



# 2012 Premiers Seniors Week Gala Concerts

**This fact sheet provides details on how to book tickets through Ticketmaster for the 2012 Premier's Seniors Week Gala Concerts.**

Tickets to the Premier's Seniors Week Gala Concerts for individuals on Monday 19 March 2012 at 10.30am and 2.30pm will be available from 9.00am on Tuesday 7 February 2012.

You can book your FREE tickets online at [www.ticketmaster.com.au](http://www.ticketmaster.com.au), in person by visiting any of the participating NSW Ticketmaster outlets or by telephone on 1300 855 501.\* If booking by telephone, press 1 to book through the automated system\*\* or press 2 to speak to an operator, but please be patient and expect lengthy delays.

Tickets for people who use wheelchairs, have limited mobility or are hearing impaired can only be booked by telephoning 1300 855 501 press 2 then press 9.

Tickets cannot be reserved before this date. Tickets are strictly limited to a maximum of four (4) tickets per person. There is no booking fee. Tickets are allocated by a best seats available system at the time of booking. If booking online through Ticketmaster for the first time, it is recommended that you create a user account before tickets become available.

\*All calls to 1300 855 501 are charged at the cost of a local call.

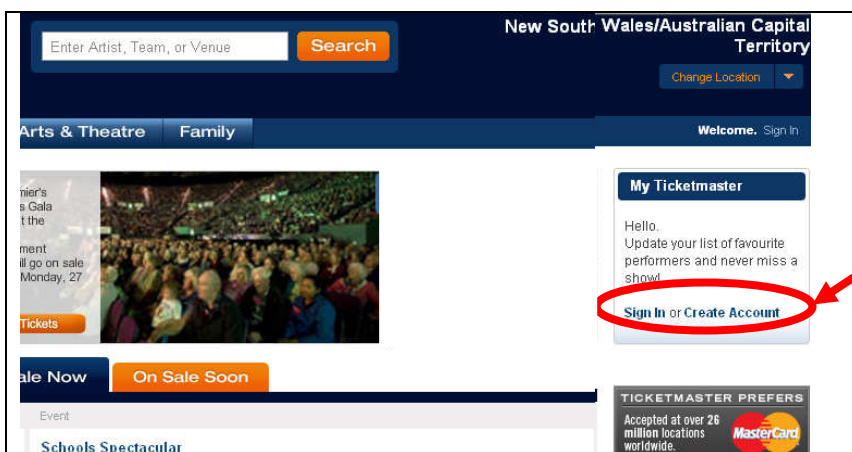
\*\*Patrons who booked tickets through the automated system found it quick and easy.

## 1. Booking online

Booking online is easy at [www.ticketmaster.com.au](http://www.ticketmaster.com.au). All you need is an account, which you can create at any time. Follow these two easy steps if you need help to book online.

### Step 1: Create an account

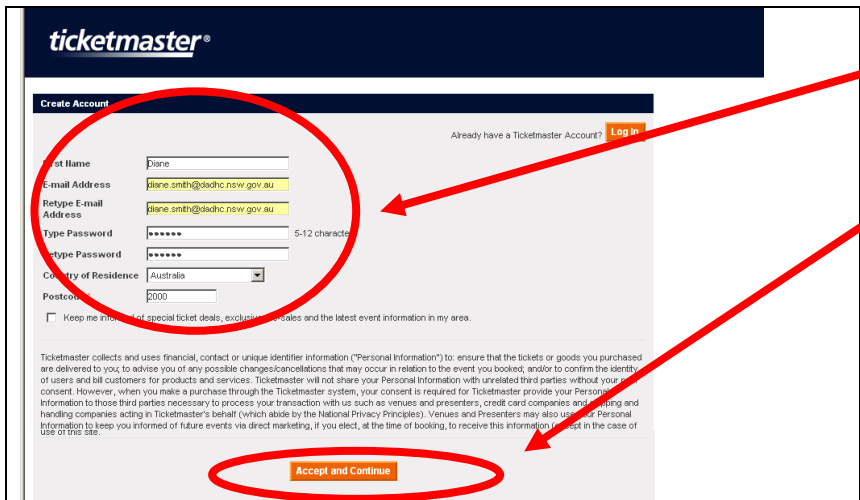
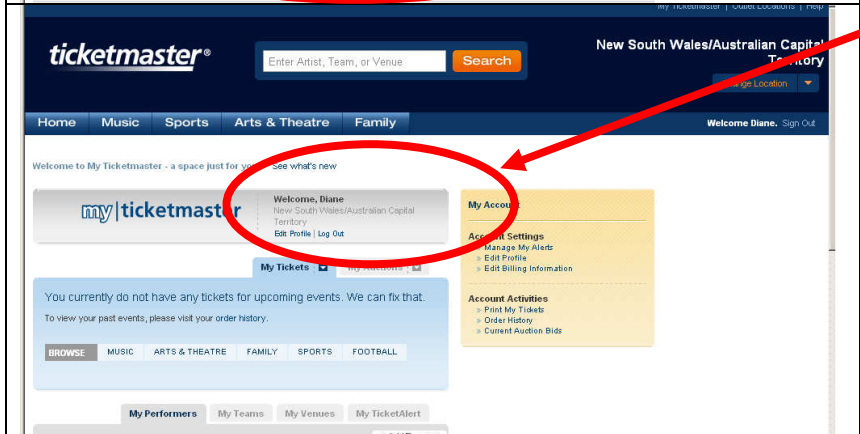
For faster checkout of tickets, you can create an account at any time before the tickets become available online.



The screenshot shows the Ticketmaster website interface. At the top, there is a search bar with the text 'Enter Artist, Team, or Venue' and a 'Search' button. Below the search bar, there are navigation tabs for 'Arts & Theatre' and 'Family'. A 'Welcome. Sign In.' message is visible. In the center, there is a 'My Ticketmaster' section with a 'Sign In or Create Account' button circled in red. To the right of the screenshot, there are two bullet points: 'Go to [www.ticketmaster.com.au](http://www.ticketmaster.com.au)' and 'Click on Create Account located within the My Ticketmaster box.' A red arrow points from the second bullet point to the circled button. Below the bullet points, there is a note: '[Note: this screen shot was taken from the December 2008 concerts, dates will be different]'

- Go to [www.ticketmaster.com.au](http://www.ticketmaster.com.au)
- Click on Create Account located within the My Ticketmaster box.

[Note: this screen shot was taken from the December 2008 concerts, dates will be different]

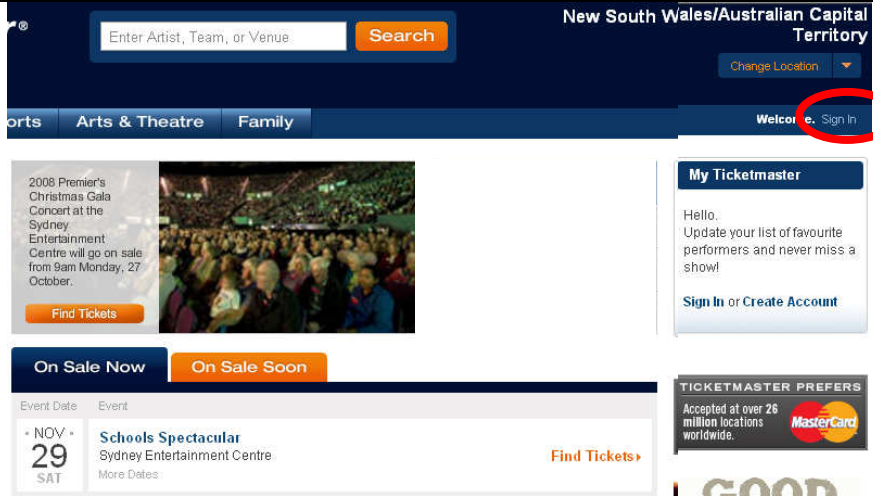
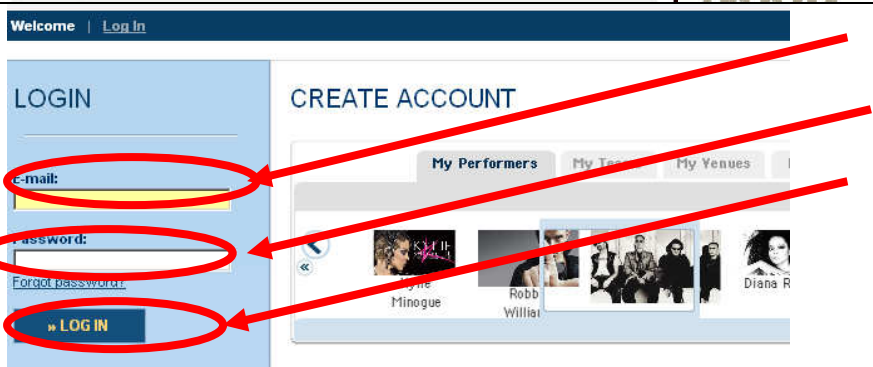
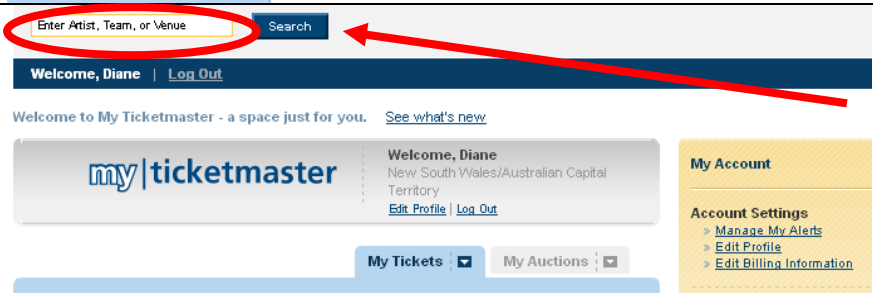
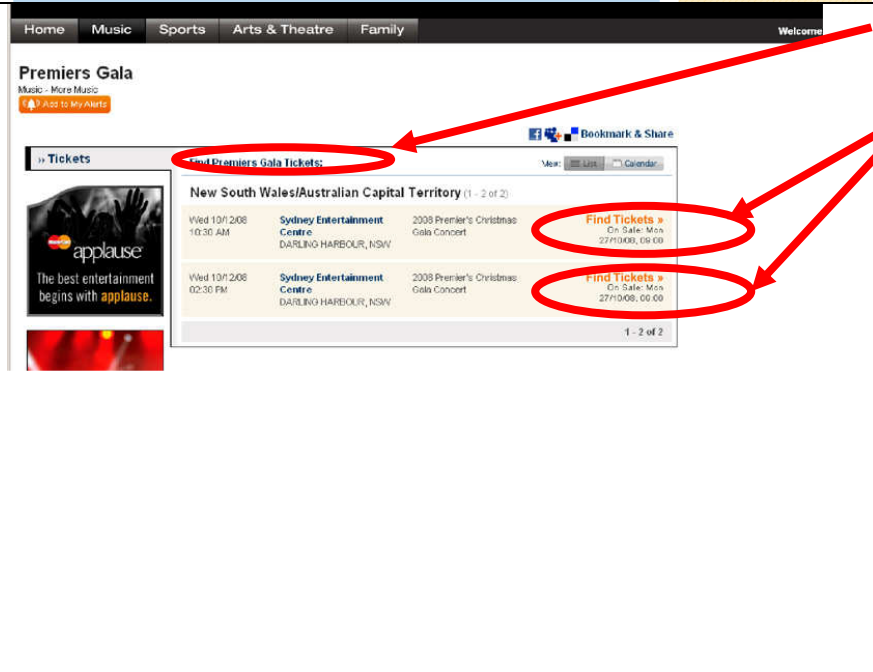
|  |   |
|--|---|
|   | <ul style="list-style-type: none"> <li>• Fill in your details. Remember to make a note of your password</li> <li>• Click <b>Accept and Continue</b></li> </ul>  |
|  | <p>You have now set up your account to book tickets online when they become available from 9.00am on Tuesday 7 February 2012</p> <ul style="list-style-type: none"> <li>• See Step 2 – Booking tickets</li> </ul> |

If you misplace your **USER ACCOUNT** details, visit [www.ticketmaster.com.au](http://www.ticketmaster.com.au) go to the sign in page and follow the prompts [Forgot Password](#). Alternatively contact Ticketmaster Customer Service on 136 100. Your password and logon details will be emailed.

If you are experiencing difficulties with your online booking please call 136 100 and press 8.

## Step 2: Booking tickets

You will need an account to book tickets. If you don't have one, see previous step.

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|--|---|
|    | <ul style="list-style-type: none"> <li>Go to Ticketmaster.com.au</li> <li>Click <b>Sign In</b></li> </ul> <p>[Note: this screen shot was taken from the December 2008 concerts, dates will be different]</p>  |
|   | <ul style="list-style-type: none"> <li>Enter your E-mail</li> <li>Enter your Password</li> <li>Click <b>LOG IN</b></li> </ul>   |
|  | <p>You are now logged in to book tickets</p> <ul style="list-style-type: none"> <li>Enter Premier's Gala Concert or Sydney Entertainment Centre into search box at top of screen</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>Select Premier's Gala Concert listing</li> <li>Click <b>Find Tickets</b></li> <li>Scroll down to <b>No. of Tickets</b> and select</li> <li>Select <b>Section Best Available</b></li> <li>Select <b>Look for Tickets</b></li> <li>Fill in <b>Security Check</b> and click <b>Continue</b></li> <li>Select <b>Delivery Method</b></li> </ul> |

## **2. Booking in person**

Visit any participating NSW Ticketmaster outlet from 9.00am on Tuesday 7 February 2012 to book your tickets. (Maximum of 4 tickets per person.) No booking fee is charged.

Participating outlets will be confirmed in late January 2012 on the NSW Seniors Week website:

[http://www.nswseniorsweek.com.au/whats\\_on/gala\\_concerts](http://www.nswseniorsweek.com.au/whats_on/gala_concerts)

General information on NSW Ticketmaster outlets is available on the Ticketmaster website:

**For Sydney Ticketmaster outlets visit:**

<http://www.ticketmaster.com.au/h/tcentres/syd.html>

**For Regional NSW Ticketmaster outlets visit:**

<http://www.ticketmaster.com.au/h/tcentres/nsw.html>.

## **3. Booking by phone**

To book by telephone call 1300 855 501 (cost of a local call). Your call is answered by Ticketmaster's Integrated Voice Response (IVR) system. There are 2 options to choose from when booking by telephone.

### **(I) Integrated Voice Response System (IVR)**

Press 1 to book through the automated system. You will need to listen to the instructions carefully.

Patrons who booked tickets through the automated system found it quick and easy.

### **(II) Ticketmaster Operator**

Press 2 to speak to a Ticketmaster operator. There are 100 operators taking bookings. You need to be patient and expect lengthy delays if booking by phone.

For wheelchair, limited mobility and hearing impaired tickets phone 1300 855 501 press 2 then press 9.