LTA MEMBERS VENUE BALLOT – POST OPT IN PROCESS

Lite and Team members **linked to a registered venue**, please see below the process on how the LTA Members Venue Ballots are run, including information on purchasing tickets for successful members:

1. The LTA Members Venue Ballots commence from 2 March 2020 until 15 May 2020. Venues will run either a manual or automatic ballot between these dates. Ballot administrators also have a set of rules that they must follow when conducting a manual ballot.
2. If by 15 May 2020 deadline the venue has not chosen a ballot option or has unassigned tickets left, those remaining tickets will be automatically balloted to eligible and opted in members of the venue.
3. Successful members will be sent an email from wimbledonballot@lta.org.uk notifying how to make payment. We also send a reminder email after 7 days of not paying and a missed deadline email if you do not purchase your tickets. Members must ensure the email address associated with their LTA Membership account is up-to-date. Find out how to check it and update it [here](#).
4. Successful members in the ballot will have 14 days to pay for their tickets, from the day the tickets are assigned by the Ballot Administrator. If possible, tickets should be purchased well in advance of this deadline.
5. Members only get one chance in the ballot. If members miss their payment deadline, the tickets **will be** returned to the venue to be re-balloted, providing the payment deadline falls before 15 May 2020 deadline. If members miss their payment deadline, and the payment deadline is after 15 May 2020 deadline, tickets **will not be** returned to the venue.
6. Tickets can be paid for easily using our [Online Ballot Lookup Tool](#). Members can use this tool at any time to check if they have been successful. Members must ensure their personal details (name, address and email address) are up-to-date via their LTA online Members’ Area as this information will be required to access the Ballot Lookup Tool.
7. If a manual ballot has been run, we recommend members check the look up tool shortly after the ballot has taken place. If the look up tool doesn't produce any tickets, and the venue have run a manual ballot, then the member will need to contact their Venue’s Ballot Administrator as it is likely the tickets have not yet been assigned to the member’s record.
8. Once tickets have been paid for, a confirmation email will be sent. Please note that ticket seating information won’t be available until tickets are received by post.
9. Ticket despatch begins approximately 1 month prior to The Championships. We will contact successful members by email once the process gets underway with information on how they can track the despatch status of their tickets. Tickets can arrive anytime up to 72 hours before the ticket event date.
10. If you have any queries with regards to attending The Championships or receiving your tickets, visit our [Help & FAQs](#).

**IMPORTANT!**
Tickets holders are assigned a pair of tickets and can attend with a guest of their choosing. Tickets cannot be transferred between members at a venue or to family and friends! If a member is unable to attend, tickets should either be declined so that they can be assigned to the next member in the ballot, or, if purchased, returned directly to the LTA for a refund. Transferring, swapping or exchanging tickets with other members at the venue or friends and family is in breach of ticket Terms and Conditions and can result in tickets being cancelled and a suspension from future ballots.

*A venue that has registered between 1 October 2019 and 30 November 2019*