

## GENERAL

### **Why should I book with NRL Travel?**

- The official NRL Travel website offers you choice, flexibility and value alongside the opportunity to buy premium experiences that are unavailable anywhere else. There are 2 options; 'build your own experience' and NRL Travel Packages

### **What is a 'build your own experience'?**

- By choosing 'build your own experience' you have the freedom to choose what flight you need (you may not need one), where you might want to stay, how long for and at what cost. You don't have to buy the same number of match tickets as the number of travellers, but you cannot use NRL Travel as a portal to buy only match tickets.

### **What are NRL Travel Packages?**

- NRL Travel Packages are fantastic ways to experience the whole event. Curated by the NRL and our travel partner, NRL Travel Packages deliver experiences that you cannot buy anywhere else and give you access to events that only official NRL Travel Packages can provide.

### **Are there any booking fees for booking through NRL Travel?**

- There are no booking fees when you book via the website - [www.NRLtravel.com](http://www.NRLtravel.com) A booking fee will apply for travel services that are not available via the website and are booked via the NRL Travel Service team.

### **Are there change or cancellation fees?**

- Please refer to the table below summarising our high-quality customer service fees:

Per person per booking fee description	Fee Including GST
	AUD
Offline Assistance: Changes, cancellations, refunds &/or new booking creation*	\$38.50
Offline Assistance (Packages): Changes, cancellations, refunds &/or new booking creation*	49.50

\*Service fees are in addition to any supplier fees for changing or cancelling a booking Note - Service fees are payable by credit card

### **Is there a 24-hour helpline? What's the phone number?**

- Customers are able to call NRL Travel 24 hours a day on [1300 675 885 \(1300 NRL TVL\)](tel:1300675885). Our normal business hours are 0800 – 1800 AEST, Monday to Friday (excluding NSW Public Holidays).
- Limited services will be available outside of these hours, such as cancellation of or changes to travel taking place in the next 48 hours. Alternatively, please [emailcustomerservice@nrltravel.com](mailto:emailcustomerservice@nrltravel.com) with your query.

### **I've made my booking – what happens next?**

- Upon processing your booking, you will receive an on-screen confirmation as well as a supporting email with all your booking details.
- You will also receive an email from [confirmations@nrltravel.com](mailto:confirmations@nrltravel.com) with travel itinerary details (such as Airline reference numbers, Hotel information etc) – this itinerary will refer to the match tickets purchased, however please note this documentation is not valid for stadium entry.
- If you do not receive your confirmation email please contact the NRL Travel customer service team at [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL) to resolve the problem.
- Match tickets will be sent to your nominated email address. Please refer to the ticketing FAQ's for details on delivery time frames.

### **What happens if I need to change/cancel my travel plans?**

- If you need to change or cancel your travel plans, contact NRL Travel via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL) to discuss your options.
- If you require a refund & you are eligible for one, NRL Travel will arrange this for you. Please note, match tickets are non-refundable.

### **How long will it take to get my refund back?**

- Most refunds will be completed within 3 weeks, although you may need to allow up to 12 weeks for these to be processed.

### **Can I pay with more than one credit card?**

- All NRL Travel purchases must be paid in full using only one credit card.

### **Can I pay in instalments?**

- All NRL Travel purchases must be paid in full at the time of booking.

### **Can I extend my hotel stay?**

- If you are 'building your own experience' NRL Travel gives you the choice and flexibility to enjoy your experience in the host city for as long as you want. For NRL Travel Packages you can increase the number of nights for your NRL Travel Package, subject to availability. Please contact the NRL Travel Team to discuss options via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL).

### **Can I confirm an additional hotel room?**

- As you book either the 'build your own experience' or the NRL Travel Packages you will be asked to specify the number of travellers. This will dictate how many rooms that you will require.

### **What are the check in and check out dates for the hotel accommodations?**

- For NRL Travel Packages please refer to the details of the specific package you are interested in. For 'build your own experiences' the check in and check out times vary by hotel however, you are encouraged to check with the hotel directly to enquire if they will hold guest's luggage if the room is not yet available.

**Can I change my flight details directly with the airline or do I have to back through NRL Travel?**

- Depending on the circumstances, some bookings may be changed with the airline directly. However, it is recommended that all changes be made via NRL Travel. This ensures that if you require further assistance with your booking, NRL Travel is still able to provide this.

**Can I change my accommodation or car hire details directly with the provider or do I have to go back through NRL Travel?**

- Depending on the circumstances, some bookings may be changed with the hotel or car hire company directly. It is however recommended that all changes be made via NRL Travel. This ensures that if you require further assistance with your booking, NRL Travel is still able to provide this.

**What happens if I have to cancel after I already purchased the NRL Travel package?**

- As all NRL Travel packages are non-refundable, travel insurance is recommended in case of cancellation due to reasons, including, without limitation, family emergency, personal illness, etc. NRL Travel products are transferrable provided the transferee agrees in writing to abide by the terms and conditions of NRL Travel. Please contact your NRL Travel team for an insurance quote.

**Can I buy an NRL Travel gift card?**

- At this stage we cannot offer NRL Travel gift cards, but how about clubbing together in a group to buy an NRL Travel Package for a family member or friend?

**How far in advance can I book?**

- You can book NRL Travel Packages and 'build your own experiences' as soon as the events go on sale. Make sure you sign up to NRL.com to receive all the latest EDM's and notifications to ensure you do not miss out!

**I've seen a cheaper price elsewhere. Will you match it?**

- NRL Travel endeavours to source the best prices that are competitive with other suppliers, or exclusive to NRL Travel. However, NRL Travel does not offer a price match guarantee. It is also important to remember that NRL Travel does not charge a booking fee for transactions via [www.NRLtravel.com](http://www.NRLtravel.com)

**Can I set up a Traveller profile?**

- At this time, you're not able to setup a NRL Travel profile. We are working on giving you an optimised solution where you can create/use your NRL login.

**Can I earn frequent flyer/loyalty points when using NRL Travel?**

- Unfortunately, at this stage you cannot earn frequent flyer/loyalty points when using NRL Travel. Please note that any benefits you may earn from your individual memberships that you may have with airlines or hotel chains would be applicable as per the Terms and Conditions of that supplier.

### **What browsers are supported on the NRL Travel Website?**

- For the best experience on NRL Travel, we recommend you use one of the following browsers:
- Internet Explorer 11
- Microsoft Edge
- Google Chrome (v32 +)
- Firefox (v4 +)
- iOS Safari (v6 +)

## **TICKETS**

### **I've made my booking & have already received my confirmed travel itinerary - when will I receive my match ticket(s)?**

- Ticket delivery is dependent on the time and type of package purchased.
- Build your own experience booking up to 2 weeks prior to event: match tickets will be delivered no later than two weeks prior to the match via email.
- Build your own experience booking less than 2 weeks prior to event: match tickets will be delivered no later than two days prior to the match via email.
- Match tickets for NRL Travel Packages: Tickets will be delivered to you at your hotel on arrival or on event day depending on the package booked. A confirmation email from NRL Customer Service will advise the exact delivery of your match ticket(s) closer to the event day.

### **Can I sit with friends who already have tickets purchased from a different website?**

- We cannot guarantee that you will be able to sit together. A benefit to booking NRL Travel packages is the knowledge that the NRL sets aside the best seats possible in each category for our travel patrons. These seats are held exclusively for travel bookers and cannot be made available for seats purchased directly from the Official ticketing vendor.
- Seat allocation for 'build your own experience' tickets are assigned on best available seats at the time of booking and we will endeavour to sit you with your friends if you contact our customer services team on [1300 675 885 \(1300 NRL TVL\)](tel:1300675885) when you receive your booking confirmation. However, we cannot guarantee you will be able to sit next to each other.

### **My friends booked through this website, can I request to sit with them?**

- If you wish to sit together as a group, please ensure your group books together via NRL Travel by calling our customer services team on [1300 675 885 \(1300 NRL TVL\)](tel:1300675885) or emailing us at [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com). We cannot guarantee individual bookings will be seated together.

### **What section am I in? How far from half way are these seats?**

- Seating sections will be outlined to you whilst making your booking.

**Can I request a different section of the stadium to sit in?**

- Seating requests can be made for any special requirements you may have to ensure an enjoyable experience, such as wheel chair / escort seats or easy access locations.
- A benefit to booking NRL Travel packages is the knowledge that the NRL sets aside the best seats possible in each category for our travel patrons. These seats are held exclusively for travel bookers and cannot be made available for seats purchased directly from the Official ticketing vendor.
- Seat allocation for 'build your own experience' tickets are assigned on best available seats at the time of booking.

**Are the seats undercover?**

- A benefit to booking NRL Travel packages is the knowledge that the NRL sets aside the best seats possible in each category for our travel patrons. In many instances, based on the individual venue configuration, the most desirable seating locations are not located undercover.

**Are match tickets refundable?**

- The NRL and/or ARLC will refund payments made by Patrons for tickets only under the circumstance that the entire event has been cancelled and cannot be rescheduled.

**Who do I contact if I lose my ticket?**

- If you lose your ticket prior to match day please contact [1300 675 885 \(1300 NRL TVL\)](tel:1300675885). If you lose or forget your ticket on match day, please visit the NRL box office at the stadium on the day of the event with confirmation of your ticket purchase and a photo ID.

**What if my team do not play at the event and I have already purchased a travel package?**

- Unfortunately, this does not comply with the NRL and/or ARLC ticket refund policy

**Why are my seats/tickets different from my home game seats?**

- NRL major events are organised and run by the NRL and therefore not governed by other commercial arrangements between clubs, stadiums and fans for regular season NRL Telstra Premiership content.

**Can the match ticket be transferred to someone else?**

- Match tickets can be transferred to another attendee; however, travel and accommodation changes will incur a charge as per this websites terms and conditions.

**I don't need travel; can I just buy a match ticket?**

- If you wish to purchase just a ticket to any NRL event, please visit [nrl.com/tickets](http://nrl.com/tickets)

**Can I buy a package without the ticket?**

- At this stage, all pre-set NRL Travel packages are sold with a match ticket

**What's the maximum amount of tickets I can purchase?**

- The maximum number of tickets you can buy using NRL Travel is 8. If you wish to make a group booking for more than 8 travellers please contact the NRL Travel team [viacustomerservice@nrltravel.com](mailto:viacustomerservice@nrltravel.com) or calling [1300 675 885 \(1300 NRL TVL\)](tel:1300675885) and our customer service team will be happy to help.

**Do I need to buy a ticket for my child/infant?**

- Children 3 years old or younger are permitted free entry to the venue and sit on their parent's lap (no seat will be allocated).

**What are the terms of concession tickets?**

- Concession availability can vary from event to event. Event promoters and venues decide what concessions, if any, are applicable. If purchasing a concession ticket, you may be asked to present the concession ID at time of purchase or at time of collection.
- Remember to take your valid proof of concession with you to the event. You may be asked to present it when entering.

**Is accessible seating available?**

- Accessible seating is available in the accessible seating areas designated by the venue. As this may be limited and you require accessible seating in such locations, please contact the NRL Travel customer service team to discuss options via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call [1300 675 885 \(1300 NRL TVL\)](tel:1300675885).

**What am I allowed to take into the stadium?**

- Please refer to the NRL Events Terms & Conditions: [Event-Terms-and-Conditions](#)
- Please refer to the stadium specific Terms and Conditions: [Perth](#), [Melbourne MCG](#) [Brisbane Suncorp](#), [Sydney ANZ](#)

**PACKAGES****I've purchased a package – what happens next?**

- Upon processing your booking, you will receive an on-screen confirmation as well as a supporting email with all your booking details.
- You will also receive an email from [confirmations@nrltravel.com](mailto:confirmations@nrltravel.com) with travel itinerary details (such as package inclusions, Hotel information etc) – this itinerary will refer to the match tickets purchased, however please note this documentation is not valid for stadium entry.
- If you do not receive your confirmation email please contact the NRL Travel customer service team at [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call [1300 675 885 \(1300 NRL TVL\)](tel:1300675885) to resolve the problem Confirmation will be sent 10 days prior to game day.

**Can I pick & choose elements from the advertised package inclusions?**

- Package inclusions cannot be removed in order to reduce price. The NRL Travel Packages are sold as 'complete' packages.

**Are NRL Travel Packages all inclusive?**

- Unless specified in the package details the NRL Travel Packages are not 'all inclusive' and any additional charges incurred for airfares, at the hotel or in venues will have to be settled by you on check-out or at the time of purchase.

**Can I change the numbers of days/nights included in my package?**

- Yes. You can increase the number of nights for your NRL Travel Package, subject to availability. Please contact the NRL Travel Team to discuss options via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call [1300 675 885 \(1300 NRL TVL\)](tel:1300675885).

**Can I make special requests for my package?**

- To discuss the possibility of special requests please contact NRL Travel via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL)

**Can I cancel my package booking & get a refund?**

- If you need to cancel your travel plans, contact NRL Travel via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 to discuss the options available to you. Cancellation penalties may apply.
- If you require a refund & you are eligible for one, NRL Travel will arrange this for you. Please note, match tickets are non-refundable unless the cancellation terms detailed in the ticketing FAQ's are met. Most refunds will be completed within 3 weeks, although you may need to allow up to 12 weeks for these to be processed.

**Do the packages include flights?**

- All elements of the NRL Travel Packages will be listed in 'Package Inclusions'. If flights are not listed here, the package is a 'Ground Only' offer.
- If your package is a 'Ground Only' package & you would like assistance booking flights, please contact the NRL Travel team via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL).

**Can I purchase a package without hotel accommodations?**

- No all NRL Travel Packages must include hotel accommodation.

**Can I stay in an accessible room?**

- Accessible rooms are available upon request. If you require an accessible room, please contact the NRL Travel team via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL).

**What is the location of the hotel?**

- The hotel locations are specified in the hotel descriptions as you book either your NRL Travel Package or 'build your own experience'.

**Is hotel parking included in the packages?**

- Hotel parking fees are not included in the NRL Travel Packages or the 'build your own experiences'. If you plan to park at the hotel, please contact the hotel directly to enquire about their parking fee.

**Are packages available internationally?**

- NRL Travel Packages are available for purchase to both domestic and international customers. However, please remember that NRL Travel Packages do not include flights at this stage. You can book flights through the 'build your own experience' section of the [www.NRLtravel.com](http://www.NRLtravel.com) or please contact the NRL Travel team via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL) you can call one of the NRL Travel customer services team who will be happy to help with any additional request. If you are travelling from abroad please ensure you have the correct VISA clearances to gain entry into Australia.

**Can we purchase an NRL Travel Package over the telephone?**

- With the information available to you on [NRLTravel.com](http://NRLTravel.com) it is preferred to book online to facilitate your requirements. Alternatively, NRL Travel Packages can be purchased by calling the NRL Travel customer service team on 1300 675 885 (1300 NRL TVL) or via email [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com).

**Can I use PayPal to purchase the packages?**

- PayPal is not an accepted form of payment. At this time, the only acceptable forms of payment for NRL Travel products are Visa, MasterCard and American Express.

**Are the prices per person or are they the total package price?**

- The advertised prices are per person.

**What happens if I have to cancel after I already purchased the NRL Travel package?**

- As all NRL Travel packages are non-refundable, travel insurance is recommended in case of cancellation due to reasons, including, without limitation, family emergency, personal illness, etc. NRL Travel products are transferrable provided the transferee agrees in writing to abide by the terms and conditions of NRL Travel. Please contact your NRL Travel team for an insurance quote.

**When will I receive an email confirmation?**

- You will receive an email confirmation of your order from the NRL Travel order confirmation ([confirmations@nrltravel.com](mailto:confirmations@nrltravel.com)) within 1 business day after your purchase is confirmed.

**What is not included in NRL Travel Packages?**

- At this stage NRL Travel Packages do not include airline tickets or travel insurance. NRL Travel Packages do not include ground transportation, unless specifically stated in the package descriptions. NRL Travel Packages do not include any food or drinks (or allowances for food or drinks), unless specifically stated in the NRL Travel Package descriptions.

**What happens if the NRL Travel Packages are changed?**

- The NRL reserves the right to modify or cancel the NRL Travel Packages in any way it deems necessary or appropriate. Main travellers will be notified of such changes. The main traveller will be responsible for providing this information to guests within their group. If any portion of the NRL Travel Package is modified, the modifications will be equal in value and refunds will not be issued. If NRL Travel Packages are cancelled by the NRL, a full refund will be issued. Please refer to the T&C's within this website.

**If I have a food allergy can I request a special meal?**

- Once you have confirmed your booking please call our NRL Travel customer services team on 1300 675 885 (1300 NRL TVL) . They will be happy to communicate any special requests to the NRL Hospitality team. When making your NRL Travel Package booking you will have the chance to advise dietary requirements

**Is there a dress code at NRL Travel functions?**

- The dress code is smart casual. This means no thongs, singlets or ripped jeans. If you wish to wear shorts please ensure they are dress shorts. NRL jerseys are allowed in place of a collared shirt.



**What should I do if we have a baby between the time of booking and the event?**

- First of all, congratulations! If you have such great news please call our NRL Travel customer services team on 1300 675 885 (1300 NRL TVL) and update your booking details. You will not need an additional room and/or flight, but you will need to let the hotel and/or airline know so they can update your requirements and the passenger manifest.

**If I am booking as a corporate, how do I do this so that I can book an invoice?**

- Please contact NRL Travel via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL) to discuss your options.

**What happens if I miss an element of the NRL Travel Package due to travel disruption?**

- NRL Travel will use our best endeavours to find an alternative solution if you miss a portion of your NRL Travel Package due to travel disruption outside of your control. Please note however, that NRL Travel cannot be held responsible for any 3rd party supplier disruptions (i.e. Airlines or Hotels) that may impact elements of the package.

**Can I buy hospitality packages and/or merchandise to go with my 'build your own experience' selections?**

- Please contact NRL Travel via [customerservice@nrltravel.com](mailto:customerservice@nrltravel.com) or call 1300 675 885 (1300 NRL TVL) to discuss your options.

**Can friends and family who live locally to the event join me for an element of the NRL Travel Package but not have to purchase the whole NRL Travel Package?**

- No to get access to the elements of the NRL travel package you must purchase a package in full.

**Is there an age restriction on the pre/post-match function?**

- There is no age restriction to the post-match function but Federal alcohol laws apply and anyone under 18 years old must be accompanied by an adult.

**When do I receive the merchandise included in my NRL Travel package?**

- All merchandise inclusions will be distributed to you at your hotel on arrival or on event day. A confirmation email from NRL Customer Service will advise the exact delivery details closer to the event day.

**Who are the guest speaker(s) at the functions mentioned in the package?**

- These will vary from event to event. They will either be current NRL players or ex-NRL players who are now NRL Ambassadors depending on their availability

**Will we be able to have photos with the NRL talent?**

- Yes, you will be able to have photos with the NRL talent.