



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.