



TICKETING FAQS

Ticketing tips

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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. 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.
3. Have your payment card ready - and check it hasn't expired!
4. Start planning your trip to Liverpool!

When do tickets go on sale?

Tickets are now on sale.

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?

1. 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
 - ✓ GP Letter or international equivalent of the above

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 many tickets can I buy?

You will be able to buy a maximum of 10 tickets per session per billing address when purchasing online and you will be able to buy tickets for multiple sessions in one transaction.

The ticket limit of 10 tickets per session, per billing address applies across each sales phase - no individual may purchase more than 10 tickets to any given session.

Can I buy group tickets?

If you are planning to come in a group or with your netball club and want to buy more than 10 tickets per session you can book with our official ticket agent, Ticket Quarter. Subject to availability, you will be able to purchase up to 40 tickets per session, per billing address for a group.

0344 561 7672 Monday - Saturday: 9am - 9pm
Sunday: 10am - 5pm

You will be asked to provide details of your club/organisation when you make your booking, and requests received by email will not be prioritised or considered.

The ticket limit of 40 tickets per session, per billing address applies across each sales phase - no group may purchase more than a total of 40 tickets to any given session.

Ticket Quarter offer flexible payment options including credit/debit cards, cheque, cash (in person at the ACC Box Office only), BACs, PayPal and international payments.

Groups may reserve their tickets before payment of the balance is required.

Can I bring a school group?

School groups can book tickets through the group booking service provided by Ticket Quarter. Please see above for details of how contact Ticket Quarter group booking services. [More information for schools is available here](#)

How many matches are in a session?

Tickets will be sold in sessions, with two sessions taking place every day. Each session will feature at least two matches.

There will be two courts in the arena for the first four days of the competition (12-15 July), with games being played simultaneously. You will be able to choose tickets for court one or court two when you are making your purchase.

The courts are not separated by a physical barrier so it will be possible to see the match taking place on the alternative court from some seats, however this is not guaranteed.

How do I know which teams will be playing when?

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

The full competition schedule for Preliminaries Stage One have been announced following the Regional Qualifiers Africa, Americas and Asia. 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, and can be purchased along with your tickets. 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. 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.

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.