



FAQ's

SCHEDULE

Q. WHAT ARE THE DATES AND SCHEDULE OF THE UNITED CUP PERTH?

Q. HOW MANY MATCHES ARE PLAYED AT RAC ARENA IN EACH SESSION?

Q. I WANT TO SEE A PARTICULAR PLAYER IN ACTION. WHEN ARE THEY PLAYING?

The United Cup group stages will run in Perth from 29 December 2022 – 4 January 2023.

A full schedule can be found [HERE](#).

TICKETS

Q. WHERE DO I GO TO BUY TICKETS FOR THE EVENT?

United Cup Perth tickets can be purchased via Ticketek [HERE](#).

Q. WHAT IS THE PASS OUT POLICY?

Pass-outs are allowed at RAC Arena. Patrons must ensure that they retain their valid event ticket as they will be required to scan on exit and again on re-entry.

TRANSPORT

Q. HOW DO I GET TO THE UNITED CUP?

Public Transport: Your ticket to the United Cup includes public transport up to three hours pre and post event. Coming from Perth Underground Station, walk towards RAC Arena via Wellington Street or catch the Yellow CAT Bus from Wellington Street, Yagan Square.

Car: There is no reserved parking for patrons at the venue however, you can park at RAC Arena in the underground carpark. Parking is open 24/7 and costs \$30 per session.



Please note, there will be essential works on the Mandurah Line from the 26th December 2022 to the 3rd January 2023 resulting in a Shutdown between Aubin Grove and Elizabeth Quay stations.

Replacement buses will operate from first service on Monday 26 December until last service on Tuesday 3 January 2023, except for New Year's Eve with the full line operational on 31 December.

During this closure, train replacement buses will operate between Perth and Aubin Grove. Buses will depart Perth from Elizabeth Quay Bus Station.

Q. IS THERE A CLOAKROOM?

An external cloak room is located to the right of the main entry of RAC Arena where you can leave any large bags or prohibited items that can't come inside. Once you're inside the venue, RAC Arena can also store smaller items at our Information Desk.

Q. ARE THERE PARENT ROOMS AVAILABLE?

RAC Arena has a number of parent rooms available throughout the arena.

Q. HOW DO I CLAIM LOST PROPERTY?

If you have lost something, contact RAC Arena and they can help track it down. RAC Arena log every piece of lost property and keep it for up to three months. After this time, if it hasn't been claimed, it will be donated to the good folks at The Salvation Army.

Q. ARE THERE ATMS/EFTPOS FACILITIES AVAILABLE?

All outlets at RAC Arena now accept payment by **card only**. Credit and debit cards will continue to be accepted. This change has been implemented to deliver faster service for patrons.

Patrons attending RAC Arena with cash only will be able to exchange it for a 'Cash Voucher'. Our staff can show you where.

FOOD & DRINK

Q. CAN I BUY FOOD & DRINK AT THE EVENT?

There will be a variety of food and drink offerings available at RAC Arena, including coffee, hot food, salads, ice creams and a variety of bars. There will be an offering to suit all tastes.



Q. IS THERE FREE DRINKING WATER AT RAC ARENA?

There are a number of water bubblers located throughout the precinct for refilling water bottles.

Q. CAN I BRING MY OWN FOOD AND DRINKS TO THE EVENT?

Due to RAC Arena's in-house health policy, which governs food safety, external food and opened drinks are not permitted into the Arena. If you have special dietary requirements and need to bring your own food, requests must be made to RAC Arena prior to match day. Contact RAC Arena on 6365 0700 or info@racarena.com.au to make a request.

PROHIBITED ITEMS

A list of prohibited items can be found in the event Terms and Conditions [HERE](#).

Q. CAN I BRING A CAMERA TO THE EVENT?

Cameras are permitted, as long as their focal length is less than 55mm. No video cameras or handy cams are permitted (refer prohibited items list).

Images of the United Cup Perth taken with a camera, mobile phone, or other wireless device cannot be used for any purpose other than for private and domestic purposes. You cannot sell, license, publish or otherwise commercially exploit photographs. Flash photography is not permitted in seating areas. Publishing video footage is forbidden.

Q. CAN I BRING A BAG WITH ME?

You're able to bring in a bag that is A4 in size or smaller. Anything larger, including handbags and baby bags, won't be allowed inside so best to leave them at home.

HEALTH, SAFETY & SECURITY

Q. WHAT SAFETY MEASURES ARE IN PLACE?

Tennis Australia and RAC Arena take the safety and security of all guests at our events very seriously. As such, you will be subjected to security checks upon entry to the precinct and will be asked to comply with the direction of security guards, staff and the Western Australia Police when on site if required.

Q. HOW DO I REPORT AN ISSUE OR DISTURBANCE DURING THE EVENT?

Security guards, event staff and Western Australia Police are posted all around the precinct during the event and are well equipped to respond to any reports of issues or disturbances. All reports are taken seriously and will be acted upon promptly.