into the venue?

A. Information of what can and can't be brought into the venue will be confirmed closer to the event.

Q. What items are prohibited?

A. Please refer to the [ICC T20 World Cup Australia 2020 Ticketing Terms and Conditions](#) for details on prohibited items. Please note, each match will also be subject to venue regulations outlining items that can and cannot be taken into a venue. These regulations will be detailed closer to the tournament and should be reviewed by all fans before attending any match.



VENUE MEMBERS PRE-SALE

We have tried to provide as much information as possible regarding the different questions that may come up from members of the ICC T20 World Cup venues however if there is anything that is not covered please refer to your Membership Services Department of your venue.

Q. I'm a member of a host venue, will my membership cover T20 World Cup matches?

A. As is often the case with international one-off events, memberships of host venues do not include access to the ICC T20 World Cup Australia 2020. However, in recognition of the members' support for cricket and their venue, venue members are being offered a chance to purchase tickets first. Initially you'll be able to purchase tickets in the members' area of your home ground, and then take advantage of unsold member allocations where they exist at other ICC T20 World Cup Australia 2020 venues that have venue membership programs. Subject to availability, this will apply to all matches, including the final but only for selected venues with membership programs and only within member seating areas.

Information on the venue member pre-sale will be communicated directly to you by your venue. If you have not received any communication, please contact your venue's membership department to find out more.

Q. I'm a corporate box holder of a host venue, will my rights cover T20 World Cup matches?

A. Unfortunately, as with many one-off international major events, venue box holders' rights do not include access to ICC T20 World Cup Australia 2020 matches. Venue box holders will be provided with a priority offer to access the ICC T20 World Cup Australia 2020 hospitality packages.

Q. Why are you offering venue members and other groups priority presales?

A. The organisers of the ICC T20 World Cup 2020 recognise the support that venue members and other people actively involved in the game, such as club, venue and association members, provide to cricket. In acknowledgement of this support, organisers are offering these groups a chance to purchase tickets to the tournament ahead of the general public.

To recognise the support of all fans, the ICC T20 World Cup Australia 2020 website we will offer an exclusive pre-sale opportunity to purchase limited numbers of tickets before they are released for general public sale. To be a part of this pre-sale, register before 13 February 2019 at tickets.t20worldcup.com



- Q. Does this mean members of the big grounds like the MCG and SCG will be able to buy tickets at other grounds prior to the local general public?**
- A. The only tickets available during the venue member offer are for seats normally allocated for members at grounds where a membership program exists. Initially members at, say, the MCG, will only be able to buy tickets within the members' area of that ground. During the second phase of the members' offer, any unsold allocation of members' areas will be made available to all those eligible for this offer, so a MCC member will be able to buy a ticket in the members' area only of the SCG. Sections not normally zoned for members or grounds which do not have a membership program will not be available in this phase of ticket sales.
- Q. What areas can I buy tickets in during the member pre-sale?**
- A. During the pre-sale venue members will be able to buy seats in the usual members' area only. Once tickets go on sale to the general public you will be able to buy seats in other available areas and general public will be able to buy seats in the members' area (subject to availability).
- Q. Normally I do not need a ticket for my child who is four (4) in the members' area of my venue. Do I need one for this event?**
- A. Yes. Affordable child pricing has been made available for \$5 in all ticket categories across every match in the tournament. This price applies to children, who at the time of the scheduled match are aged between two – sixteen (2-16) years of age inclusive.
- Infants less than two (2) years of age are permitted to attend any match free of charge so long as they do not take up a dedicated seat.
- If you require a seat for your infant, you will be required to purchase a ticket for the seat they will occupy.
- Q. Are the normal dress standards in place in the members' area?**
- A. No, members' reserves will be open to anyone who has purchased a ticket in that area therefore normal dress regulations do not apply. However, all patrons attending are subject to the venue conditions of entry.
- Q. I have an annual guest card do I need to purchase a ticket for my guest?**
- A. Yes, all members and guests are required to purchase a separate ticket to the ICC T20 World Cup Australia 2020 as members and guests do not have their normal benefits during this event.



Q. How do I access the restricted areas of a venue's members' reserve?

A. During the ICC T20 World Cup, venues will operate differently to a normal international cricket match. Areas within the members reserve may be required for other ICC needs such as hospitality, sponsor activations and operational requirements, meaning dining facilities and bars may not be available. While many facilities will be available, access may not be exclusive to members and their guests.

Q. Can I purchase a Member's Guest ticket for the ICC T20 World Cup Australia 2020?

A. Normal match guest pass processes are not in place for the ICC T20 World Cup Australia 2020. Each adult, member or guest will need to purchase a ticket. If you wish to sit in the members' reserve of your venue you will be able to purchase tickets in the pre-sale window from 30 January 2019. From 21 February 2019 you will be able to purchase tickets in any available area of the venue.

Q. Are the same food and beverage options available to me in the members' reserve?

A. All members reserve food and beverage outlets will be open as usual however under the event licensing arrangements there may be different options available.

Q. Will I need to queue for the matches with high expected attendance?

A. No, everyone will have a pre-purchased ticket with a reserved seat or in a General Admission area for every match. There may be small queues prior to gates opening and after the gates open to allow for ticket and security checks.

Q. I receive reciprocal rights at one of the venues from another club membership I hold. Will I still receive these rights?

A. The ICC T20 World Cup Australia 2020 is an event which falls outside of the normal benefits for members at venues as well as members of other clubs who have reciprocal rights. To be a part of a pre-sale window before tickets are released to the general public, register before 13 February 2019 at tickets.t20worldcup.com.

Q. I already pay a substantial fee per year for my membership. Why do I need to purchase tickets?

A. The ICC T20 World Cup Australia 2020 is classed as a special event. This means no members, corporate box holders or staff have normal rights to the venue as it is handed over to the organisers of the ICC T20 World Cup Australia 2020 to run the event with the aid of venue staff. Members are being offered early access to purchase tickets prior to everyone else, so that they have the opportunity to enjoy the event in the members' reserve.



Q. I am not sure of my member number or I want to know more about my membership?

A. Please contact your venue membership department directly on the details below:

MCC	03 9657 8888	membership@mcc.org.au
SCG	1800 80 11 55	membership@scgt.nsw.gov.au
WACA	08 9265 7279	membership@waca.com.au
Sydney Showground (RAS Members)	02 9704 1144	membership@rasnsw.com.au
SACA	08 8300 3232	membership@saca.com.au
GABBA	07 3035 6220	membership@thegabba.com.au



PRIORITY GROUP PRE-SALE

Q. What is the Cricket Family?

A. This is our way of describing all people involved in the game: members of cricket associations, cricket clubs, BBL/WBBL members, registered cricket players and associated staff, members of official national cricket databases and registered fans.

Q. If I am a priority group member can I buy tickets for family and friends?

A. Yes, subject to availability and within the ticket purchase limits you can purchase tickets for anyone you choose. Priority offers are not transferrable so only eligible fans can purchase during this period. Any purchases identified as fraudulent or not associated with a valid member of the priority group will be cancelled.

Q. Can I buy adult tickets if my child is a member of the Cricket Family?

A. Yes, if your child is eligible for a priority booking you may purchase tickets on their behalf. Buyers must be aged 16 years or older at the time of purchase. Those under the age of 16 will require a parent or guardian to purchase tickets on their behalf.

Q. How can I be part of the Cricket Family priority sale?

A. Communication will be sent directly to eligible members, clubs, and individuals via their relevant club, association, or national database. Once you receive this information you will be provided with instructions on how and when to purchase but everyone will need to register at tickets.t20worldcup.com to be eligible.

TRAVEL PACKAGES

Q. When do travel packages go on sale?

A. If you would like to be the first to hear about ticket-inclusive travel packages when they go on sale, register your details now at <https://www.icctravelandtours.com/icc-womens-world-twenty20-2020/>

Q. Will there be adequate number of rooms available for private bookings in all World Cup host cities?

A. The availability of accommodation varies from city to city. You are advised to book early to ensure you secure suitable accommodation.