



2019 Arthur Ashe Kids' Day – August 24, 2019 Inclement Weather Policy*

The following policy applies to Arthur Ashe Kids' Day ticket holders who purchased tickets through Ticketmaster, usopen.org or the USTA Billie Jean King National Tennis Center Box Office. **Please note that this policy does not apply to:**

- (a) 2019 Arthur Ashe Kids' Day Luxury Suite tickets;
- (b) all 2019 Arthur Ashe Kids' Day tickets issued as Complimentary;
- (c) all 2019 Arthur Ashe Kids' Day tickets purchased through any auction, exchange, resale or secondary outlet (including individual session tickets purchased through the official US Open Ticket Exchange by Ticketmaster);
- (d) all 2019 Arthur Ashe Kids' Day tickets received through Ticketmaster Ticket Transfer;
- (e) 2019 Arthur Ashe Kids' Day grounds activities not requiring a ticket for entry; and
- (f) all 2019 US Open tickets.

If the Arthur Ashe Kids' Day Stadium Show is cancelled (as defined below), qualifying 2019 Arthur Ashe Kids' Day tickets will be refunded as follows. All refunds will include total ticket purchase price plus any service charge paid (processing and delivery fees are non-refundable). Credit towards 2020 Arthur Ashe Kids' Day and/or 2019 US Open tickets will not be offered in lieu of a refund.

1. If you purchased your 2019 Arthur Ashe Kids' Day tickets *online, by phone or by mail, using a credit card, your refund will be processed automatically:*

If you purchased your tickets online through Ticketmaster.com or usopen.org, by phone through Ticketmaster, or by an order form mailed to the USTA Billie Jean King National Tennis Center Ticket Office, and you paid by credit card, your refund will be processed automatically in the form of a credit to the credit card used (please allow up to eight weeks, or two billing cycles, for the credit to post).

2. If you purchased your 2019 Arthur Ashe Kids' Day tickets *by mail using a check, via order form mailed to the USTA Billie Jean King National Tennis Center Ticket Office, your refund will be processed automatically:*

In the form of a check issued to the name of the purchaser of record. Your refund check will be sent to you by mail to the address provided (please allow up to eight weeks for checks to be processed).

3. If you purchased your 2019 Arthur Ashe Kids' Day tickets *in person (using cash, check or credit card) at a Ticketmaster outlet or the USTA Billie Jean King National Tennis Center Box Office Window, then you must submit your tickets by mail for a refund as follows:*

Ticket holders must submit a written request, including name, address and daytime telephone number, along with their actual tickets (including seat locator passes for mobile entry) within 30 days of the last day of the 2019 US Open in order to receive a refund for 2019 Arthur Ashe Kids' Day tickets. Your refund check will be sent to you by mail to the address provided (please allow up to eight weeks for checks to be processed).

Tickets and accompanying information must be sent via certified mail to:

US Open Ticket Office

USTA Billie Jean King National Tennis Center
Flushing Meadows–Corona Park
Flushing, NY 11368

Stadium Show cancellation definition and inclement weather refund policies* are as follows:

- If the Stadium Show has not begun by 5:00 pm on Saturday August 24, 2019, it will be considered cancelled.
- If the Stadium Show begins prior to 5:00 pm and music and/or tennis activities have been performed for 60 minutes (in the aggregate) or more, the Inclement Weather Policy does not apply as the Stadium Show is considered officially complete.
- If the Stadium Show begins prior to 5:00 pm but is cancelled prior to the performance of 60 minutes (in the aggregate) of music and/or tennis activities, the Stadium Show is considered cancelled and the Inclement Weather Policy will apply.

** This policy is subject to change at the discretion of the USTA.*