



2024 US Open Inclement Weather Policy[†]

The following ticket exchange policy applies to **Grandstand** (single session & mini-plans) and single session **Grounds Admission** 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:**

- (a) **Any Arthur Ashe Stadium and Louis Armstrong Stadium Tickets (single session, mini-plans or full series subscriptions)**
- (b) **Any 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**

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 (2024), if applicable, or next year's US Open (2025) as follows:

I. For the 2024 US Open (Box Office Only)

If the USTA elects, in its discretion, to permit exchanges for the 2024 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 2024 US Open.

II. For the 2025 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 2024 US Open in order to exchange tickets for the same session, subject to availability, for the 2025 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 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 #11 Grandstand Ticket Holders & Sessions #1 through #20 Grounds Admission Ticket Holders

Category	Length of play	Number of Completed matches	Grandstand Ticket Holders	Day Grounds Admission Ticket Holders	Evening Grounds Admission Ticket Holders	Ticket Exchange Eligibility
Cancelled Sessions	0 mins	N/A	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 on an outer court due solely to inclement weather.	Play does not occur by 9:45 pm on an outer court (measured from the evening session gate opening) due solely to inclement weather.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy above.*
	0-59 mins	N/A	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 an outer court due solely to inclement weather.	N/A	Tickets are eligible for exchange as provided in the Ticket Exchange Policy above.*
	0-89 mins	0	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 an outer court due solely to inclement weather.	Play on is ended before the completion of 90 minutes of play on an outer court (measured from the evening session gate opening) due solely to inclement weather.	Tickets are eligible for exchange as provided in the Ticket Exchange Policy above.*
Completed Sessions	60-89 mins	1+	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.	N/A	Tickets are not eligible for exchange or credit.
	90+ mins	No completed matches necessary	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.	Play occurs on any outer court by 9:45 pm and 90 minutes of tennis has been played (in each case, measured evening session from the gate opening). Inclement Weather Policy does not apply.	Tickets are not eligible for exchange or credit.

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

SPECIAL EXCEPTION

I. Grandstand Plan Holders

Grandstand 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 2024 US Open (if the USTA elects, in its discretion, to permit exchanges for the 2024 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 2024 US Open and the ticket value will be applied toward their 2025 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 2025 ticket plan renewal.

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