

INCLEMENT WEATHER POLICY

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2011 US Open Inclement Weather Policy*

The following policy applies to *individual* session tickets purchased directly through Ticketmaster (*and not via ticket auction, ticket exchange, resale or secondary ticket outlet*), USOpen.org or in person at the USTA Billie Jean King National Tennis Center Box Office. **Please note that this policy does not apply to the following tickets which are not available for refund or exchange:**

(a) Arthur Ashe Stadium Courtside, Loge and Promenade Subscription tickets (as Subscribers of Record have access to all matches through tournament completion);

(b) Arthur Ashe Stadium Luxury Suite tickets;

(c) all tickets issued as Complimentary;

(d) all tickets purchased through any auction, exchange, resale or secondary outlet (including individual session tickets purchased through the official US Open ticket exchange, the Ticketmaster ticket exchange or the TicketsNow ticket exchange); and

(e) all tickets for sessions #23 through #26.

Patrons are advised that the US Open schedule of play as well as session dates, number of matches, and starting times are subject to change for all sessions. Tickets are not eligible for refund or exchange due to one or more changes in the US Open schedule of play.

TICKET EXCHANGE POLICY

If a US Open session is cancelled (as provided for in the Cancellation Provisions below), tickets can be exchanged on a one-for-one basis for either this year's US Open (2011) or next year's US Open (2012) as follows:

I. For the 2011 US Open (Box Office Only)

Tickets may be brought to the USTA Billie Jean King National Tennis Center Box Office where they can be exchanged for select sessions determined at the discretion of the USTA and subject to availability for the 2011 US Open.

II. For the 2012 US Open (By Mail Only)

Ticket holders must submit a written request along with their actual tickets within 30 days of the last day of the 2011 US Open in order to exchange tickets for the same session for the 2012 US Open. Tickets should be sent via certified mail to:

US Open Ticket Office

USTA Billie Jean King National Tennis Center

Flushing Meadows-Corona Park

Flushing, NY 11368

The USTA cannot guarantee ticket availability, exchange of equal value or comparable seat location. The USTA reserves the right, in its discretion, to process ticket exchanges directly, or to issue vouchers, US Open Gift Cards or other redemption tools to process ticket exchanges. All ticket exchanges are final, and there will be NO REFUNDS OR CREDITS.

CANCELLATION PROVISIONS

Cancelled session definitions and inclement weather exchange policies are as follows:

I. Sessions #1 through #22 for Arthur Ashe Stadium Ticket Holders

(a) If Day Session match play in Arthur Ashe Stadium has not begun by 5:00 pm, that particular session will be considered cancelled.

(b) If Evening Session match play in Arthur Ashe Stadium has not begun by 9:45 pm due solely to inclement weather, that particular session will be considered cancelled. If play begins after 9:45pm due to length of play of the Day Session or other extenuating circumstances, the Evening Session will not be considered cancelled and USTA may adjust the scheduled matches (i.e., number, location, order of play, etc.) as it deems necessary.

(c) If match play in Arthur Ashe Stadium for a Day Session begins prior to 5:00 pm or an Evening Session begins prior to 9:45 pm and either one match is completed (in one hour or more) or 90 minutes of tennis has been played, the Inclement Weather Policy does not apply, as the session is considered officially completed.

(d) If a Day or Evening Session is ended before the completion of either one match or 90 minutes of play in Arthur Ashe Stadium, then the session will be considered cancelled and tickets can be exchanged as provided in the Ticket Exchange Policy above. No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.

(e) If a Day or Evening Session is cancelled by the USTA but a match is completed (in less than one hour) in Arthur Ashe Stadium, a portion of the face value of the ticket price (up to 50%), determined at the discretion of the USTA, can be applied toward the exchange of tickets as provided in the Ticket Exchange Policy above. No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.

(f) If any new, ticketed Session(s) is added to the official US Open schedule, and such new Session(s) is scheduled prior to Session #23, then the above provisions regarding Sessions #1 through #22 for Arthur Ashe Stadium ticket holders will also apply to Arthur Ashe Stadium ticket holders for the new Session(s).

II. For Louis Armstrong Stadium & Grounds Admission Ticket Holders

(a) If Day Session match play in Louis Armstrong Stadium, Grandstand or on any outer court has not begun by 5:00 pm, then the Inclement Weather Policy would apply to the respective tickets.

(b) If Day Session match play in Louis Armstrong Stadium, Grandstand or on any outer court begins prior to 5:00 pm and either one match is completed (in one hour or more) or 90 minutes of tennis has been played, the Inclement Weather Policy does not apply.

(c) If a Day Session is ended before the completion of either one match or 90 minutes of play in Louis Armstrong Stadium, Grandstand or on any outer court, then the session will be considered cancelled and tickets can be exchanged as provided in the Ticket Exchange Policy above. No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.

(d) If a Day Session is cancelled by the USTA but a match is completed (in less than one hour) in Louis Armstrong Stadium, Grandstand or on any outer court, a portion of the face value of the respective ticket price (up to 50%), determined at the discretion of the USTA, can be applied toward the exchange of tickets as provided in the Ticket Exchange Policy above. No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.

(e) If any new, ticketed Session(s) is added to the official US Open schedule, and such new Session(s) is scheduled prior to Session #23, then the above provisions regarding Sessions #1 through #22 for Louis Armstrong Stadium & Grounds Admission ticket holders will also apply to Louis Armstrong Stadium & Grounds Admission for the new Session(s).

SPECIAL EXCEPTIONS

I. For Sessions #23 through #26

(a) This Inclement Weather Policy does not apply to sessions #23 through #26 as original tickets will be honored for the rescheduled session(s). In the event of inclement weather or other extenuating circumstances affecting sessions #23 through #26, ticket holders should go to www.usopen.org for information regarding all rescheduling decisions. The USTA will attempt to reschedule these sessions in sequential order.

(b) This Inclement Weather Policy does not apply to any new, ticketed Session(s), if any, added to the official US Open schedule if such new Session(s) is scheduled after Session #22.

II. Louis Armstrong Stadium Plan Holders and Mini-Plan Holders

Ticket plan holders have two options regarding sessions considered cancelled due to inclement weather. They may either exchange the tickets at the USTA Billie Jean King National Tennis Center Box Office for select sessions determined at the discretion of the USTA for the 2011 US Open, or return the tickets and the ticket value will be applied toward their 2012 ticket plan renewal. No refunds or credits will be provided if face value of tickets for cancelled session exceeds face value of exchanged tickets.

III. USTA Member Hospitality Package Cancellation & Exchange Policy:

Closing of Facility

In the event that the USTA Billie Jean King National Tennis Center does not, for any reason, open for the US Open tournament session (in its entirety) as specified in this US Open Inclement Weather Policy, then the USTA agrees to: (i) refund the Hospitality space portion of Fee; and (ii) utilize the Ticket Exchange Policy as provided above with respect to the applicable Tickets.

Cancellation of Session

So long as the USTA Billie Jean King National Tennis Center is open for the US Open tournament session(s), there shall be no refund(s) for the Hospitality space portion of Fee by the USTA even if any such session(s) is ultimately cancelled and/or no matches are played due to weather or other reasons. If however, such session(s) is cancelled (or tennis is otherwise limited in a manner specified in the 2011 US Open Inclement Weather Policy with respect to the applicable Tickets), then the USTA agrees to utilize the Ticket exchange mechanism, if any, provided for in this US Open Inclement Weather Policy.

In each instance, the applicable Tickets must be returned to the US Open Ticket Office, USTA Billie Jean King National Tennis Center, Flushing Meadows-Corona Park, Flushing, NY 11368 by the client within thirty (30) days of the date of the applicable session. No exchange or refund will be provided for Tickets not returned within such thirty (30) day deadline; the policy set forth in this subsection applies to single session Tickets only. The USTA reserves the right to alter, change and/or modify any and all cancellation and refund policies.

**** This Policy is subject to change at the discretion of the USTA.***