



Ticket FAQ's for ICC World Twenty20 India 2016

1. When will ticket sales begin in India?

The ticket sales portal can be accessed via www.icc-cricket.com

Sales of tickets for non-India matches will commence online from 24th February 2016 at 12pm IST.

Tickets for India matches, both semifinals and the final will be sold via a ballot process. Applications for the ballot will commence from 25th February at 12pm IST.

Online purchase for all other matches will take place on a first come first served basis via the online portal from 24 February at 12pm IST.

Over the counter sales in India will take place from designated box offices at each venue. Opening dates for these box offices will be advised in due course.

Purchase of tickets are limited to 2 per person for all India matches, both semifinals and the final, and 6 per person for all other matches.

2. How do I buy tickets?

- **Online**

A lottery system will be used to manage the demand for tickets for all India matches, both semifinals and the final. Under the lottery system, all applications made within the lottery window have an equal chance of being successful. There is no advantage to applying early in the lottery window.

There is a limit of two tickets per person.

Step 1

Customer will log on to the ticket sales portal via www.icc-cricket.com and will register using their name, mobile number and email address

The registration window will be open from 25th Feb at 12pm till 2nd March at 12pm IST)

Step 2

Registered users will receive an e-mail and SMS 15 days prior to each match they have applied for under the lottery system.



Step 3

The email and SMS will contain a unique booking link which will be active only for 24 hours.

Step 4

Registered users need to log in via the unique booking link to confirm uptake of the tickets allocated to them. Payment can be made by debit / credit card, net banking, cash card or Bookmyshow wallet.



Non – India matches including all Women’s matches

Tickets for all non-India matches and all women’s matches (except both women’s semi-finals and the final which are ticketed along with the men’s semifinals and final) will be available to purchase directly via the online purchase system. There is a limit of 6 tickets per person.

Step 1

Fans must log on to the ticket sales portal via www.icc-cricket.com and register with their name, email address and mobile phone number.

After registering, the customer will be added to the queue system, which will indicate the number of customers logged in before them and the amount of time it will take for the customer to get be redirected to the ICC World T20 ticket booking page.

Step 2

The customer will be required to select the match(es) he/she wishes to see. Payment can be made by debit / credit card, net banking, cash card or Bookmyshow wallet.

Step 3

On confirmation of payment the payment customer will receive via email and SMS a booking confirmation which must be presented at the venue box office to receive the physical ticket.



- **Box Office Sales**

Tickets for all matches will be sold (subject to availability) at respective box office venues on a first come first basis.

Purchase of tickets are limited to 2 per person for all India matches, both semifinals and the final, and 6 per person for all other matches.

3. How can I pay for tickets?

Tickets can be booked online as well as offline at each venue's box office. Tickets booked online will be processed by debit/ credit card, net banking, cash card or Bookmyshow wallet.

Tickets purchased at box offices can be paid for with cash or via debit/ credit card.

4. How many tickets can one buy per transaction?

There is a limit of 2 tickets per person for India matches, the semi-finals and finals. There is a limit of 6 tickets per person for all non-India matches and all women's matches (except the women's semifinals and final which are ticket with the men's matches played at the same venue on the same day).

There is no limit to the number of matches that a person can buy tickets for, subject to the purchaser being physically able to attend each match for which he is buying tickets. For example, a person cannot buy tickets to matches at different venues on the same day.

5. I have tried to buy tickets but see the message 'temporarily unavailable.' What does this mean?

This means that at the current time the number of tickets requested or price category selected is not available for purchase. It does not mean that tickets are sold out.

You can do one of the following:

- Try to buy a lesser number of tickets
- Select a different ticket category

6. How can I purchase tickets from outside of India?



You can buy tickets either via the internet through www.icc-cricket.com or if you wish to buy tickets as part of a tour & travel package.

7. Can I buy the tickets from the stadiums?

Yes, prior to the match at the respective box office at each venue. Tickets for India matches and the semifinals and the final can be purchased at venue box offices only following successful application through the lottery process.

Prior to the event, tickets can only be bought via the official website and or from the tickets counter at the stadium.

8. What are the opening hours for the ticket Box Office?

Ticket sales at venue outlets will be open from Sunday to Thursday from 10 am to 5 pm. The dates of opening of venue box offices will be advised in due course.

9. Can I contact the ticket office by phone?

There is a ticketing helpline accessible by phone and email as follows:

- i. Email helpdesk@bookmyshow.com
- ii. Telephone the ticket helpline on +91 22 398 95050

Note that tickets cannot be purchased over the phone.

10. Who can purchase tickets?

Anyone with valid identity documents can purchase tickets. (For Indian nationals: national ID card or valid passport)

11. I see there are two matches at a venue on the same day - do I need two tickets?

No. A ticket is valid for particular match day - whether it's a single game or if its 'double-header'. Tickets are priced for each match day according to whether one or two matches are scheduled to be played on the same day.

12. What types of ticket are available?



There are several categories of ticket and prices. Details are available on the ticket sales website. Price ranges are as follows:

	Rupees	
	STARTS AT	RANGES UPTO
Nagpur	100	12500
Dharamsala	100	15000
Bengaluru	250	8000
Mumbai	500	35000
New Delhi	100	10000
Kolkata	100	1500
Chennai	50	1000
Mohali	100	18750

13. What is a Hospitality ticket?

A hospitality ticket is a one which meant for corporates and includes corporate hospitality facilities. The price includes a catering package.

14. Can anyone buy hospitality tickets?

Yes, subject to availability. Hospitality tickets are managed by the respective State Association. Anyone wishing to purchase hospitality should get in touch with the contact center on +91 22-398 95050

15. Can I just buy single match tickets for the semi-final or final only?

Yes, subject to availability.

16. At what stage can I buy tickets to the semi-finals and finals?

Registration process for semifinals and finals will commence from 1st March 2016

17. Do I need to buy tickets for the practice matches?

Only the practice matches in Kolkata are ticketed.



18. Will there be children's tickets?

No. There is no specific category of children tickets. Remember that each seat is numbered and will have a specific ticket. There is a strict policy of one ticket per person. All children over the age of two will require their own ticket.

19. Do children need tickets?

Yes. All children above 2 years of age need their own ticket.

20. What if I need to change my delivery address details after I have completed a purchase online?

You cannot update your delivery address once it has been submitted. Please write to helpdesk@bookmyshow.com providing your transaction reference number and address details.

21. How many tickets will be available to the public?

As with all major sports events, a number of tickets must be provided to the event sponsors. An allocation of tickets will be made available to BCCI and ICC guests. All remaining tickets will be available to the public, whether through tour and travel packages or individual sale via the internet or local box office.

22. When will I know where I will be sitting?

Tickets received from box office will include all required details pertaining to which row, section, seat the ticket holder will be seated at. Seating's will provided on first come first basis.

23. How do I know where my seat is when I buy the tickets?

You will be able to choose the block in which you buy your ticket and see where this is in the venue at the time of purchase. Seat numbers will only be known once you receive your confirmation/physical tickets.

24. Will there be price concessions for disabled persons?



Prices of seats are based on the section in which the seat is at. There are no concessions. Prices for disabled persons are the same as prices for other seats in the same section of the venue.

25. Who set the ticket prices and how?

BCCI and the State Associations have set the ticket prices which are designed to provide maximum opportunity for fans to attend matches.

26. Are ticket prices the same regardless of which country I reside in?

Yes, the published prices are the same for everyone.

27. Can I sell or transfer my tickets?

By purchasing a ticket you agree (or are deemed to have agreed) to abide by the ticket terms and conditions. These terms and conditions prohibit the on-sale of tickets. Any tickets that are identified to have been transferred or purchased in contravention of the terms and conditions will be invalidated and the holder may not be permitted access to the venue.

28. Can I use tickets bought by someone else?

Yes, provided you obtained the tickets in accordance with the ticket terms and conditions. This means a friend can buy a ticket for you and you can pay him for the ticket, but the exchange of tickets for commercial gain is not permitted under the ticket terms and conditions.

29. Is it illegal to buy tickets from someone else?

No, provided you are obtaining the tickets at face value from someone you know who purchased them on your behalf. Tickets found to have been sold for profit, on the so called 'black market,' will be cancelled in the system and the holders of those tickets may not be permitted access to the venue.

Warning: ICC and BCCI will not be responsible for any tickets purchased from other ticketing portals unauthorized by ICC and BCCI.

30. Can tickets be used in a business promotion or as a prize in a competition?



No. Only official event partners may utilize tickets in any business promotion, incentive scheme, competition or marketing campaign, and only with the specific approval of ICC. Any tickets used in this way by any unauthorized person or organization may face action by ICC and the tickets used in the activity will be cancelled.

31. I am in Nagpur. Can I buy tickets for matches in Mohali or Mumbai?

Yes. Online system allows access to purchase tickets for all matches.

32. If I buy tickets but find I can't use them, can I request a refund?

Refunds will only be offered in exceptional circumstances or in the event that a match is not played. Refer to the refund policy which will be placed on the ticket sales portal or you can call +98 22-398 95050

33. How do I know that I am dealing with a credible ticketing source?

The only official website for the purchase of tickets is via the ICC website www.icc-cricket.com or via an authorized tour and travel operator.

34. Can I be certain that my credit card details will be safe and secure when paying online?

Yes. The online system has the most up-to-date technology to ensure your credit card details remain safe. The transaction is done directly through to your bank and once the transaction is complete the ticket sales staff cannot view or access your credit card details.

35. What is the Refund Policy?

This will be available in due course on the ICC website – www.icc-cricket.com

36. After purchase, can I request the tickets to be delivered to me?

No. All requests for delivery of tickets must be made at the time of purchase.

37. Is there a cost for delivery of tickets?



Yes. This will be indicated to you at the time of purchase and you can decide whether to accept the costs or not.

Tickets will be delivered by FedEx or Bluedart.

38. Will my tickets be replaced if they are lost or stolen?

This will depend upon the circumstances but it is unlikely to be possible. Once issued, tickets should be handled very carefully.

39. If my tickets are damaged can I get them replaced?

It's possible. You would be required to take the tickets to an official ticket office to see if this is possible or necessary.

40. Can I use tickets as prizes in a raffle / raffles for my club / charity or to promote them in any other way?

No.

41. If I buy tickets, can I use them to market or promote my business or products that I sell?

No.

42. Do I have to pay a processing fee when I buy the tickets?

If you buy tickets online or using a credit/ debit card at a ticket office then you will be required to pay a card processing fee. If you pay by cash at box office outlet there is no processing fee and you will only pay the face value of the ticket.

43. Where can I find a copy of the ticket conditions?

The terms and conditions are available on the official sales website (you will have to acknowledge and accept them in order to complete a purchase of tickets).

An abbreviated version of the terms and conditions will be printed on the reverse of the physical tickets themselves.



44. I have question about tickets. Who do I contact?

You should read this FAQ document in its entirety to see if your question is answered. If you still have a question you can do one of the following:

- iii. Email helpdesk@bookmyshow.com
- iv. Telephone the ticket helpline on +98 22-398 95050

45. What are the restricted items that are not allowed to carry inside the venue?

Prohibited Items include: (a) glass bottles and cans; (b) fireworks, flares, weapons, firearms, and any other items considered dangerous; (c) air horns, blow horns, and whistles. For a full list of Prohibited Items please refer to the Ticket Conditions and the relevant Venue Regulations at www.icc-cricket.com.

46. What time does venue gates open for general public on match dates?

Venue gates will open 2 hours prior to the match timings.