



USA vs. Belarus
February 4 – 5, 2012
DCU Center • Worcester, MA

Tickets

When do tickets go on sale?

USTA members will have the opportunity to purchase tickets to the upcoming Fed Cup tie in Worcester,, MA, through a special USTA Member Only Pre-Sale beginning **Wednesday, December 7 at 10 a.m. ET** until **Thursday, December 8 at 11:59 p.m. ET**. Current USTA Members will receive information about the pre-sale via e-mail and are encouraged to contact Member Services at (800) 990-USTA (8782) to confirm they have a current e-mail address on file. Tickets will go on sale to the general public **Friday, December 9 at 10 a.m. ET**.

I would only like to attend Fed Cup for one day, but was told tickets are only sold as a two day series package. Is there any way I can buy just a one day ticket?

No. Tickets are only sold as a two day series package.

How many tickets can I buy? Why are tickets limited?

Customers are limited to no more than twelve (12) tickets per household. All orders exceeding this limit will be automatically cancelled. Ticket sales limits are in place to ensure that all customers can receive access to Fed Cup tickets.

Are there any places I could go in person to purchase tickets?

No. Tickets are only available via www.ticketmaster.com or by calling (888) 334-8782.

Will I be given a seat assignment when I purchase tickets?

You will **not** receive a seat assignment because we are still working on finalizing the seating manifest. Instead, you purchased a seat in a certain price level and seats will be assigned on a best available basis, with orders processed based on the date and time the order was received. **Availability of tickets in each price level is not guaranteed.**

Where can I see a seating layout of the DCU Center?

Please [click here](#) for the Fed Cup event seating diagram.

Are the ticket prices shown on the seating diagram per day or per ticket for the two day series package?

The ticket prices shown on the seating diagram are **per ticket** for the two day series package, and do not include service fees.

When will my tickets arrive?

Tickets will be mailed approximately three weeks prior to the event.

Are there any senior citizen, student or group discounts?

Unfortunately there are no senior citizen, student or group discounts available.

What is the minimum age for a child to require a ticket?

Children two years and older must have a ticket, while children under the age of two may sit on a parent's lap.

Do you offer handicapped accessible seating?

Yes, handicapped accessible seating is available. The disabled guest and one companion will be accommodated. Please call (888) 334-8782 to purchase accessible seats which are priced at \$60 for the two day series package.

Is it possible to upgrade my tickets?

Unfortunately it is not possible to upgrade your tickets.

I have already ordered my tickets, but need to cancel them. How can I do that?

We do not allow any refunds or cancellations. All sales are final.

I've seen Fed Cup tickets for sale on other web sites. Should I buy from these other sites?

There are many web sites that advertise Fed Cup tickets. These are broker sites and are not affiliated with the United States Tennis Association. When you purchase tickets from these sites, you are taking a personal risk at which you have no recourse through the USTA. The USTA highly advises against purchasing tickets through these unauthorized sites.

I lost my tickets. What can I do?

Unfortunately we are unable to replace lost tickets.

I did not receive my tickets. What can I do?

Please call (888) 334-8782 or e-mail fedcuptickets@usta.com if you did not receive your tickets in the mail. Please remember that tickets are mailed approximately three weeks prior to the event.

The Event

Is it guaranteed that I will see Serena Williams?

No. While players may announce their intentions of playing the event, teams will not be officially announced until 10 days prior to the start of the tie. The USTA has no control over which players will play for either team.

This is my first Fed Cup tie. What is the format for the event?

Fed Cup play consists of five matches played over two days: two singles matches on Saturday followed by two singles matches and a doubles match on Sunday. These five collective matches are called a "tie." The first country to win three matches wins the tie, although all five matches will be played.

What time do the matches begin, and what time will they end?

Matches will begin at 12:30 p.m. on Saturday, February 4 and 11:30 a.m. on Sunday, February 5. The end time will vary depending on how long each match lasts.

What is the earliest time I can get into the DCU Center?

The DCU Center will open at 11 a.m. on Saturday, February 4 and 10 a.m. on Sunday, February 5.

Am I allowed to leave the matches and come back later that same day? Can I come to the first match and allow someone else to return for the second match on the same day?

No. Re-admittance is not allowed.

Will the Fed Cup tie be shown on TV?

Yes, this Fed Cup tie will be shown live on Tennis Channel both days.

What is the capacity of the DCU Center for this event?

The approximate capacity of the DCU Center is 6,000 for this Fed Cup tie.

Where is the best place to park? Can parking be purchased in advance?

Please [click here](#) for parking information. Unfortunately parking cannot be purchased in advance.

Are there any prohibited items?

Yes. Safety is one of our highest priorities at Fed Cup and we will be implementing several important security measures:

1. We encourage you to arrive early to avoid delays and help speed the entry of all spectators.
2. All fans will go through a screening process before entering the venue.
3. There will be a limit of one bag per person. All bags are subject to search, must be a single compartment and cannot be larger than 12"W x 12"H x 16"L.
4. The following items are prohibited and may not be brought onto the premises:
 - Backpacks
 - Hard coolers or like containers
 - Sealed packages of any kind
 - Bottles or cans (glass or metal)
 - Aerosol cans
 - Alcohol
 - Video cameras or recording devices
 - Computers or laptops
 - Food (except in limited quantities, or for medical, dietary or infant purposes)
 - Weapons (regardless of permit)
 - Animals (unless a service animal)
 - Any materials constituting unauthorized advertising or promotions
 - Laser pointing devices
 - And any other items deemed inappropriate by the Fed Cup personnel, in their sole discretion.

Your cooperation, patience and understanding are greatly appreciated as we look to make your experience at Fed Cup safe and enjoyable.

Getting Involved

Do you need volunteers? If so, how can I apply?

Yes! We are looking for volunteers to work in a variety of positions. If you are interested in becoming a volunteer, you must complete the online volunteer application which will be available via www.usta.com/fedcup on Thursday, December 1.

Do you need ballpersons? If so, how can one apply?

Unfortunately the ballpersons have already been selected for this tie.