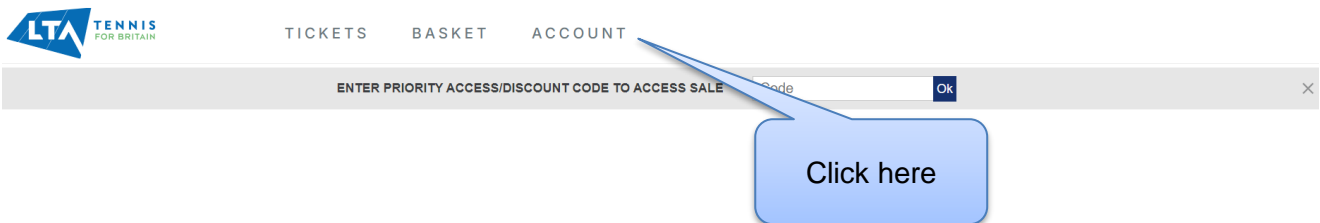


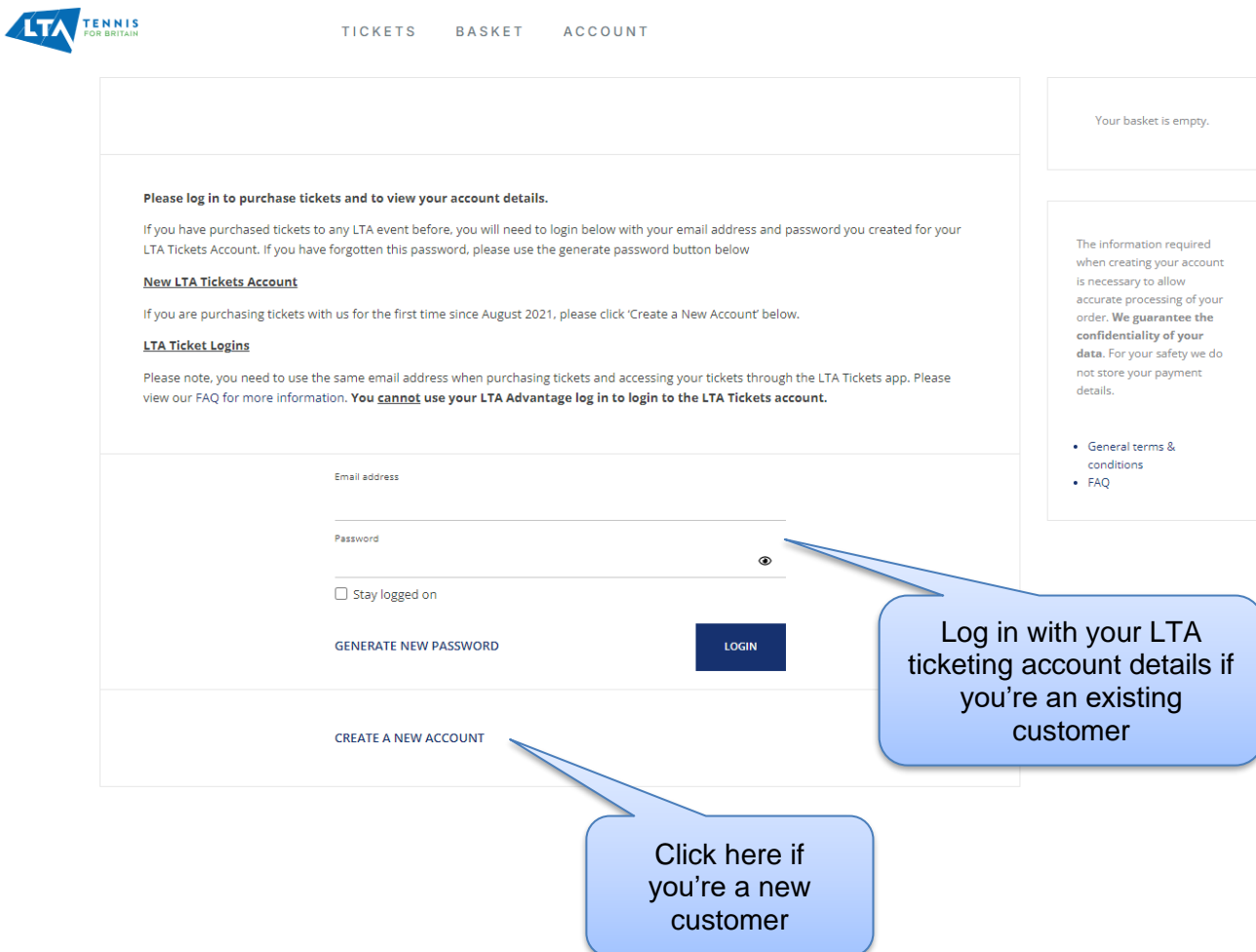
## TICKETING GUIDE FOR QUEEN'S CLUB RESIDENTS'

Following are the instructions for the eligible Queen's Club residents to access tickets for the ATP 500 tournament of the cinch Championships during their priority ticketing window, which takes place between **10:00am Monday 25<sup>th</sup> November – 23:59pm Wednesday 27<sup>th</sup> November 2024.**

1. Go to <https://tickets.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 to be within the eligible Queen’s Club residents’ 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, displaying the ticket type which you can purchase (Centre Court & Ground Admission).

### “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](#).



TICKETS BASKET ACCOUNT

LTA Tickets Account Homepage

If the offers don't appear on the screen automatically, they can also be found on the "MY OFFERS" page

Your Last Order

Order

HOME PAGE

EXPERIENCE VOUCHERS

MY OFFERS

TICKETS

Your Tickets

Exchange Your Tickets

Order History

ACCOUNT SETTINGS

Profile

Password

BUY TICKETS

Log Out

5. Select the **BUY** button for the type of ticket you wish to purchase.

The screenshot shows the LTA Tennis website interface. At the top, there are navigation links for 'TICKETS', 'BASKET', and 'ACCOUNT'. The main content area displays two event listings, both marked as 'Personal offer'. The first listing is for 'cinch Championships Andy Murray Arena' at 'The Andy Murray Arena, The Queen's Club'. It includes a 'Wheelchair and Ease of Access Seating' section and a 'BUY' button. The second listing is for 'cinch Championships Ground Admission inc. Unreserved Court 1' at 'cinch Championships Grounds Admission, The Queen's Club'. It includes a 'Wheelchair Ground Admission' section and a 'BUY' button. A callout bubble with a blue border and white background points to the 'BUY' buttons, containing the text 'Click here to purchase tickets'. On the right side, there is a vertical navigation menu with links for 'HOME PAGE', 'EXPERIENCE VOUCHERS', 'MY OFFERS', 'TICKETS', 'ACCOUNT SETTINGS', and 'BUY TICKETS'. A status message at the bottom right indicates 'Other users are currently waiting to access the shop. Make sure to complete your purchase.'

6. Once an event is selected, you will need to select the day you wish to purchase tickets for:

The screenshot shows a date selection calendar for June 2025. The calendar is displayed as a grid with the days of the month. Below the calendar, three event listings are shown for the days Mon, 16 Jun, Tue, 17 Jun, and Wed, 18 Jun. Each listing is marked as 'Personal offer' and includes a 'BUY NOW' button. A callout bubble with a blue border and white background points to the 'BUY NOW' buttons, containing the text 'Click "BUY NOW" button to purchase tickets for the specific day you wish to attend'. The event listings are for 'cinch Championships Andy Murray Arena'.

- After the date has been selected, you will be able to choose your seats by hovering over the seating map or by clicking on "Select the Best Seat automatically" option as shown below:

**Please Note: You can purchase a maximum of 6 tickets per person per day.**

Select your seats in the map below.  
Select your seat

Select the Best Seat automatically.  
Select the best seat automatically

16 Jun 2025

11:00

1 Select an area 2 Select your seats

Enter a promotion code

Let your mouse hover over the seat blocks to obtain seating availability and prices.

Select a block to select your seats.

Seats are not reserved until added to the shopping basket.

Legend

OFF Show categories

Select your seats in the map below.  
Select your seat

Select the Best Seat automatically.  
Select the best seat automatically

16 Jun 2025

11:00

Seat Category	Preference (!)	Tariff	Quantity	Ticket Price	Sub-total
Priority Window Test		Priority Window Test	0	£ 175.00	£ 0.00
Category 1		Priority Window Test	0	£ 130.00	£ 0.00
Category 2	Automatic	Queen's Residents Priority Window Test	0	£ 90.00	£ 0.00
Category 3	Automatic	Full Price Queen's Residents Priority Window Test	0	£ 70.00	£ 0.00
Category 4	Automatic	Full Price Queen's Residents Priority Window Test	0	£ 50.00	£ 0.00
Wheelchair	Automatic	Wheelchair Queen's Residents Priority Window Test	0	£ 50.00	£ 0.00
		Essential Companion Queen's Residents Priority Window Test	0	£ 0.00	£ 0.00

Choose at least 1 item at tariff "Wheelchair" in order to benefit from this "Essential Companion" tariff.

**Total** £ 0.00 **ADD TO BASKET**

8. Once you have selected your tickets for a specific day, you will then be able to check out or continue shopping for more tickets for another day.

The screenshot shows a confirmation message: "Success 1 ticket added to your shopping basket. You have 09:45 minutes to complete your order." Below this, the event details are "cinch Championships Andy Murray Arena" on "Monday, 16 June 2025" at "11:00". The basket contains "1 ticket Category 4" with options to "VIEW | MODIFY YOUR SEATS" and "VIEW DETAILS", and a "REMOVE FROM BASKET" option. The total amount is £55.00, including a £5.00 booking fee. At the bottom, there are "CONTINUE SHOPPING" and "BUY NOW" buttons.

Select "CONTINUE SHOPPING" to buy tickets for additional/other days.

Select "BUY NOW" to progress and complete the checkout process for chosen tickets.

9. After clicking **BUY NOW**, the following screen will appear. Either add a programme to your basket or select the **CONTINUE TO CHECKOUT** button.

The screenshot displays the "cinch Championships Programme" page. The main content area features a purple and green graphic with the text "Programme cinch championships". Below this, it says "cinch Championships Programme From £7.00". A "SEE PRODUCT DETAILS" section shows the product name, price (£7.00), and quantity (1). An "ADD TO CART" button is visible. On the right side, a summary box shows "1 ticket", "EDIT YOUR BASKET", and a total of "£ 55.00". A "CONTINUE TO CHECKOUT" button is prominent. Below this, a timer indicates "You have 07:57 minutes to complete your order." Payment options for Mastercard, Visa, Apple Pay, and Google Pay are listed, along with links for "General terms & conditions" and "FAQ".

Click "CONTINUE TO CHECKOUT" to proceed with booking.


10. On the summary page, please review your order, add ticket protection if desired, and accept the ticketing terms and conditions.

1. Summary	2. Payment	3. Confirmation
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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.

### cinch Championships Andy Murray Arena

Monday, 16 June 2025 11:00  
The Andy Murray Arena, The Queen's Club



1 ticket Category 4 [VIEW](#) | [MODIFY YOUR SEATS](#) [X REMOVE FROM BASKET](#)

	Full Price Queen's Residents Priority Window Test	North Stand - Block 2 - Row ZU - Seat 23 <b>FOLDING SEAT</b>	£ 50.00
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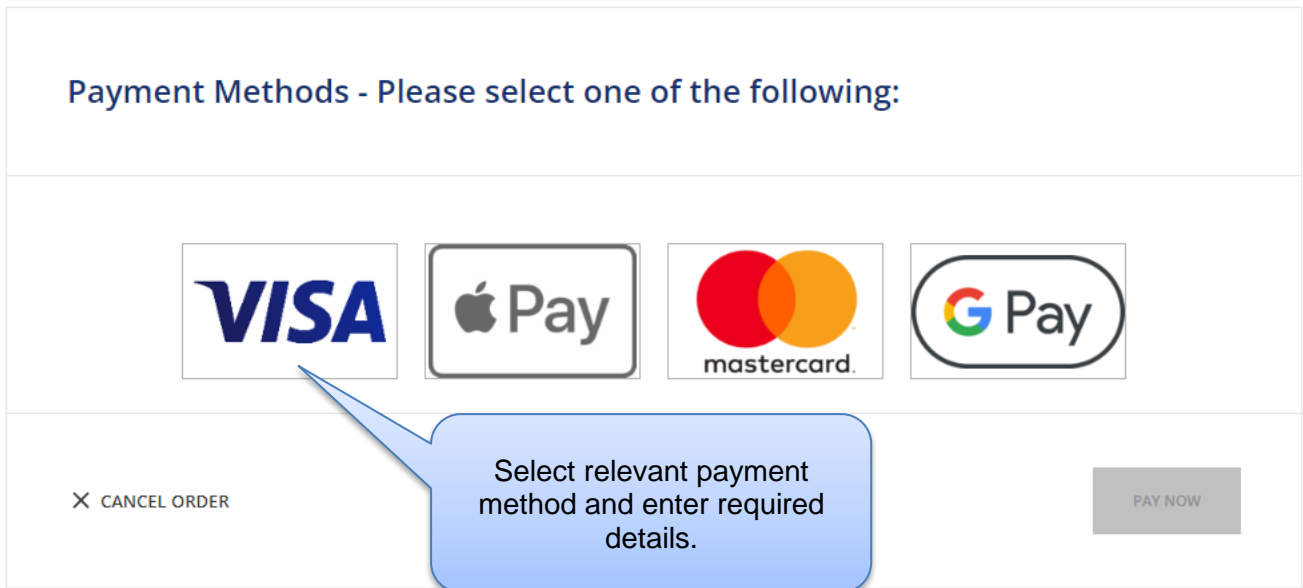
Booking Fee £ 5.00  
Sub-total £ 55.00

The ticketing terms and conditions must be read and accepted before you can proceed.

**Amount Due £ 55.00**  I have read and accept the Terms & Conditions

[PROCEED TO PAYMENT](#)  
[CANCEL ORDER](#)

11. After clicking on [the](#) **PROCESS TO PAYMENT** button, you will be navigated to the payment method selection screen which you can pay for the tickets through VISA/Mastercard debit/credit card:



12. After choosing the relevant payment method and clicking on the **PAY NOW** button, the ticket purchase process is complete upon successful transaction.

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