



HSBC CHAMPIONSHIPS

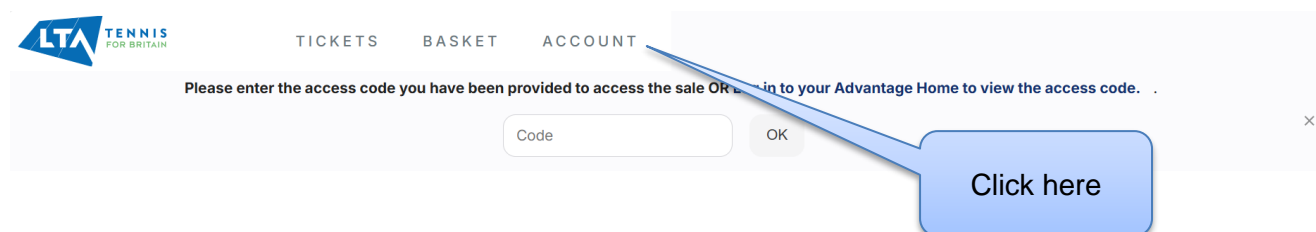
The Queen's Club

TICKETING GUIDE FOR QC RESIDENTS

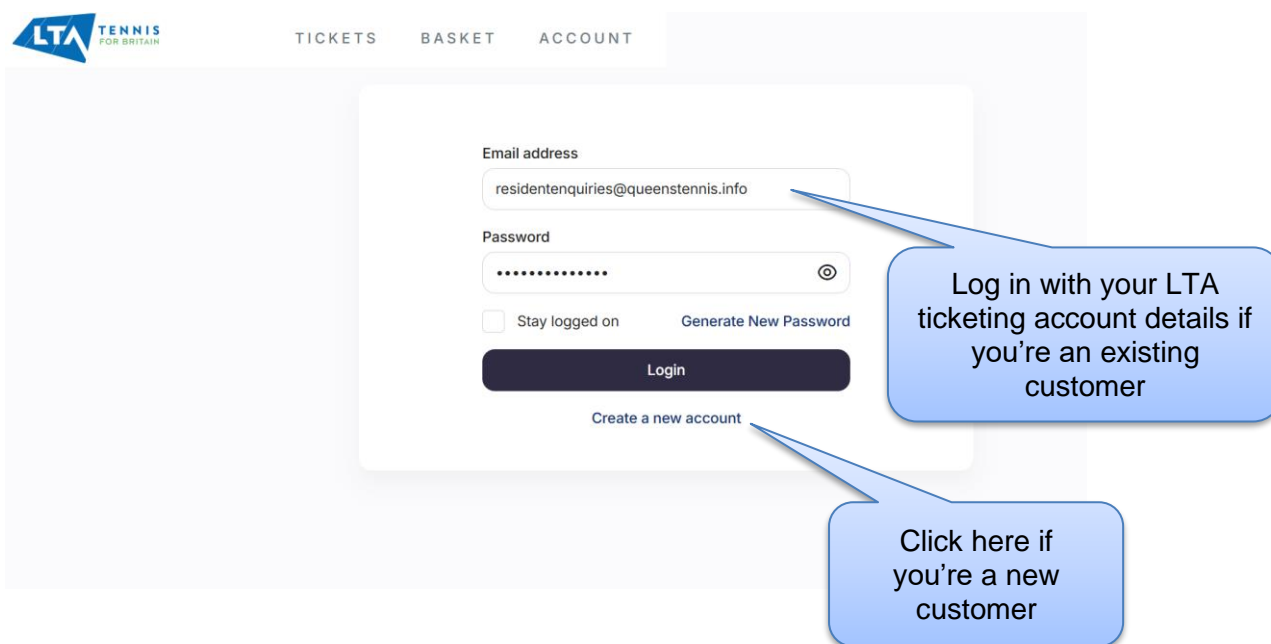
The following instructions are to support eligible Queens Club residents to gain access to the new, exclusive LTA Residents' Ballot to win complimentary Centre Court and Grounds Admission tickets to the HSBC Championships, which takes place between 9th – 22nd June 2025.

The ballot will close for entries on **Tuesday 11 March 2025 at 11:59pm**. No late entries will be accepted, with successful winners notified thereafter.

1. Go to <https://residenttickets.lta.org.uk> and click on **ACCOUNT**.



2. Log in to your LTA ticketing account or click **CREATE NEW ACCOUNT** if you're a new customer.



3. New customers please fill in all the relevant account details requested. Existing customers, please jump to step 4.

Please Note: The address submitted needs within the eligible Queens Club resident's area to access the priority window. When submitting your postcode, it must be submitted in CAPITAL LETTERS and with a space between the area and district code (e.g W14 9EQ).

Your Main Address

Please use the address look up function. If you are unable to use this functionality, please ensure your postcode is inserted in block capitals with a space inbetween.

Country *

United Kingdom

Address lookup

Type to lookup your address

Address (max 38 char) *

Town/City *

Postcode *

Mobile Number *

+44



Please ensure your
postcode is submitted in
the correct format
outlined above

4. You should now be able to see the offers available to you, including the Residents' Ballot Entry offer.

“Why can't I see my offers?”

- a. If you have just created an account your offers can take up to 5 minutes to appear so, please refresh your page after 5 minutes.
- b. If you are an existing customer and you cannot see the offer, then please check your postcode has been submitted in the correct format as per step 3. This can be done through your account settings, please then wait up to 5 minutes for the system to refresh.

If these still don't work, then please contact our designated support centre [here](#).

The screenshot shows the LTA Tickets Account Homepage. At the top, there are navigation links for TICKETS, BASKET, and ACCOUNT. The main content area is titled "LTA Tickets Account Homepage" and includes a "Queens Residents" section with a welcome message and links to "Modify your details" and "View your tickets and order history". Below this is the "Your Personal Offers" section, which lists three offers:

- Personal offer | Residents' Evening Ground Admission**
HSBC Championships Evening Ground Admission, ATP 500
You can apply for complimentary grounds admission after 4:30pm on selected days of the WTA and ATP tournaments for yourself and one guest. Please... [View offer](#)
- Personal offer | Residents' Evening Ground Admission**
HSBC Championships Evening Ground Admission, WTA 500
You can apply for complimentary grounds admission after 4:30pm on selected days of the WTA and ATP tournaments for yourself and one guest. Please... [View offer](#)
- Personal offer | Residents' Ballot Entry**
Residents' Ballot Entry
Enter the new, exclusive LTA Residents' Ballot to win complimentary Centre Court and Grounds Admission tickets to the HSBC Championships. This... [View offer](#)

The "Residents' Ballot Entry" offer is circled in red. A blue callout bubble points to the "View offer" button for this offer, containing the text: "Click 'VIEW OFFER' to enter the ballot". Another blue callout bubble points to the "MY OFFERS" section in the right-hand navigation menu, containing the text: "If the offers don't appear on the screen automatically, they can also be found on the 'MY OFFERS' page". The navigation menu on the right includes: Home Page, Experience vouchers, My Offers, Tickets (with sub-links for Your Tickets, Exchange Your Tickets, Order History), Account settings (with sub-links for Profile, Password), Buy Tickets, Products, and Log Out. There is also a "Keep your details up to date" section with a notice about event postponement or cancellation, and a "Help and Support" section with a link to "General terms & conditions".

5. Select the ballots you wish to enter in the “quantity” column and then add to basket.

Ballot Options

Please indicate the number of items you wish to add to your order.

Item	Tariff	Quantity
Centre Court Tickets - WTA 500 Tournament	Ballot entry Residents' Ballot Entry	0
Centre Court Tickets - ATP 500 Tournament	Ballot entry Residents' Ballot Entry	0
Ground Admission Tickets - WTA 500 Tournament	Ballot entry Residents' Ballot Entry	0
Ground Admission Tickets - ATP 500 Tournament	Ballot entry Residents' Ballot Entry	0

TOTAL £ 0.00 [Add to basket](#)

Click 'ADD TO BASKET' to move on, once your selection(s) have been made

6. Once you have selected the ballots you wish to enter, click **BUY NOW** to submit. If you would like to amend your entries, then please click **CONTINUE SHOPPING** to return to the previous page.

Just Added

✔ 4 items added to your shopping basket. You have **09:45 minutes** to complete your order.

HSBC Championships Residents' Ticket Ballot Entry

Item	Tariff	Ticket Price	Quantity
Ground Admission Tickets - ATP 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1
Ground Admission Tickets - WTA 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1
Centre Court Tickets - ATP 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1
Centre Court Tickets - WTA 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1

AMOUNT £ 0.00

Select "CONTINUE SHOPPING" to edit your entries

[Continue shopping](#)

Select "BUY NOW" to progress and complete the entry process for chosen ballots

[Buy now](#)

7. Review your entries on the order summary page and accept the ticketing terms and conditions.

1 Summary 2 Payment 3 Confirmation

Order Summary

Before proceeding to payment, please check the content of your order as well as the delivery information and confirm that you have read and accepted our terms and conditions.

HSBC Championships Residents' Ticket Ballot Entry

Item	Tariff	Ticket Price	Quantity
Ground Admission Tickets - ATP 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1
Ground Admission Tickets - WTA 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1
Centre Court Tickets - ATP 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1
Centre Court Tickets - WTA 500 Tournament	Ballot entry Residents' Ballot Entry	£ 0.00	1

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SUB-TOTAL £ 0.00

Delivery Method

Delivery Method Mobile Ticket - Available closer to the event

COST OF DELIVERY £ 0.00

ORDER AMOUNT £ 0.00

AMOUNT DUE £ 0.00

Payment

I have read and accept the [Terms & Conditions](#)

Cancel order Complete your order

You will be unable to submit your entries until the T&Cs have been read and accepted

8. Your entries are now submitted, and you will receive a confirmation email outlining your selections. You will be contacted once the ballot deadline passes with the results as to whether you have been successful or not.

If you have any challenges with accessing this ticketing offer, then please contact our customer support team [here](#).