

# Ticketing Enquiries FAQs

Listed below are some frequently asked questions that may assist you in answering your question around ticketing. If the information is not available below, please complete the [Contact Us](#) form.

## I am unable to contact Ticketek. How can we get in touch with them to resolve our issue?

For your options in contacting Ticketek, please visit the [Ticketek site and search for an answer or complete their Contact Us form](#).

## I am unable to contact Ticketmaster. How can we get in touch with them to resolve our issue?

For your options in contacting Ticketmaster, please visit the [Ticketmaster site](#).

## I have purchased tickets through Viagogo or another reseller. Are these tickets valid and will they work when I arrive on game day?

The NRL does not recommend purchasing tickets from any unauthorised ticket resellers as the tickets may not be genuine or may be cancelled by the event organiser. There is no guarantee that these tickets will work when you arrive at the venue.

We suggest contacting the reselling agency.

### Viagogo

- link: [viagogo.com/Help/Buyer20?](https://viagogo.com/Help/Buyer20?)
- web: [viagogo.com](https://viagogo.com)

### Ticketmaster Resale

- phone: 1300 651 607
- email: [disputesmanager@ticketmaster.com.au](mailto:disputesmanager@ticketmaster.com.au)
- link: [resale.ticketmaster.com.au](https://resale.ticketmaster.com.au)

### Ticketbis

- email: [help@ticketbis.com.au](mailto:help@ticketbis.com.au)
- phone: 1300 651 607
- web: [ticketbis.com](https://ticketbis.com)

### Queen of Tickets

- email: [sales@queenoftickets.com](mailto:sales@queenoftickets.com)
- link: [queenoftickets.com/contacts](https://queenoftickets.com/contacts)
- web: [queenoftickets.com](https://queenoftickets.com)

### The Ticket Merchant

- email: [info@theticketmerchant.com.au](mailto:info@theticketmerchant.com.au)
- phone: +61 3 9498 1554
- web: [www.theticketmerchant.com.au](https://www.theticketmerchant.com.au)

## How do I purchase more tickets in the same section when there is a limit on the amount of tickets I can purchase?

The NRL offer group bookings for all Major Events for groups with more than 8 people. Please visit <https://tickets.nrl.com/>. Select the game you wish to attend and you will be directed to the appropriate ticketing partner.

## Why can't I select my member seats for certain matches or pick a section to sit in?

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### FAQs & Troubleshooting

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- [All about Fantasy: Leagues, Players and Stats](#)
- [Didn't receive the reset password email for NRL Account?](#)
- [Didn't receive the verification email or 4 digit code?](#)
- [Fantasy Coach](#)
- [Fantasy Draft - Trades, Player Values and Scores](#)
- [Fantasy Only - Trades, Player Value and Positions](#)
- [I am blocked from watching video in my country](#)
- [I am trying to play Fantasy and am experiencing issues with my account setup...](#)
- [I can't sign up using Facebook](#)

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- [2019 NRL Pre-Season Trial Matches](#)
- [Advertise with NRL - Explore the opportunities](#)
- [Archive Retrieval - Footage](#)
- [Community Rugby League - MySideline, Online Learning Centre and Play Rugby League](#)
- [Deleting your NRL Account](#)
- [Image Licensing and Commercialisation](#)
- [Information to provide in your Content Services Brief or Request](#)
- [Make an NRL Content Services \(Film & Photos\) Request](#)
- [NRL Rate Card - Match Vision and Photos](#)
- [Supported browsers, devices and operating systems](#)

Tickets are sold on a "Next Best Available" seating system. You cannot choose the location of your seat.

When you make your booking, the tickets allocated to you are the "Best Available" in your chosen category at that time.

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## When do tickets go on sale (e.g. Grand Final, State of Origin, Club match)?

For ticketing information regarding NRL Major Events including State of Origin, Pacific Invitational, Finals Series, NRL Grand Final Tickets, etc. please check [the Ticketing page on the NRL site](#). To receive alerts directly in your mailbox, sign up to NRL Account and ensure you place a tick in the communication preferences to hear from us. You can sign up by navigating to the NRL, Club or State website and completing the sign-up form.

For tickets to all NRL Telstra Premiership games, please go to [the Ticketing page on the NRL site](#) and you will be directed to the appropriate ticketing partner.

If the game you wish to attend is not yet on sale, please contact the HOME team for further details. **Note:** The HOME team may not be the team you support.

Club	Phone Numbers
Brisbane Broncos	07 3858 9111
Canterbury Bankstown Bulldogs	02 9789 8000
Canberra Raiders	02 6253 3515
Cronulla Sharks	1300 742 757
Gold Coast Titans	07 5656 5656
Manly Sea Eagles	02 9970 3000
Melbourne Storm	03 8412 4900
Newcastle Knights	02 4941 8200
North Queensland Cowboys	07 4773 0700
Parramatta Eels	1300 258 346
Penrith Panthers	02 4725 6400
St George Illawarra Dragons	Kogarah - 02 9587 1966 Wollongong - 02 4225 8299
South Sydney Rabbitohs	02 8306 9922
Sydney Roosters	02 8063 3800
NZ Warriors	+64 9 526 8822
Wests Tigers	02 8741 3300

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## I purchased my tickets weeks ago and have just heard that better seating at cheaper prices have been released. What are my options?

On some occasions seats are released closer to the event. For operational reasons sometimes a number of tickets are held. These tickets are released when not required and generally sold to the public. There are no guarantees at any stage that cheaper or better seats will become available.

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## I have purchased Tickets but no longer need them? How do I go about selling them?

Tickets remain the property of the NRL at all times. Tickets may not be on-sold, exchanged for fee or reward or other valuable consideration, or otherwise commercially dealt with (including for advertising and promotional purposes such as prizes, contests, or sweepstakes) without the prior written consent of the NRL. In granting such consent, the NRL may attach additional conditions to any Tickets as it sees fit (including charging an additional fee).

If a Ticket has been dealt with in contravention of this Attendance Condition, the bearer of the Ticket may be refused entry or directed to leave the Event.