



# FAQ's

## SCHEDULE

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

**Q. HOW MANY MATCHES ARE PLAYED AT PAT RAFTER 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 Brisbane 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 Brisbane tickets can be purchased via [Ticketmaster HERE](#).

**Q. WHAT IS THE PASS OUT POLICY?**

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

## FACILITIES

**Q. HOW DO I GET TO THE UNITED CUP?**

To play your journey to the United Cup Brisbane – visit [translink.com.au](https://translink.com.au).

**Q. IS THERE A CLOAKROOM?**

The Queensland Tennis Centre will have cloak room facilities available at the main public entry to the venue. This facility will close half an hour after the conclusion of the last match of the day.

**Q. ARE THERE PARENT ROOMS AVAILABLE?**

The Queensland Tennis Centre has a number of parent rooms available throughout the precinct.



### **Q. HOW DO I CLAIM LOST PROPERTY?**

All lost property will be stored at the Information Booth on the day it is handed in. The event can be contacted on 07 3120 7930 to claim lost property on subsequent days or post-event. Lost property is held for 1 month after the conclusion of the event, when it is then donated to charity or disposed of.

### **Q. ARE THERE ATMS/EFTPOS FACILITIES AVAILABLE?**

All catering and ticketing outlets on site accept EFTPOS.

The 2023 United Cup Brisbane is a cashless event.

## **FOOD & DRINK**

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

There will be a variety of food and drink offerings available at the Queensland Tennis Centre, 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 THE QUEENSLAND TENNIS CENTRE?**

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?**

Patrons are permitted to bring their own food and drink to the event, providing no items on the prohibited items list are included (i.e. cans or glass, promotional material such as a McDonald's bag).

## **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 200mm. No video cameras or handy cams are permitted (refer prohibited items list).

Images of the United Cup Brisbane 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 SMOKE AT THE QUEENSLAND TENNIS CENTRE?**

The Queensland Tennis Centre is a non-smoking venue, including e-cigarettes and vapes. There are limited designated smoking areas available outside the venue. Please ensure you scan out of the turnstiles to ensure re-entry is permitted. Please note that Queensland law prohibits smoking within four meters of non-residential building entrances.



### **Q. CAN I BRING A BAG WITH ME?**

All bags are subject to a safety and security search upon entry.

For the safety and comfort of all patrons, any item or bag that is too large to fit under a seat cannot be brought into the Queensland Tennis Centre. A limit of one bag per person applies.

## **HEALTH, SAFETY & SECURITY**

### **Q. IS THERE FIRST AID ON SITE?**

First Aid will be available on site, located near Door 8 of Pat Rafter Arena. All staff and volunteers are able to contact first aid to respond if required.

### **Q. WHAT SAFETY MEASURES ARE IN PLACE?**

Tennis Australia and the Queensland Tennis Centre 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 Queensland Police when on site if required.

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

Security guards, event staff and Queensland 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.