

## Frequently Asked Questions

### **I have entered my details to get tickets for a match, should I receive any confirmation that this has gone through?**

Yes, you will receive a confirmation email (within 1 hour) once you submit your details on the competition page. Your tickets will be emailed to you within 3 working days.

### **How will I receive my tickets?**

Tickets will be emailed to the email address you included in your entry.

### **When will I receive my tickets?**

Please check your junk mail to ensure it hasn't gone into this folder. If they are not in there please email [zooperdooperbbl@tpfonline.com.au](mailto:zooperdooperbbl@tpfonline.com.au) with your details and we will investigate

### **What happens if I have entered the wrong email?**

Please email [zooperdooperbbl@tpfonline.com.au](mailto:zooperdooperbbl@tpfonline.com.au) with your details and we will update accordingly

### **I haven't received my tickets yet and the game is in a few todays?**

Please check your junk mail to ensure it hasn't gone into this folder. If they are not in there please email [zooperdooperbbl@tpfonline.com.au](mailto:zooperdooperbbl@tpfonline.com.au) with your details and we will investigate

### **What do I need to do once I get the tickets?**

You must print your tickets out and take them to the match with you for entry to the venue. Any lost or forgotten tickets are unable to be reissued.

### **What happens if I forget or lose my tickets?**

Unfortunately we are unable to replace forgotten or lost tickets. Please make sure you keep these safe and take them with you to the game

### **I get an error when I try to submit my details on the website?**

Please email [zooperdooperbbl@tpfonline.com.au](mailto:zooperdooperbbl@tpfonline.com.au) with your details and we will investigate