

SCHOOL TICKETING PROGRAM FREQUENTLY ASKED QUESTIONS

What is the Schools Ticketing Program?

The Schools Ticketing Program is an opportunity for Schools to receive thirty (30) complimentary tickets for their school to bring twenty five (25) students and five (5) adults to selected ICC Women's T20 World Cup Australia 2020 matches. Schools will also have the opportunity to purchase additional tickets to their selected match to ensure all seats are together.

How do I register my school for complimentary tickets to the ICC Women's T20 World Cup Australia 2020?

School Principals and Teachers are permitted to apply for thirty (30) complimentary school group tickets to the ICC Women's T20 World Cup Australia 2020 for their school.

One application per school can be made to the maximum allocation of school group tickets.

Register now at schools.t20worldcup.com for the schools program and check the box for the Schools Ticketing Program to receive your schools Booking Form.

Who can I talk to about the Schools Ticketing program?

If you have any problems completing the Booking Form or general questions, please email the ICC T20 World Cup Australia 2020 Ticketing Team at schools@t20worldcup.com.au.

What is the maximum number of tickets our school can request?

Tickets to the ICC Women's T20 World Cup Australia 2020 are in high demand. The Schools Ticket Program is designed to provide a unique opportunity for as many school groups as practical to participate and witness the world's best players from the world's best teams competing in these fast paced matches. All requests will be considered on a first in first served basis and tickets will be offered only (whole or in part) based strictly on availability.

A maximum allocation of thirty (30) complimentary tickets, comprising of twenty five (25) Child tickets and five (5) Adult tickets, per school for students and support staff (including parents) will be made available to selected ICC Women's T20 World Cup Australia 2020 group matches, semi-final double-header and Women's Final, subject to availability. School group tickets will be allocated on a first in, first serve basis and will be subject to availability. Additional tickets can be purchased above the regular ticket limited by indicating the number of additional tickets required on your Booking Form.

How can I order additional tickets?

At the time of booking, careful consideration should be made to student to supervisor ratios to ensure children are supervised at all times. Similarly, applicants should consider how large school groups will travel safely to and from the schools selected match. It should be noted that parking at the venues is strictly limited. Please refer to 'getting to the game' FAQ to help plan your journey.

Additional Adult and/or Child tickets above the regular ticket limit can be purchased using the same Booking Form as your request for 30 complimentary tickets. Please complete the section regarding additional tickets prior to submitting the form. Booking Forms must be submitted before 01 November 2019.

Any additional purchases following 01 November will be subject to availability and must be made via tickets.t20worldcup.com.

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If schools simply wish to purchase tickets outside of the Schools Ticketing Program and/or to matches outside of the program, they can complete a **Group Application Form**. All group booking requests outside of the Official Schools Ticketing Program are subject to availability and the approval of the ICC.

Is my school guaranteed tickets to the ICC Women's T20 World Cup Australia 2020?

Tickets to the ICC Women's T20 World Cup Australia 2020 are in high demand across each state in Australia. A limited number of complimentary school group tickets are available through the Schools Ticketing Program. School group tickets will be allocated on a first in, first serve basis. In the event that the total number of complimentary school group tickets is exhausted, the details of your school will be kept, and you will be contacted should additional tickets become available. You will be offered the opportunity to purchase tickets in accordance with the individual, general public ticket limits or group ticket booking.

How and when do I find out if my school has been successful in securing tickets to the ICC Women's T20 World Cup Australia 2020?

When you register your interest in being apart of the Schools Ticketing Program you will be sent a confirmation email from 23 August 2019. You will be able to select the one match in your state/territory that you wish to attend on the initial Booking Form sent in this confirmation email. A full Booking Form will be sent from 01 October 2019.

Successful schools will be sent their requested tickets by email from 13 November 2019. If you have not received your requested tickets by 13 December 2019 please contact the ICC T20 World Cup Australia 2020 Ticketing Team at schools@t20worldcup.com.au.

The Earlier you register the more chance you have to secure tickets to your selected match.

How will I know if my schools request for 30 complimentary tickets to the ICC Women's T20 World Cup Australia 2020 is unsuccessful?

As Tickets to the ICC Women's T20 World Cup Australia 2020 are in high demand across each state and there are limited complimentary tickets available through the 'School Ticketing Program' some schools may be unsuccessful in their application of complimentary tickets. Schools that are unsuccessful in securing 30 complimentary tickets to an ICC Women's T20 World Cup Australia 2020 match will be notified by email by 22 November 2019. At this point, you will be offered the opportunity to purchase Tickets in accordance with the individual, general public ticket limits or a Group Booking.

Schools that are unsuccessful in securing complimentary tickets for the ICC Women's T20 World Cup Australia 2020 will have their details kept, and you will be contacted should additional tickets become available.

What if I have already purchased tickets for the ICC Women's T20 World Cup Australia 2019?

All purchased tickets are subject to the **ICC T20 World Cup 2020 Ticket Refund Policy** and will not be exchanged or refunded. If you choose to use the allocation of school tickets instead of your previously purchased tickets a reselling platform will be available for you to list your unwanted tickets.

Getting to the game?

When planning your school visit to an ICC Women's T20 World Cup 2020 match please keep in mind that public transport is the most effective way to get to the game.

schools.t20worldcup.com

Some special public transport timetables may operate on match days, and we recommend you contact your local state public transport service provider for more details closer to the date. If Public Transport is not an option for your school and you are planning on arriving via a coach/ bus please ensure you adhere to the match venue's booking and access policies for coach and bus access and/or parking. Further information will be provided closer to the match date.

Can I purchase additional tickets above the 'complimentary ticket offer'?

Yes! Schools wishing to purchase additional Child and/or Adult tickets should indicate their preference on the Schools Ticketing Booking Form prior to submitting it. Schools have until 01 November 2019 to request additional tickets using the Schools Ticketing Booking Form'.

- Any additional purchases following 01 November 2019 will be subject to availability and must be made via tickets.t20worldcup.com or by completing a **Group Ticket Application Form**.
- School groups wishing to attend ICC Women's T20 World Cup Australia 2020 fixtures that fall outside of the complimentary ticket offer or matches offered in the School Ticketing Program including the Final can submit a **Group Ticket Application Form** for review and approval by the ICC at any time.
- Please allow up to 21 days for confirmation of your **Group Ticket Application Form**.

How do we pay for our additional tickets?

If you submit a Booking Form with a request for additional tickets over the thirty (30) complimentary tickets offered you will be contacted by one of the ICC T20 World Cup Australia 2020 Ticketing team members from 13 November 2019 to make payment. You will need a valid credit card to make payment for the additional tickets.

Can I exchange a Child ticket with an Adult ticket at no cost?

No, School group tickets consist of twenty-five (25) Child tickets and five (5) Adult tickets. Schools wishing to purchase additional Child and/or Adult tickets can indicate their interest on their Booking Form. Please refer to information regarding additional ticket purchases for further information.

When will I receive my tickets?

Tickets will be distributed starting in November 2019 for the Women's T20 Tournament. All tickets will be delivered electronically to a nominated email address and will be received as a PDF ticket which will need to be printed prior to arriving at the venue for the selected match. If you have not received your PDF tickets by 13 December 2019, please contact the ICC T20 World Cup Australia 2020 Ticketing team at schools@t20worldcup.com.au.

Why was our school unsuccessful in receiving 30 complimentary tickets?

We are delighted that there was such a high interest in the Schools Ticketing Program and unfortunately there was a limited allocation of complimentary tickets available for schools. Schools were allocated tickets as they registered and as the Schools Ticketing Program was on a first come first serve basis some schools were unable to be allocated complimentary tickets.

Is there parking available for busses?

Designated bus parking bays may not be available at every venue however will be detailed closer to the Tournament.

'Drop off zones' for busses will be available across all the venues for the ICC Women's T20 World Cup Australia 2020 matches. Designated 'drop off zones' will vary per venue.

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The locations of these 'drop off zones' will be detailed closer to the Tournament and will be made available at t20worldcup.com.

What are students allowed to bring to the match?

Spectators 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 ICC Women's T20 World Cup Australia 2020 venues. Please note that glass bottles, containers and/or cans are prohibited from entry into the venue.

For the comfort and safety of all spectators, each match will be subject to ICC T20 World Cup Australia 2020 Venue Regulations outlining items that can and cannot be taken into a venue. These Venue Regulations will be detailed closer to the Tournament and should be reviewed by all spectators before attending a match. Venue Regulations will be made available at t20worldcup.com. Organisers of the ICC T20 Women's World Cup Australia 2020 encourage all spectators to ensure that they read and understand the Venue Regulations carefully before attending.

Can Students bring their school bags?

Students are permitted to bring their school bags with them however are subject to Venue Regulations outlining items that can and cannot be taken into a venue.

All bags may be subject to a bag check before entering the venue.

If there are Children in our group with special needs, are they able to be accommodated?

Accessible seating has been made available for all matches in the Schools Ticketing Program. If you have an accessible seating request, please make note of the Booking Form and let us know of your accessible request. If you have further questions regarding accessible seating please get in touch with the ICC T20 Ticketing team at schools@t20worldcup.com.au.

Will our tickets be reserved?

Certain matches will have reserved seating whereas others will be General Admission entry only. You will be advised when requesting tickets if your selected match has reserved seating or General Admission seating.

Will our school be seated together?

All Reserved seat tickets that have been requested as part of the School Ticketing Program, including complimentary and additional purchased tickets, will be seated together. Tickets requested past 01 November 2019 will be subject to availability and in accordance with the individual, general public ticket limits or a group ticket booking. These tickets must be made via tickets.t20worldcup.com or submit a **Group Ticket Application Form** for review and approval by the ICC at any time and will not be seated with tickets requested before this date. For General Admission matches, Schools will be able to organise their seating within the General Admission bays once they arrive at the venue.

Can our school request where we sit in the venue?

Unfortunately not. No requests for a specific seat location in the venue will be offered. Tickets are subject to availability and will be allocated on a first in, first serve basis. If you have an accessible/wheelchair request, please indicate this on your Booking Form so we can accommodate this request as required.

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Can we use tickets obtained through the complimentary ticket offer for children not from our school?

No, tickets that have been taken up through the Schools Ticketing Program must be used for children who attend the school that has applied for the tickets. Schools have until 01 November 2019 to request additional tickets using the Booking Form supplied.

Can we use our complimentary tickets across all matches played in our state?

No, the complimentary ticket offer is only for use for one selected match in your state. You may only use the ticket to attend the match that is listed on your ticket along with the specific date, time and venue. If the maximum allocation is not used for the match that was selected these cannot be used for a different match.

Can our complimentary allocation of tickets be used in other states?

No, School groups wishing to attend ICC Women's T20 World Cup Australia 2020 fixtures that fall outside of their state can submit a **Group Ticket Application Form** for review and approval by the ICC at any time.

Will there be pass-outs?

Pass-outs will be allowed on a limited basis. Each venue will have a pass out process specific to its entry and exit processes and this will be available for spectators to view closer to the Tournament. Spectators who leave the venue and wish to re-enter will need to present a valid match ticket and comply with the requirements of the pass out process set out for each venue to regain entry.

Can I sell or transfer tickets?

Complimentary tickets are not able to be transferred or resold. If you can no longer participate in the Schools Ticketing Program please contact the ICC T20 World Cup Australia 2020 Ticketing team at schools@t20worldcup.com.au. Purchased tickets can only be resold or transferred in accordance with the **ICC T20 World Cup Australia 2020 Ticket Terms and Conditions**. Please read this document carefully for further information.

What happens if the rain interrupts the game?

There are no reserve days for the group stage, so if a group match is not completed within the Duckworth Lewis rule the match will not be postponed or continued another day. Purchased tickets are subject to the ICC T20 World Cup Australia 2020 Refund Policy which can be found **HERE**. There will be no refund or exchange of any complimentary tickets.

Will the Students be photographed or recorded while at the matches?

The ICC T20 Women's World Cup Australia 2020 does employ the services of a professional photographer. The acceptance and/or purchase of a ticket grants permission for these photos to be used for intended purposes. For further details please refer to the **ICC T20 World Cup Australia 2020 Ticket Terms and Conditions**.

For additional information around the ICC T20 Women's World Cup Australia 2020 please feel free to visit our FAQ's **HERE**