Event Details and Fixture

<table>
<thead>
<tr>
<th>Q 1.</th>
<th>When is the ICC Men’s T20 World Cup 2022 taking place?</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Round</td>
<td>Sunday 16 October – Friday 21 October 2022</td>
</tr>
<tr>
<td>Super 12</td>
<td>Saturday 22 October – Sunday 6 October 2022</td>
</tr>
<tr>
<td>Semi-Finals</td>
<td>Wednesday 9 November – Thursday 10 November 2022</td>
</tr>
<tr>
<td>Final</td>
<td>Sunday 13 November 2022</td>
</tr>
</tbody>
</table>

Q 2. Which teams are competing?

The ICC Men’s T20 World Cup is the largest international cricket event by the number of teams. The 2022 event in Australia will feature 16 international teams competing for T20 cricket’s ultimate prize.

Twelve teams have already qualified; hosts Australia, Afghanistan, Bangladesh, England, India, Namibia, New Zealand, Pakistan, Scotland, South Africa, Sri Lanka, and West Indies. The final four places will be determined via qualifying events held in early-mid 2022.

Q 3. Which teams are in which group?

**FIRST ROUND**

**GROUP A**
- Sri Lanka
- Namibia
- Qualifier 2 (Q2)
- Qualifier 3 (Q3)

**GROUP B**
- West Indies
- Scotland
- Qualifier 1 (Q1)
- Qualifier 4 (Q4)

**SUPER 12**

**GROUP 1**
- England
- New Zealand
- Australia
- Afghanistan
- Group A Winner (GA1)
- Group B Runner-up (GB2)

**GROUP 2**
- India
- Pakistan
- South Africa
- Bangladesh
- Group B Winner (GB1)
- Group A Runner-up (GA2)

The top two teams from each Group in the First Round will proceed to the Super 12.

Q 4. When will the final four qualifying teams be announced?

The final four teams will be confirmed from two qualifying events.
Q 5. **How many matches will be played at the ICC Men’s T20 World Cup 2022?**

The event will feature 45 matches in total, consisting of the following:

- 12 x First Round matches (six (6) double header match days)
- 30 x Super 12 matches (nine (9) double headers and twelve (12) single match days)
- 2 x Semi-Finals
- 1 x Final

The full fixture can be viewed [HERE](#).

Q 6. **Where will the matches be played?**

The matches will be played in seven Host Cities and Venues:

- Adelaide Oval, Adelaide, South Australia
- Bellerive Oval, Hobart, Tasmania
- The Gabba, Brisbane, Queensland
- Kardinia Park Stadium, Geelong, Victoria
- Melbourne Cricket Ground (MCG), Melbourne, Victoria
- Perth Stadium, Perth, Western Australia
- Sydney Cricket Ground (SCG), Sydney, New South Wales

Q 7. **Where are the Semi-Finals and Final being played?**

- Semi-Final 1 *(9 November)*: Sydney Cricket Ground (SCG)
- Semi-Final 2 *(10 November)*: Adelaide Oval
- Final *(13 November)*: Melbourne Cricket Ground (MCG)

Should Australia qualify for the Semi-Finals, Australia will play its Semi-Final in Sydney.

All finals matches have a Reserve Day the following day should a result not be possible on the scheduled match day.

Q 8. **How do I know which teams will compete in the Semi-Finals and Final?**

The two top teams from Group 1 and Group 2 at the end of the Super 12 will qualify for the Semi-Finals. The winner of each group plays the second-place team in the opposite group in a Semi-Final. The winner of each Semi-Final will play in the Final.

Should Australia qualify for the Semi-Finals, Australia will play its Semi-Final in Sydney.

Q 9. **What are the match start times?**

The match start times vary from venue to venue. For a full list of match start times, click [HERE](#).

Q 10. **How long is a match duration?**
On average, a T20 match is approximately 3 hours 20 minutes in duration. This includes both innings and the innings break.

Q 11. Are there any reserve days?

Only the Final and Semi-Finals have a Reserve Day the following day should a result not be possible on the scheduled match day.

Ticketing & Hospitality packages

Q 12. When do tickets go on sale?

Tickets go on-sale to the public on Friday, 7 February 2022 at midday AEDT.

Register for tickets before Monday, 31 January 2022 and receive priority access to tickets before the general public — REGISTER NOW.

Q 13. When do hospitality packages go on sale?

Hospitality packages are available for Finals and matches featuring Australia from Friday, 15 October 2021. All other matches will be available from Friday, 21 January 2022. Visit T20WorldcupHospitality.com to purchase.

Q 14. What are the ticket prices for the event?

Ticket prices to all matches are accessibly priced, allowing for as many fans as possible to be part of a World Cup in Australia.

Children* prices start from $5^ and Adults from $20^  

*Children from ages 2-16 years inclusive at time of match.  
^At the gate price. Transaction fees otherwise apply.

Q 15. Will the tickets I purchased for the postponed ICC Men's T20 World Cup 2020 be valid for 2022?

No. All ticket purchasers for the 2020 event have had their tickets refunded. The 2022 event has a new fixture including different teams and matches.

Ticket purchasers from the 2020 event will receive priority access to purchase tickets from Friday, 21 January 2022. Information on how to purchase will be sent directly to your email address supplied.

Q 16. I have previously registered, however my contact details have changed. How do I update my information?

Sign in HERE using your current username (the email address you have registered with) and your password. Once you have logged in, you can update your details.  
If you don't remember your password, 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 17. Do I need to create an ICC T20 World Cup ticketing account if I already have a Ticketek or Ticketmaster account?
Yes, everyone planning on purchasing tickets for the ICC Men’s T20 World Cup 2022 will be required to create a specific ICC T20 World Cup ticketing account. If you’ve not already created an account, you can create one by registering HERE.

Q 18. Where can I purchase my tickets from?
Tickets can and should only be purchased through official channels.

Q 19. I am a member of a host venue. Will my membership allow me to enter matches?
No. As is often the case with one-off international major events, memberships of host venues do not include access to the ICC Men’s T20 World Cup 2022. However, in recognition of members’ support for cricket and their venue, venue members are being offered a chance to purchase tickets in advance of the general public. Members will receive direct communication from their venue with their opportunity to purchase.

Q 20. I’m a corporate box holder at a host venue. Will my rights cover ICC Men’s T20 World Cup 2022 matches?
No. As with many one-off international major events, venue box holders’ rights do not include access to ICC Men’s T20 World Cup 2022 matches. Venue box holders have been provided with a priority offer to access hospitality packages.

Q 21. What is the priority access windows to tickets and how can I be part of it?
21 Jan – 6 Feb 2022: Ticket holders from postponed ICC Men’s T20 World Cup 2020
Fans who had their tickets refunded for the 2020 event will have first opportunity to secure tickets to the revised fixture for 2022.

27 Jan – 6 Feb 2022: Venue Members
Venue Members of the host venues. Communication will be sent directly to you from your venue’s membership team.

31 Jan – 6 Feb 2022: Venue Waitlist Members
Host venues that have a waitlist. Communication will be sent directly to you from your venue’s membership team.

1 Feb – 6 Feb 2022: Cricket Family (T20 World Cup Fans, Australian Cricket Family, Members of BBL Clubs)
All fans who have signed up to T20 World Cup Australia, Australian Cricket Family databases or are members of a participating BBL Club. Communication will be sent directly to you from who you are associated with.
Register with T20 World Cup Australia by Monday, 31 January 2022 to get priority access. Click HERE to register.
3 Feb – 6 Feb 2022: ICC T20 World Cup event partnerships
Participating partners who are associated with the event. Partners will send communication directly to you.

7 Feb 2022: General Public Tickets on sale

14 Feb 2022: Group Booking applications open

Q 22. What is the maximum number of tickets I can purchase?

To ensure as many people as possible have equal access to purchasing tickets to all the ICC Men’s T20 World Cup 2022 matches, as per our Ticket Limits Policy, the following ticket limits will apply per person, per match:

- First Round: Ten (10) maximum
- Super 12: Ten (10) maximum
- Semi-Finals: Eight (8) maximum
- Final: Eight (8) maximum

In addition, an event wide ticket limit of 96 tickets will apply per person.

Q 23. Why are there restrictions on the number of tickets I can purchase?

Ticket limits are set to ensure as many people as possible have fair access to purchase tickets to the event.

Q 24. Are group bookings available for the event?

Yes. Group bookings (more than 10 tickets per match for First Round and Super 12 matches) can be requested for most matches of the event. All group booking request are subject to ICC approval.

Fans who wish to purchase as a group are requested to submit their group booking applications via the official ICC Men’s T20 World Cup 2022 group application form. Group Booking applications will be available from Monday, 14 February 2022.

Based on the information supplied, ICC will approve or decline your application to purchase as a group (at their discretion).

Group booking requests are subject to availability. Due to limited or no availability, group booking applications are unavailable at the following matches:

- The Final @ MCG – Sunday, 13 November 2022
- Semi-Final 1 @ SCG – Wednesday, 9 November 2022
- Semi-Final 2 @ Adelaide Oval – Thursday, 10 November 2022
- India v Pakistan @ MCG – Sunday, 23 October 2022
- South Africa v Bangladesh & India v GA2 @ SCG – Thursday 26 October 2022
All group bookings are subject to the ICC T20 World Cup Australia Ticketing Terms and Conditions, and must be pre-approved by the ICC. Tickets must not be used commercially or incorporated into travel packages.

Ticket Categories and Seating Information

Q 25. Can I choose my seat?

Tickets will be sold on a reserved seat basis except for General Admission areas such as grass embankments, where patrons choose to sit within a designated area.

At the time of purchase, fans will be offered the best available seats for their preferred category (or, if sold out, the first available in the next lower category). The seat location details will be displayed, and you will then be able to see the offered section on a venue map prior to purchasing.

Q 26. What is a ‘reserved’ seat and what do the different ticket categories mean?

All tickets are sold as reserved seats, which means each ticket is assigned a specific seat and only the ticket holder may occupy that seat. Where a venue has a General Admission area, categories will be amended accordingly, and this will be shown on the ticket prices for each venue.

The different seating categories represent the variation between seats for a particular match, such as differences regarding the quality of view, the standard of facilities and position, and closeness to the field of play. ‘Category A’ tickets are deemed the best available seating for that particular match and venue. Each venue and match are unique, and as such, not all price categories will be the same for each match or available for each match. Please ensure you carefully review seating maps before making your purchase.

Q 27. Why are there different price categories for different matches at the Event?

Some venues for the ICC Men’s T20 World Cup 2022 have different configurations and match classification, meaning the seating categories vary. The number of categories depends on the profile of the match.

Q 28. What does General Admission mean?

General Admission is a ticket type used to describe a seating section of the venue or grass embankment where patrons are admitted to a designated area rather than allocated a specific seat. General Admission tickets may be available at the following ICC Men’s T20 World Cup 2022 venues: Adelaide Oval and Bellerive Oval.

If you buy a General Admission ticket, these seating areas are operated on a first-come, first-served basis. When you arrive at the venue, you may be directed to the available seats/sections by the event staff.

Q 29. What are Squad Supporter Zones?

Squad Supporter Zones are the dedicated supporter areas for each country participating at the ICC Men’s T20 World Cup 2022 for First Round and Super 12 matches.
Except for Australia, which has home ground advantage and is expected to have significant home crowd support, dedicated Squad Supporter Zones will provide the opportunity for fans to connect, unite and get behind their team!

There will be no Squad Supporter Zones available for the Semi-Finals or Final as the teams are not known far enough in advance to set up the zones.

Q 30. What is an alcohol-free zone?

All matches will have designated alcohol-free seating area/s, where alcohol cannot be consumed. Persons of legal drinking age sitting in these areas will, however, have the option to consume alcohol in other designated areas of the ground.

Q 31. Why are some seats not available for purchase?

As for all major events, a percentage of seats for each match will be set aside for operational requirements and contractual obligations.

The number of seats allocated for each of these purposes is limited to ensure there are maximum seats available for public sale. Where allocations are not taken up, those seats will be returned to public sale as soon as possible.

Q 32. Will my seats be undercover?

The Local Organising Committee of the ICC Men’s T20 World Cup 2022 reminds all fans that no venue offers guaranteed protection from the elements. It is strongly advised that all fans wear sunscreen and protective clothing, even when sitting in the shade. Umbrellas cannot be used during play.

Q 33. Are there any additional service and delivery fees? Why do I have to pay additional fees?

For tickets not purchased at the gate, there is an additional per transaction charge of up to $6.55. The transaction charge is only applied per transaction, so whether you purchase 1 or 10 tickets in a single transaction you will only ever pay one fee.

The transaction charge covers various expenses associated with taking, processing and fulfilling your order, as well as the costs associated with supporting the technology that facilitates the purchase of tickets for every match.

Purchasing

Q 34. How do I purchase tickets?

General Tickets

➢ Online at tickets.t20worldcup.com
➢ ICC Men’s T20 World Cup 2022 Ticketing Contact Centre
  o If calling from within Australia: 1300 2020 92
  o If calling from overseas: +61 2 8572 2352 (international call charges apply)
Q 35. Can I purchase tickets in person and pay by cash?

Due to COVID-19 implications, cash payments or paying in person is not currently available. This will continue to be monitored and reviewed.

Q 36. Can tickets be purchased from agents other than the official authorised agents of ICC Men’s T20 World Cup 2022?

No. As per our Ticket Terms and Conditions, any tickets obtained from unofficial agents will be deemed null and void; the ticket/s may not be refunded and entrance to the venue may be prohibited.

Don’t get caught out! Buy through the official channels of the ICC Men’s T20 World Cup.

Q 37. How do I purchase a ticket for a wheelchair or accessible seat?

Wheelchair and accessible seating have been made available for all matches in the event and can be purchased through the Ticketing Contact Centre (Pre-sale and General Sale) or online through tickets.t20worldcup.com (General Sale).

**PRE-SALE (21st January 2022 – 6th February 2022):**

Customers requiring wheelchair access or accessible seats can purchase tickets through the Ticketing Contact Centre.

- If calling from within Australia: 1300 2020 92
- If calling from overseas: +61 2 8572 2352 (international call charges apply)

**GENERAL ON-SALE (7th February 2022):**

Customers requiring wheelchair access or accessible tickets will have the option to purchase online via tickets.t20worldcup.com or via the Ticketing Contact Centre. If ordering online, wheelchair customers should note that they will only be able to purchase one ticket and will automatically receive a companion ticket. Those wishing to attend with friends or family will need to purchase via the Ticketing Contact Centre to ensure the number of tickets required per purchase are met.

If ordering online, the following passwords will be required depending on the ticket type required:

- Wheelchair seating – WHEELCHAIR
- Accessible seating (limited mobility, stairs) - ACCESSIBLE
For online purchases,
1. Visit tickets.t20worldcup.com
2. Select the match you wish to attend
3. In the “Password” box, enter the applicable Password (as above)

If you have a specific wheelchair or accessible seating query or do not wish to purchase online, please contact our Ticketing Contact Centre:

- If calling from within Australia: 1300 2020 92
- If calling from overseas: +61 2 8572 2352 (international call charges apply)

NOTE: Each online wheelchair seat purchase automatically comes with one companion seat included at no extra charge. To be eligible, a valid companion card may be requested at the time of purchase and upon entry to the venue. Please ensure you take your valid companion card with you to the venue during the event. For further information on Australian Companion Cards, please visit https://www.disabilitygateway.gov.au

Q 38. Can I sit with family or friends if I have a wheelchair or special access booking above the single companion seat?

Yes, however, to accommodate this, please contact our Ticketing Contact Centre:

- If calling from within Australia: 1300 2020 92
- If calling from overseas: +61 2 8572 2352 (international call charges apply)

Q 39. Will I be required to show my Companion card at the venue?

If you require a companion to attend the event with you, you will need to be able to provide your companion card to staff at the venue when requested

Q 40. Will tickets be sold on a first come, first served basis, or will I have to apply through a ticket ballot?

Tickets will be sold on a first come, first served basis, so it is important to purchase early to ensure you secure the seats you want for the matches you prefer to see.

Q 41. Can I buy tickets to more than one match in the same transaction?

Yes. With our flexible booking system, you can buy tickets to all matches subject to the

event ticket limits.

Q 42. Do I have to buy a ticket for each match if there are two matches on the same day at the same venue?

No. When purchasing a ticket to a match with two games at the same venue on the same day, your ticket will allow you access to both matches. You can enter the venue at any time from when the gates open. Re-entry into the venue on the same day is subject to any conditions of entry implemented for the venue.
Q 43. I have already created an ICC T20 World Cup ticketing account to receive information. Can I use this to purchase tickets?

Yes, you can use your ICC T20 World Cup ticketing account to purchase tickets.

Q 44. I have forgotten my password; how can I log into my account to purchase tickets?

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 45. Can I purchase tickets using my mobile phone?

Yes. On any smartphone, go to tickets.t20worldcup.com in your mobile browser to purchase tickets.

Q 46. Does the ticket price include GST?

Yes, all ticket prices are inclusive of GST.

Q 47. What currency is used for ticket prices that appear on your website?

All prices are presented and charged in Australian Dollars (AUD)

Q 48. What is the minimum age for purchasing tickets?

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. Ticket Terms and Conditions available HERE

Q 49. What age constitutes a child?

A children’s ticket price applies to children who are two-sixteen (2-16) years of age, inclusive at the time of the scheduled match.

Child and Infant Policy is available HERE

Q 50. My child is under two, do they need a ticket?

Infants under two (2) years of age can 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 regardless of their age.

Child and Infant Policy is available HERE

Q 51. Are children’s tickets available for all matches?

Yes, until ticket allocation is exhausted.

Q 52. Are children’s tickets available in all ticket categories?
Children’s tickets can be purchased in all ticket categories for the First Round and Super 12 matches, subject to availability.

For Semi-Final and Final matches, the lower ticket categories will have children’s tickets available, subject to availability.

Q 53.  Why are there no Concession tickets?

The Local Organising Committee of the ICC Men’s T20 World Cup has chosen to offer affordable tickets to everyone rather than concessions for certain people.

Adult tickets start from $20^ and children’s tickets from $5^ (2-16 years inclusive).

^ At the gate price. Transaction fees otherwise apply.

Q 54.  What is a restricted view seat?

A seat will be defined as a 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. Click HERE for the Restricted View Policy.

Q 55.  Will all my tickets be seated together?

Tickets purchased in a single transaction, at the same time, will be seated together.

Q 56.  Can I use Ticketek gift vouchers to purchase ICC Men’s T20 World Cup 2022 tickets?

No.

Q 57.  Can I purchase from overseas?

Yes. Anyone can purchase tickets, no matter which country you are in. However, restrictions to borders and visas into Australia may apply and may impact the ability to receive a refund on your ticket should you be unable to travel to Australia. The ticket refund policy is available HERE.

The Local Organising Committee of the ICC Men’s T20 World Cup 2022 recommends you review with Home Affairs website to check your eligibility to travel to Australia before purchasing tickets.

Travel Packages through ICC Travel and Tours may be available from February 2022. Click HERE for further information.

Q 58.  What is the refund policy should I not be able to go to the match due to various reasons, including travel restrictions or other restrictions implemented from COVID-19?

A robust refund policy is available HERE that provides detailed information on when a refund is possible.

Q 59.  Is a visa required for entry into Australia?
*Please note that the information provided below is general information only and may not be relevant to all people. The Local Organising Committee of the ICC Men’s T20 World Cup 2022 strongly advises any international ticket purchasers to seek independent advice on their individual requirements for entering into Australia prior to purchasing any tickets to the ICC Men’s T20 World Cup 2022.

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 correct 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 to explore your visa options.

Fans are advised to obtain a valid visa before purchasing tickets. As part of the ICC T20 World Cup Ticket Terms and Conditions, you may not be entitled to a refund or exchange of tickets if should you fail to obtain a valid visa in time.

The Federal and State Governments may also require you to provide further information on your COVID-19 Vaccine status when travelling to Australia. Please visit https://covid19.homeaffairs.gov.au/ for further information.

Q 60. 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. 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 available tickets have been selected by customers ahead of you, and they are in the process of completing their transaction.

Packages for this match may still be available through the Official Hospitality Program or ICC Travel and Tours.

Q 61. Why can’t I see all ticket categories?

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 62. Can I buy tickets to multiple matches?
Yes, all fans will be able to purchase tickets to multiple matches in the same transaction (subject to match and overall event ticket limits). During the purchase process, you will be given the opportunity to add more tickets to your basket before payment.

Q 63. If I change my mind after I purchase my tickets, can I cancel or on-sell my tickets?
No, refunds are not available for change of mind circumstances (unless otherwise in accordance with the Ticket Refund Policy or required under applicable law). However, the ICC Men’s T20 World Cup 2022 will have an authorised re-sale site available for you to list your unwanted tickets. The re-sale site will be available closer to the event and only available for tickets purchased through tickets.t20worldcup.com.

Q 64. Can I pay for tickets through instalments?
Afterpay is a form of payment that allows you to pay off your tickets through instalments. Conditions apply. Please visit https://www.afterpay.com/en-AU/terms-of-service

Ticket Delivery

Q 65. What are my ticket delivery options?
All ICC Men’s T20 World Cup 2022 tickets will be electronic tickets. You can choose to have your tickets delivered to your mobile phone or sent via email and print them out at home.

Q 66. Why can’t I have my tickets sent to me in the post?
Due to COVID-19 restrictions implemented in Australia, physical tickets are not currently available for the event.

Q 67. When will I receive my tickets?
Tickets will be available closer to the event.

COVID-19

Q 68. What are the restrictions or requirements on me to attend a match related to COVID-19?
The Local Organising Committee of the ICC Men’s T20 World Cup 2022, in conjunction with the ICC, will work with venues and governments to make the event as safe as possible and implement the relevant COVID-19 safety plans that may be required to host the event. There may be requirements of ticket holders to adhere to conditions based on government advice/restrictions and Venue entry conditions. Further information will be provided closer to the event.

Q 69. What if the government restrictions implemented at the time of the event prevent me from attending?
Full details on our refund policy can be found HERE.
Q 70. If domestic borders are closed and prevent me from travelling to attend a match, can I get a refund?

If you are travelling from within Australia, yes. You must advise us that you are unable to travel at least 14 days before the date of the match (or such shorter period where such restrictions are imposed in a shorter timeframe). Further details are available in our Ticket Refund Policy HERE.

Q 71. If Australia’s international borders are closed and prevent me from travelling into Australia to attend a match, can I get a refund?

If at the time of you purchasing tickets you were able to obtain a valid visa to enter Australia or can enter Australia without a visa, and meet all Australian government requirements to enter Australia, you can request a refund if international borders close, preventing you from travelling.

Note – You will need to factor in any isolation or biosecurity requirements to enter Australia within your travel plans.

Further details on the Refund Policy are available HERE.

Q 72. What does ‘valid visa’ mean at time of purchase?

The visa you will travel to enter Australia on can be obtained on the date you purchase tickets.

Please use the Home Affairs website to check your eligibility to travel to Australia.

Q 73. The visa I would use to enter Australia isn’t available for me, can I still purchase tickets?

If you require a valid visa to enter Australia, it is recommended that you only purchase tickets once a valid visa is available to you. If you purchase tickets before you are eligible for a valid visa, you will NOT be covered for a ticket refund should you be unable to enter Australia, unless otherwise eligible under the Ticket Refund Policy available HERE or as required under applicable law.

Q 74. Contact Us

If your question is not answered above of throughout the website, please get in touch with the ICC T20 World Cup Ticketing Contact Centre.

Email  customerservice@t20worldcup.com
Phone  If calling from within Australia: 1300 2020 92
       If calling from overseas: +61 2 8572 2352 (international call charges apply)