



2021 US Open Inclement Weather Policy[†]

The following ticket exchange policy applies to single session tickets purchased directly through Ticketmaster, USOpen.org or in person at the USTA Billie Jean King National Tennis Center Box Office for US Open sessions that are impacted by Inclement Weather. **Please note that this ticket exchange policy does not apply to the following tickets which are not available for refund or exchange:**

- (a) Arthur Ashe Stadium Full Series Courtside, Loge and Promenade Subscription tickets (as Subscribers of Record have access to all matches through tournament completion);
- (b) Arthur Ashe Stadium Luxury Suite tickets;
- (c) all tickets issued as Complimentary;
- (d) all tickets purchased through any auction, exchange, resale or secondary outlet (including single session tickets purchased through Ticketmaster);
- (e) all tickets received through Ticketmaster Ticket Transfer; and
- (f) all tickets for sessions #21-25.

Patrons are advised that the US Open schedule of play as well as session dates, number of matches, and starting times are subject to change for all sessions. Tickets are not eligible for refund or exchange due to one or more changes in the US Open schedule of play.

TICKET EXCHANGE POLICY *(Please read above to determine if your tickets are eligible for exchange)*

If a US Open session is cancelled (as provided for in the Cancellation Provisions below), tickets can be exchanged on a one-for-one basis for either this year's US Open (2021), if applicable, or next year's US Open (2022) as follows:

I. For the 2021 US Open (Box Office Only)

If the USTA elects, in its discretion, to permit exchanges for the 2021 US Open, mobile tickets may be presented at the USTA Billie Jean King National Tennis Center Box Office for exchange for select sessions, if any, determined at the discretion of the USTA and subject to availability for the 2021 US Open.

II. For the 2022 US Open (By Email)

Ticket holders must submit a written request along with valid proof of their eligible ticket purchase (e.g., Ticketmaster confirmation email or mobile ticket screenshot) within 30 days of the last day of the 2021 US Open in order to exchange tickets for the same session, subject to availability, for the 2022 US Open. Proof of ticket purchase should be sent via email only to: usopenticketoffice@usta.com

The USTA cannot guarantee ticket availability, exchange of equal value or comparable seat location. The USTA reserves the right, in its discretion, to process ticket exchanges directly, or to issue vouchers, US Open Event Cards or other redemption tools to process ticket exchanges. All ticket exchanges are final, and there will be NO REFUNDS OR CREDITS.

CANCELLATION PROVISIONS

Cancelled/Completed Session Definitions for:

Sessions #1 through #20 for Arthur Ashe Stadium Ticket Holders, Louis Armstrong Stadium, Grandstand & Grounds Admission Ticket Holders

Category	Length of play	Number of Completed matches	Arthur Ashe Stadium Ticket Holders	Louis Armstrong Stadium Ticket Holders	Grandstand Ticket Holders	Grounds Admission Ticket Holders	Ticket Exchange Eligibility
Cancelled Sessions	0 mins	N/A	Day Session match play has not begun by 5:00 pm or Evening Session match play has not begun by 9:45 pm due solely to inclement weather.*	Day Session match play has not begun by 5:00 pm or Evening Session match play has not begun by 9:45 pm due solely to inclement weather.*	Day Session match play has not begun by 5:00 pm due solely to inclement weather.	Day Session match play has not begun by 5:00 pm due solely to inclement weather on any outer court.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy above.**
	0-59 mins	N/A	Day or Evening Session is ended before the completion of 60 minutes of play due solely to inclement weather.	Day or Evening Session is ended before the completion of 60 minutes of play due solely to inclement weather.	Day Session is ended before the completion of 60 minutes of play due solely to inclement weather.	Day Session is ended before the completion of 60 minutes of play on any outer court due solely to inclement weather.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy above.**
	0-89 mins	0	Day or Evening Session is ended before the completion of 90 minutes of play (with no completed matches) due solely to inclement weather.	Day or Evening Session is ended before the completion of 90 minutes of play (with no completed matches) due solely to inclement weather.	Day Session is ended before the completion of 90 minutes of play (with no completed matches) due solely to inclement weather.	Day Session is ended before the completion of 90 minutes of play (with no completed matches) on any outer court due solely to inclement weather.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy above.**
Completed Sessions	60-89 mins	1+	Match play for a Day Session begins by 5:00 pm or an Evening Session begins by 9:45 pm*** and one match is completed. Inclement Weather Policy does not apply.	Match play for a Day Session begins by 5:00 pm or an Evening Session begins by 9:45 pm*** and one match is completed. Inclement Weather Policy does not apply.	Day Session match play begins by 5:00 pm and one match is completed. Inclement Weather Policy does not apply.	Day Session match play on any outer court begins by 5:00 pm and one match is completed. Inclement Weather Policy does not apply.	Tickets are not eligible for exchange or credit.
	90+ mins	No completed matches necessary	Match play for a Day Session begins by 5:00 pm or an Evening Session begins by 9:45 pm*** and 90 minutes of tennis has been played. Inclement Weather Policy does not apply.	Match play for a Day Session begins by 5:00 pm or an Evening Session begins by 9:45 pm*** and 90 minutes of tennis has been played. Inclement Weather Policy does not apply.	Day Session match play begins by 5:00 pm and 90 minutes of tennis has been played. Inclement Weather Policy does not apply.	Day Session match play on any outer court begins by 5:00 pm and 90 minutes of tennis has been played. Inclement Weather Policy does not apply.	Tickets are not eligible for exchange or credit.

** If Evening Session play begins after 9:45 p.m. due to length of play of Day Session or other extenuating circumstances, Evening Session will not be considered cancelled and USTA may adjust the scheduled matches (i.e., number, location, order of play, etc.) as it deems necessary.*

***No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.*

****If Evening Session play begins after 9:45 p.m. due to length of play of Day Session or other extenuating circumstances (other than due solely to inclement weather), Evening Session will not be considered cancelled and USTA may adjust the scheduled matches (i.e., number, location, order of play, etc.) as it deems necessary.*

Note: The above provisions regarding Sessions #1 through #20 for Arthur Ashe Stadium ticket holders and all scheduled Sessions for Louis Armstrong Stadium (currently sessions #1 through #13, #15 & #17) ticket holders apply for any Session cancelled due to the unavailability of the retractable roof in the applicable stadium for the applicable session.

If any new, ticketed Session(s) is added to the official US Open schedule, and such new Session(s) is scheduled prior to Session #21, then the above provisions regarding Sessions #1 through #20 for Arthur Ashe Stadium ticket holders and for Louis Armstrong Stadium, Grandstand & Grounds Admission ticket holders will also apply to Arthur Ashe Stadium ticket holders and to Louis Armstrong Stadium, Grandstand & Grounds Admission ticket holders for the new Session(s).

SPECIAL EXCEPTIONS

I. For Sessions #21 through #25

(a) This Inclement Weather Policy does not apply to sessions #21 through #25 as original tickets will be honored for the rescheduled session(s). In the event of inclement weather or other extenuating circumstances affecting sessions #21 through #25, ticket holders should go to www.USOpen.org for information regarding all rescheduling decisions. The USTA will attempt to reschedule these sessions in sequential order.

(b) This Inclement Weather Policy does not apply to any new, ticketed Session(s), if any, added to the official US Open schedule if such new Session(s) is scheduled after Session #20 as original tickets will be honored for the rescheduled session(s) for any such new, ticketed Session(s).

II. Louis Armstrong Stadium Plan Holders, Grandstand Plan Holders and Arthur Ashe Stadium Mini Plan Holders

Louis Armstrong Stadium plan holders, Grandstand plan holders and Arthur Ashe Stadium Mini Plan holders have two options regarding sessions considered cancelled due to inclement weather. They may either present their mobile tickets) at the USTA Billie Jean King National Tennis Center Box Office for an exchange to select sessions, if any, determined at the discretion of the USTA, and subject to availability, for the 2021 US Open (if the USTA elects, in its discretion, to permit exchanges for the 2021 US Open), or submit a written request along with valid proof of their eligible ticket purchase (e.g., Ticketmaster confirmation email or mobile ticket screenshot) via email only to: usopenticketoffice@usta.com within thirty (30) days of the last day of the 2021 US Open and the ticket value will be applied toward their 2022 ticket plan renewal. No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets or ticket plan holders do not obtain a 2022 ticket plan renewal.

III. Hospitality Package Cancellation & Exchange Policy:*

Closing of Facility

In the event that the USTA Billie Jean King National Tennis Center does not, for any reason, open for the applicable US Open tournament session(s), then the USTA agrees to (i) refund the Hospitality portion of the hospitality package fee for any such session and (ii) either (as selected by the USTA in its sole discretion): (A) utilize the Ticket Exchange Policy as provided above with respect to the applicable tickets, or (B) refund the face value of the tickets paid.

Cancellation of Session

So long as the USTA Billie Jean King National Tennis Center is open for the applicable US Open tournament session(s) dates(s)/time(s), there shall be no refund(s) for the hospitality package fee by the USTA for the applicable session(s) even if the session(s) scheduled for such date(s)/time(s) is ultimately cancelled, rescheduled and/or no matches are played due to weather or other reasons. If however, such session(s) is cancelled or rescheduled (or tennis is otherwise limited in a manner specified in this US Open Inclement Weather Policy with respect to the applicable tickets), then the USTA agrees to either (as selected by the USTA in its sole discretion): (A) utilize the Ticket Exchange Policy as provided above with respect to the applicable Tickets (with Special Exception I(a) applicable for sessions #21 through #25), or (B) refund the face value of the tickets paid.

In each instance, Ticket holders must submit a written request along with valid proof of their eligible ticket purchase (e.g., Ticketmaster confirmation email or mobile ticket screenshot) via email only to: usopenhospitality@usta.com by the client within thirty (30) days of the date of the applicable session. No exchange or refund will be provided for Tickets not returned within such thirty (30) day deadline; the policy set forth in this subsection applies to single session Tickets only. The USTA reserves the right to alter, change and/or modify any and all hospitality package cancellation and refund policies.

* If applicable for the specific hospitality package purchased.

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