



# FREQUENTLY ASKED QUESTIONS

## General

### **Is Sports Travel Hospitality associated with the French Tennis Federation and Roland-Garros?**

Yes, Sports Travel Hospitality (STH) Group is an Official Hospitality Agency for Roland-Garros.

### **Does my Roland-Garros 2025 package include a tournament ticket?**

Yes, all STH Roland-Garros 2025 packages include a ticket to the relevant session at Philippe-Chatrier Court.

### **Where do I find the most up-to date tournament information?**

The Official Roland-Garros App is the best place to find the most up-to date tournament information such as: the daily schedule, tournament draw and latest news. Download the app now on [IOS](#) and [Google Play](#).

### **Where can I find the STH Roland-Garros 2025 Terms and Conditions?**

The Roland-Garros 2025 booking terms and conditions can be found [here](#).

## Travel

### **What travel options are there?**

STH offer ticket-inclusive travel packages for the Opening Weekend, Quarter Finals, Semi Finals and Finals. If you have already purchased your hospitality package and are looking to upgrade, please contact our team on [roland-garros@sthgroup.uk](mailto:roland-garros@sthgroup.uk) or your dedicated Sales Team member.

# FREQUENTLY ASKED QUESTIONS

## Transport

### How do I get to Roland-Garros by public transport?

You can travel to Roland-Garros by public transport on the metro or bus.

Métro :

– Line 9: get off/on at Michel-Ange Auteuil, Michel-Ange Molitor

Line 10: get off/on at Porte d’Auteuil, Michel-Ange Molitor, Boulogne Jean-Jaurès or Pont de Saint-Cloud

When you leave the stadium, we suggest getting the metro from Michel-Ange Molitor, to avoid having to change at Boulogne Jean-Jaurès.

Bus :

– No.22: get off at Michel-Ange Auteuil

– No.32: get off at the last stop, Porte d’Auteuil

– No.52: get off at Porte d’Auteuil or La Tourelle

– No.62: get off at the last stop, Porte de Saint-Cloud

– No.72: get off at La Tourelle

– No.123: get off at Porte d’Auteuil or Porte Molitor or Gambetta (bus stop “Roland-Garros” and “Rue des Pins” deleted from May 21 to June 5 for safety reasons)

– No.241: get off at Porte d’Auteuil or Gambetta (bus stop “Suzanne Lenglen” and “Fleuriste municipal” deleted from May 21 to June 5 for safety reasons)

– No.260: get off at Gambetta

– PC: get off at Porte d’Auteuil or Porte Molitor

# FREQUENTLY ASKED QUESTIONS

## Ticketing & Seating

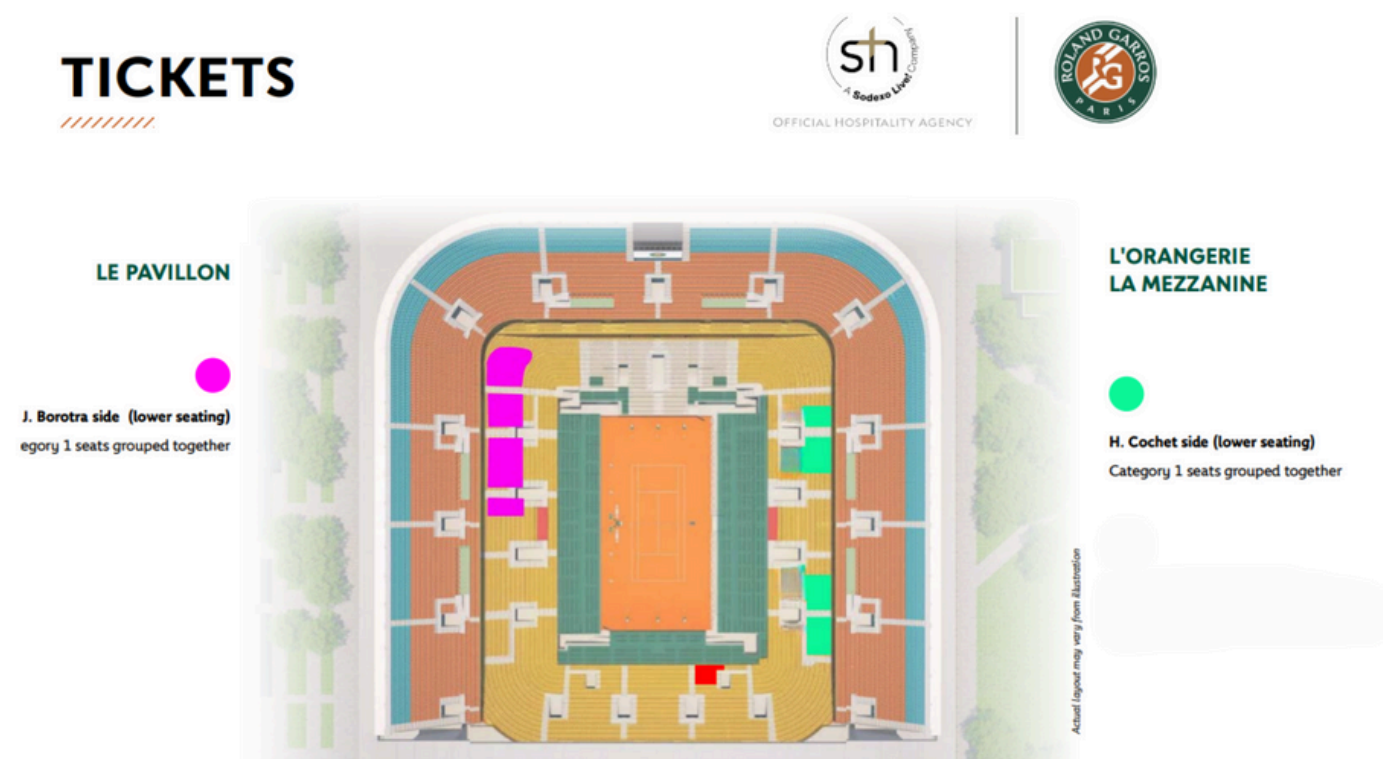
**Can you guarantee that I can sit next to another group who has purchased through STH?**

Packages purchased on the same order will be sat together, subject to the French Tennis Federation seating allocation. We cannot guarantee that guests not on the same order will be sat together, however please inform your Sales Representative who will make note of your request for seat allocation.

**Where in Phillipe-Chatrier is my seat?**

See the below diagram which indicates where in the stadium seats are allocated for the relevant packages.

### TICKETS



**I have an accessibility requirement, what options are available?**

If you have purchased a Roland-Garros 2025 package or are looking to add to your booking and have any accessibility requirements, please contact us on [roland-garros@sthgroup.uk](mailto:roland-garros@sthgroup.uk) so that we can ensure you have the most appropriate offering and seating for your preferred package. Please note that accessibility seating is subject to availability.



# FREQUENTLY ASKED QUESTIONS

## **When and how will I receive my ticket?**

Tickets are allocated to STH from the French Tennis Federation closer to the tournament. Tournament tickets and final itinerary information will be sent via email prior to your session. The tickets will be in PDF format and will have your first and surname.

Please note that General Admission tickets are available through the official Roland-Garros 2025 app, although all hospitality tickets are PDF and sent via email.

## **How do I transfer tickets to my group?**

Tickets will be distributed to the lead booker of your group with each guests' first and surname (As it reads on their identification). The PDF tickets can be emailed on to your guests. If your guest change, please email our team as soon as possible (Within 24 hours of your match) to change the name and reissue the ticket.



# FREQUENTLY ASKED QUESTIONS

## Cancellations

### **Can I re-sell my ticket?**

No, Hospitality and Travel tickets cannot be resold on official reselling services. If you gift your package, please advise STH of the contact details as soon as possible. You can view the full booking terms and conditions [here](#).

### **What is my cancellation policy if a session is rained out?**

All packages include a match ticket to Phillipe-Chatrier court which has a roof that is used in the case of wet weather.

### **If a player pulls out of the tournament can I get a refund?**

Unfortunately we cannot offer a refund if a player pulls out of the tournament. The Official Roland-Garros App will have the most up to date information on replacement matches.



# FREQUENTLY ASKED QUESTIONS

## Match day

### **What is the dress code?**

The dress code of all hospitality suites is smart casual.

### **What do I need to bring on the day?**

Please ensure you are prepared for a day or evening at the tennis. In addition, you will need to bring your match day ticket and a form of national identification that matches the name on your ticket, as this will be checked on arrival.

Your identification can be any form of national identification from your home country.

### **Where do I go to get access to the Hospitality space?**

Closer to the tournament time our Customer Relations team will provide a map which indicates which gate to enter upon your arrival.

### **If I have a night session ticket, can I enter during the day on a 'Ground Pass'?**

You can only enter the ground during the time allocation indicated on your ticket. If you have an evening pass you can only enter during the evening session. Exact hospitality and match timings will be provided closer to the tournament.

### **Do I have access to the outside courts?**

Yes, your ticket grants you access to Philippe-Chatrier and all other courts excluding Suzanne-Lenglen.



# FREQUENTLY ASKED QUESTIONS

## Contact

### **When will I be contacted?**

You will be contacted before the tournament to request final details about your booking and receive a ticketing update. Prior to the tournament you will receive a confirmation and your tournament ticket.

### **How can I contact STH?**

You can contact STH about your Roland-Garros 2025 package on [roland-garros@sthgroup.uk](mailto:roland-garros@sthgroup.uk).