

CHELSEA FC V PERTH GLORY MONDAY 23 JULY 2018 FREQUENTLY ASKED QUESTIONS

TIMINGS

- **WHAT ARE THE EVENT TIMES?**
The event times are yet to be confirmed.

TICKETING

- **WHAT DOES THE SEATING PLAN LOOK LIKE?**
To view the seating map for the Chelsea FC v Perth Glory game [click here](#).
- **HOW DO I PURCHASE TICKETS?**
Visit ticketmaster.com.au
- **WHEN CAN I BUY A TICKET?**
Tickets are now on sale.
- **WHAT IS THE TICKET LIMIT?**
The ticket limit is 20 tickets per patron.

- **WHAT ARE THE TICKET CATEGORIES AND PRICING?**

Price Category	ADULT	CONC/JUNIOR	FAMILY
A	\$202.66	-	-
B	\$161.89	-	-
C	\$121.13	\$90.57	\$355.42
D	\$100.76	\$70.20	\$233.12
E	\$49.83	\$29.44	\$100.68
SUPPORTERS AREA*	\$49.83	\$29.44	\$100.68
SPORTS LOUNGE	\$304.59	-	-
PREMIERSHIP TERRACE	\$253.62	-	-
PLATINUM TERRACE	\$253.62	-	-

*Refer to Venue Seating map for location.

Online ticket price shown. A one-off service & handling fee of \$5.75 per transaction applies on all purchases. All ticket prices displayed for this event are subject to change at any time without notice.

- **HOW DO I PURCHASE PREMIUM PACKAGES / SEATS?**
Premium Hospitality Packages are now on sale. Visit optusstadium.com.au for more information and to book.
- **WHAT ARE THE SEATING BOWL LEVELS?**
 - Level 1 is the lower seating bowl tier from Aisles 101 – 150.
 - Level 3 is the mid seating bowl tier from Aisles 301 – 354. Aisles 301 – 309 are accessed from Level 1 East. Aisles 326 – 333 are accessed via Level 1 West.
 - Level 5 is the upper seating bowl tier from Aisles 501 – 550. Access to Level 5 is via the stairs at Lobby 101, 107, 126 and 135.

- **CAN I SELECT MY SEATS?**

The Ticketmaster website works on a "best available" seating system. This means that at the time you make your ticket request, the best available seats will be offered to you. If you are booking via the Ticketmaster Call Centre or a Ticketmaster agency, subject to availability and demand, you can request a specific seating location. However, as demand for tickets is expected to be very high, it is unlikely that you will obtain the specific seating that you request. We recommend that you ask for a best available ticket offer.

- **WHEN WILL MY TICKETS BE PRINTED / DELIVERED?**

Tickets for the event will be available for printing from 14 May 2018. Further details will be provided closer to the date.

- **IS IT SAFE TO BUY TICKETS FROM SCALPERS OR NON-AUTHORISED TICKETING SELLERS? WILL MY TICKET BE VALID FOR THE SHOW?**

The selling of tickets via non-authorized sellers is a breach of the conditions of sale of that ticket and those doing so are knowingly breaching this policy. Ticketmaster and the Stadium recommend that you do not buy tickets from non-authorized sellers. Cricket Australia and the venue have the right to refuse your entry.

- **I'VE LOST MY TICKET – CAN I REPLACE IT?**

Yes, please contact Ticketmaster on 136 100 for information on lost or damaged tickets.

- **MY TICKET HAS BEEN STOLEN, WHAT CAN I DO?**

Please contact Ticketmaster on 136 100 for information on stolen tickets.

VENUE & EVENT INFORMATION

- **WILL MY BAG BE CHECKED?**

Yes. All bags will be subject to a security check. To help avoid delays, it's best to leave your bag at home.

- **WILL OTHER PATRON SECURITY CHECKS BE CONDUCTED?**

Security staff may ask patrons to submit to a pat-down search and wandling to ensure illegal or prohibited items are not brought into the venue. Refusal by a patron to comply with a search request may result in the patron not being admitted into the Stadium for the event.

- **WILL THERE BE FOOD AND DRINK AVAILABLE TO PURCHASE?**

Food and beverage, including gluten free items will be available for patrons to purchase throughout the Stadium. Patrons are permitted to bring their own food and beverage for personal consumption only. Patrons are advised that food and beverage items must comply with the Stadium's Conditions of Entry – no glass, knives, or cans.

- **WHERE ARE THE MEETING POINT LOCATIONS?**

There are no designated meeting point locations. Please use the Gate printed on your ticket as a meeting point.

- **ARE CLOAKING FACILITIES AVAILABLE?**

A limited cloaking service will be available for small items only. We recommend you leave bags and other large items at home so you don't get held up coming into the Stadium.

- **FIRST AID & MEDICAL ASSISTANCE**

Medical crews will be present inside the Stadium and Stadium Park to attend to any problems, no matter how big or small. Please see Stadium staff for assistance.

- **IS THE STADIUM A SMOKE FREE VENUE?**

Yes. Smoking internal to the Stadium is not permitted. Smoking is available external to the Stadium Entry Gates / fence line.

GETTING TO OPTUS STADIUM

- **HOW DO I GET TO THE EVENT?**

Public transport is the most efficient way to get to and from an event at the Stadium.

With a large crowd expected, event goers should leave the car at home and plan their journey using public transport. Patrons are reminded that due to the event falling on a weekday, there will be no direct Joondalup or Fremantle line trains or suburban special event buses to the event. Services will run as usual after the event.

- **IS PUBLIC TRANSPORT INCLUDED?**

Tickets for the Chelsea FC v Perth Glory game include entry and travel on Transperth bus and train services for three hours pre and post the event. Patrons are urged to leave the car at home and take advantage of the special event public transport services.

CONDITIONS OF ENTRY

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[Click here](#) for further information on the Optus Stadium Conditions of Entry.