



TICKETING FAQS

Ticketing tips

BEFOREHAND

1. To speed up the process on the day, create an account with our ticket agents (Ticket Quarter and See Tickets) and make sure you know your password.
2. Visit nwc2019.co.uk/schedule and take a look at the competition schedule with your party to decide which sessions you're interested in attending.
3. Have a back-up plan if your first choice session is sold out - we are expecting very high demand for the final, semi-finals and England games.
4. Know your limit! Subject to availability, customers may purchase up to 10 tickets per session, per billing address online and groups may purchase up to 40 tickets per session, per billing address via Ticket Quarter's group booking line only: +44 (0)344 561 7672

ON THE DAY

1. One will do! There is no benefit in opening multiple tabs or browsers when booking your tickets - one per device will suffice.
2. Enter your activation code (sent to you by email) and click 'go' or you will not be able to see any tickets available.
3. Keep an eye on the timer clock as you process your booking - if you get 'timed out' you will not be able to complete your booking.
4. Have your payment card ready - and check it hasn't expired!
5. Start planning your trip to Liverpool!

When do tickets go on sale?

Tickets will go on sale exclusively to England Netball individual, independent and social members first, then to the Netball World Cup 2019 family - including those who have [registered for our email updates](#) and our event partners - before they go on general sale in September 2018.

10am Tuesday 3 July 2018 - 11:59pm Thursday 12 July 2018: Tickets on sale to England Netball members
17 - 27 July 2018: Tickets on sale to Netball World Cup 2019 family and event partners - [register now](#)
19 September 2018: Tickets on general sale

How can I access the England Netball member pre-sale?

The England Netball member pre-sale (3-12 July 2018) is open to affiliated individual, independent and social members of England Netball.

If you are already a member of England Netball you will receive an email from them in advance of the pre-sale explaining how you can access the pre-sale. You will need to make sure your email address is up-to-date with England Netball and your affiliation number will be required to purchase your tickets.

Please note that receiving emails from Netball World Cup 2019 does not mean you will receive your email from England Netball as these are two separate organisations. If you do not normally receive emails from England Netball but you are an England Netball member please contact the England Netball customer services team for assistance on 01509 277 850.

If you are not already a member of England Netball, further information about joining is available [here](#). An allocation of tickets will be available for every session and in every seating category at every stage of ticket sales.

How can I access the NWC2019 family member pre-sale?

You can access the NWC2019 family pre-sale (17-27 July 2018) by signing up on the event website at nwc2019.co.uk/register

An allocation of tickets will be available for every session and in every seating category at every stage of ticket sales.

Will there still be tickets left for every session when they go on general sale?

Yes, an allocation of tickets will be available in every seating category for every session at each on-sale phase.

Where can I buy tickets?

Tickets for the Netball World Cup 2019 are only available from our authorised retailers:

- Ticket Quarter
- Echo Arena Liverpool Box Office
- See Tickets
- [Gullivers Sports Travel \(fan packages\)](#)
- Official Overseas Travel Agents (Australia and New Zealand fan packages) - [Events Worldwide](#) (Aus), [Sportsnet](#) (Aus), [Williments](#) (NZ), [House of Travel](#) (NZ)

Please be aware that tickets purchased or sold outside of authorised retailers will not be valid.

How much will tickets cost?

There will be a range of tickets available across the 20 sessions, including gold, silver and bronze category tickets, based on the location of the seat (proximity to and view of the court).

Adult and junior prices will be available with tickets starting from just £10 for adults and £5 for children.

The range of prices for each stage of the competition is available [here](#).

Seating category maps:

[Two-court layout \(12-15 July 2019\)](#)

[One-court layout \(16-21 July 2019\)](#)

Are there reduced prices for children?

Junior tickets are available in the silver and bronze categories for people who will be under 18 on the date they attend the event.

Children under 14 on the date they attend the event will need to be accompanied by an adult over the age of 18.

Children under two years old on the date they attend the event do not need a ticket, as long as they do not take up a seat.

Proof of eligibility may be requested when you attend the event.

Are accessible tickets available?

Echo Arena Liverpool is a fully accessible venue, and if you purchase a ticket and require a companion to accompany you, we are happy to offer them a complimentary ticket. One piece of the following documentation, valid at the time of attending the event, is required for eligibility:

- Disability Living Allowance
- Personal Independence Payment (PIP)
- Attendance Allowance
- Personal Independence Allowance
- A certificate of visual impairment
- Official / Documented evidence that I am registered as severely sight impaired (blind)
- UK-recognised identification for an assistance dog

To book your tickets, or for more information about the ACC Personal Assistance scheme, please call the Customer Care team on 0344 335 0437. Proof of eligibility may be requested when you attend the event.

How do I know which teams will be playing when?

The current competition schedule can be found [here](#).

The competition schedule was updated on 2 July when the latest [INF world rankings](#) were announced and the automatic qualifiers for the tournament confirmed, alongside England who had already qualified as host nation. After this update, the Preliminaries Stage One matches featuring these six teams were confirmed.

The full competition schedule for Preliminaries Stage One will be announced in September 2018, once the final list of qualified teams has been confirmed through the [regional qualifying events](#). Preliminaries Stage Two matches will be dependent on Preliminaries Stage One results.

How do I get to see the opening ceremony?

The opening ceremony will take place within session two on Friday 12 July 2019 and will be included in tickets bought for this session for both court one and court two.

What hospitality is available and when will it be on sale?

A variety of hospitality options are available, which can be purchased along with your tickets on the following dates:

- 3 - 12 July 2018: England Netball members
- 17 - 27 July 2018: Netball World Cup 2019 family
- 19 September 2018: General sale

For more information about the hospitality packages available, please click [here](#).

Can I buy tickets and volunteer?

We understand that people may wish to attend the event as a spectator as well as volunteer. We suggest that if you wish to buy tickets you register [here](#) to access the pre-sale from 17-27 July. You will then be able to submit your availability to volunteer during the formal application process in August 2018.

For more information about volunteering, please click [here](#).

When will I receive my tickets?

Tickets will be distributed to customers by email and post in late spring 2019.



**NETBALL
WORLD CUP
LIVERPOOL 2019**

Can I choose my seat?

If you wish to purchase a ticket for a specific seat within the arena, please contact Ticket Quarter directly on 0344 8000 410.

Phone lines are open Monday – Saturday from 9am – 9pm and Sundays and bank holidays from 10am – 5pm.

Am I able to get a refund if I can no longer attend?

All tickets are purchased under a no refund or exchange policy.