

ADELAIDE UNITED FOOTBALL CLUB

2023/24 MEMBERSHIP FAQS

2023/24 KEY TIMELINES

Members can elect to pay for their membership on a direct debit payment plan (monthly over six months) or pay upfront each year. Below are the key renewal dates for renewing members to ensure they retain their membership into the 2023/24 season:

- Members on a Payment Plan
 - **Thursday, 17 May 2023 – Thursday, 1 June 2023** (2-week period) Annual Renewal Payment Plan (Auto Renewal) Opt-In /Opt-Out period.
 - **Tuesday, 13 June 2023** - Auto-Renewal first instalment deducted. Payments will be processed on the 13th of each month (or next business day) starting 13 June 2023 for Part-Payment instalments.
- Members not on a Payment Plan
 - **Thursday, 17 May 2023 – Thursday, 1 June 2023** (2-week period) Annual Renewal Payment Plan (Auto Renewal) Opt-In /Opt-Out period.
 - **Tuesday, 13 June 2023** - Auto-Renewal Upfront Payments will be deducted from Members accounts.
- SAME SEAT cutoff date
 - **Monday, 31 July 2023** - Renewal cut-off date for Renewing Members' current seating allocations will remain on hold until this date. After this deadline we cannot guarantee your seat will still be available.
- New Members
 - From 12pm Tuesday, 4 July 2023 - New Memberships on Sale

YOUR ADELAIDE UNITED ONLINE MEMBERSHIP ACCOUNT

How do I log into my account?

We recommend all Members take a few minutes to log into their Member [account here](#) to check their details are up to date.

Click the "My Details" tab to update your contact details. Please also ensure that your secondary accounts are also up to date by clicking "Create Secondary Member". Your renewal status is accessible in the "Manage Renewals" section.

Forgotten your password or first time logging in?

Simply click on the "Reset Password" button located to the left of the Member login field. You will be directed to enter your Member Number and an email to reset your password will be sent to your account. If you have any issues, please email the Membership team at membership@aufc.com.au

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How do I make changes to my membership package or my personal details?

You can use our online portal to make changes to your personal details, membership package, or to purchase additional packages. [Click here](#) to access this portal.

Alternatively, please advise the phone operator at the time of renewal by calling the Membership hotline on 1300 GO REDS (1300 467 337).

2023/24 RENEWAL INFORMATION

Will I get my same seat for the 2023/24 season if I renew?

Yes, as long as you renew prior to **Monday, 31 July 2023**. If you wish to change your seating allocation, a written request must be sent to membership@aufc.com.au.

When will Membership auto renewal payments commence?

Payments for Membership auto renewals will commence on Tuesday, 13 June for Part-Payment Instalment Plans (First instalment) and Upfront Payments.

My Credit Card details have changed

You can update your credit card details in the Member portal. Please click on "My Account" and then the "Payment Details" tab. Your card details will be securely stored in your account.

Have my prices increased in 2023/24?

We have had to keep price increases as minimal as possible but due to the increased costs that go into putting on a match day you will see a slight increase in some Memberships. As a Club we continue investing in providing the best game day experience possible for our members. We also strive to provide Member packs with high quality items so that our members can be recognised.

What will payment of my 23/24 membership show up as on my bank statement?

Please note, membership charges will appear as **TICKETEK Club MSHIP** on your bank statement.

YOUR 2023/24 ADELAIDE UNITED MEMBERSHIP

How do I join as a member?

New memberships will be on-sale from 12pm on Tuesday, 4 July 2023.

The easiest and quickest method to join as a member is to use our online portal. Simply [click here](#) to join now.

An alternative is to call the Adelaide United Membership Hotline on 1300 GO REDS (1300 467 337) Monday to Friday, between 9am – 5pm excluding Public Holidays (ACST).

Can I pay for my membership in instalments?

Yes, there is the option to pay for your full season or 8-game flexi membership in instalments provided a valid credit card number is supplied. Our instalment plan is a fixed payment plan, coordinated by Debit Success and runs over six-months as follows:

- First instalment due 13 June 2023
- Second instalment due 13 July 2023
- Third instalment due 14 August 2023
- Fourth instalment due 13 September 2023
- Fifth instalment due 13 October 2023
- Final instalment due 14 November 2023

As mentioned above, this is a fixed date payment plan, so if you join **after** the first instalment date, members may need to make catch up payments to be brought up to date with the payment schedule.

In order to pay in instalments, a valid credit card number must be supplied. The first instalment, plus any processing fees, will be taken out of the account the day after you purchased the membership. The remaining payments will then be deducted out of the account on the dates listed above or as near as possible to these dates.

Is there an option which allows my Memberships to automatically 'roll over' each year?

Yes. Members will have the option to have their Memberships automatically renewed each year. Please ensure you have your credit card details added to your account to be able to opt-in to automatic renewal.

You will receive an email before the renewal period each year advising you that your Membership is going to be renewed for the following season. At this point you will have the opportunity to opt out of the Auto Renewal System if you wish.

There are two payment options with auto-renew. Upfront auto renewal or the 6-month instalment plan.

What happens if I fall behind in my instalments?

If a payment is missed for whatever reason, you may be charged additional instalments at the next scheduled payment dates to catch up your payments. If your credit card details change it is your responsibility to inform the Membership Hotline on 1300 467 337. The Club will not be held responsible for any additional fees incurred due to expired or cancelled credit cards.

If any of the payments are not paid on schedule, Adelaide United reserves the right to cancel the membership without notice to the member. All membership rights will be forfeited by the member with no refund given for any payments made.

It is the members' responsibility to ensure that their credit card details are correct, and payments are up to date.

Any members with outstanding amounts from instalment plan on their account will be denied membership renewal in the following season until all fees owed to the Club are finalised.

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Are there any processing or administration fees?

If you pay your membership as a full upfront payment, there is only a minor processing fee for your membership.

However, if you purchase your membership on a part-payment instalment plan, there is fees charged by Debt Success who manage the membership instalment plans for the club.

A one-off service and handling fee of \$4.25 per transaction applies on all purchases. All ticket/item prices include GST, if applicable, and are quoted in AU\$. Ticket orders purchased by credit/debit card are subject to credit/debit card approval and customer account verification.

PAYING BY INSTALMENTS: Please note Debitsuccess will charge a \$5.00 administration fee for all new customers and a 4.12% management fee for purchases being paid by instalments."

Which memberships include entry to all Adelaide United Home games?

We have Full Season membership packages in Platinum, Gold, Silver, Premium Red and Red that will give you access to all home games at Coopers Stadium.

I can't make it to all 13 home matches. Can I still buy a ticketed Membership?

Yes, we have plenty of other options ranging from 3-Game Flexi Memberships to 8-Game Flexi Memberships. Simply head to our website to browse our packages or contact Member Services to discuss the best option for you.

What are the reserved seating options?

On the Western side of the stadium, there are two options for reserved seating: Platinum and Gold

The Platinum category is located centrally in the lower decks of the Western Grandstand and provides arguably the best view in the stadium.

The Gold category continues to provide a great view from within the stadium. A choice of seating in the lower tier or top tier of the Western Grandstand gives members flexibility.

On the Eastern side of the stadium, there is Silver reserved seating.

The Silver reserved category will be based in the upper tier of the Eastern Stand. Providing an exceptional view from the other side of the pitch.

Can I sit with my friends at the game?

Reserved Seating

If you are a new member and would like to be seated with a group of friends/family or with existing members, simply contact Member Services and we will endeavour to accommodate all requests of this nature.

However, we cannot always guarantee that we can get you seated immediately next to family and friends who are current members.

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General Admission Seating

If you wish to sit with friends, please ensure you have a membership in General Admission (North or South) membership to ensure you can all be seated together.

Am I guaranteed a seat with my General Admission Red membership?

Where capacity crowds are expected, general admission members **cannot** be guaranteed a seat therefore we strongly advise general admission members to arrive early to the ground to avoid disappointment otherwise standing capacity may be incurred.

Is there still an Active Support section for the 23/24 season?

For the 23/24 season, there will be no designated Active Support area. If you would like to be involved in all the match day action, please purchase a membership in the General Admission Red (**North**) Stand. You will be able to sit anyway in the North end of the stadium and join in on all the standing, singing, chanting and unforgettable atmosphere.

How do I request specific seating?

If you have a special seating requirement (e.g. due to health reasons), please detail your requirement at time of purchase.

To select specific seating, (once logged in to your account), click on the menu option "Update My Details" then scroll down to "Other Information". You will see a field for Coopers Stadium Seating Requests. Refer to the seating maps on the Adelaide United membership site for seating categories and sections.

Best endeavours will be made to allocate your seat in one of your preferences, however there may be times when this may not be possible due to limited availability.

If you would like to sit with other members, please include details of their name and membership number, along with the specific seating request.

Once all seating requests are made, we will endeavour to action your request once memberships go on sale. If we cannot satisfy your request, we will find the next best seating that suits you.

I have chosen a reserved seat, when will my seat be allocated?

If you are wanting a reserved seat, we will try and find you a suitable seat from what is available. If you are wanting a specific seat that is held by another member, we must allow that member time to renew that seat before we can start the process of allocating the seat to you.

Am I entitled to a concession membership?

The following cards entitle the holder to a concession season ticket:

- Pension card (aged, sole-parent and disability)
- Senior's card
- Full time tertiary student card
- Health care card

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Proof of eligibility for concession must be produced at the ground to gain entry, and at time of collection, and at time of purchase.

Is there disabled seating at Coopers Stadium?

Yes, there is disabled seating in each of the grandstands. Please call the Adelaide United Membership Hotline for availability queries on 1300 GO REDS (1300 467 337) Monday to Friday, between 9am – 5pm excluding Public Holidays (ACST).

Do you accept the companion card?

Yes, we do. If a member requires a companion to attend matches with them, we will provide a complimentary membership to the companion card holder to match that of the member.

Member Services must sight the companion card upon purchase of the membership to be able to process the companion membership.

Please note, we will only issue a member's card and lanyard, you will not receive the full member's pack.

What age applies to a child and youth membership?

A child membership is for children aged 5-12 years of age at the time of purchase and a youth membership is for juniors aged 13-17 years of age at the time of purchase.

Do I get a discount on Adelaide United merchandise?

Yes, simply show your membership card at the Adelaide United merchandise store to receive your discount.

How come I am not receiving any emails from the Club?

You may have either unsubscribed from our mailing lists or your contact details may need updating. You can update your details online through the membership portal, or you can call us on the membership hotline, and we can make changes for you.

When does my membership expire?

All memberships expire at the end of the A-League 2023/24 Finals Series. Please note, memberships do not give access to Finals Series matches, but do provide priority access to purchase Finals Series ticketing.

GAME DAY AND TICKETING

I have a Red GA membership, can I upgrade to a reserve seat for a game?

Yes you can! Simply head to the box office on game day and you can upgrade to a reserve seat for a small fee.

Please note this is subject to capacity and can only be done via the Box Office on match day.

If I can't attend a home game, can my friend use my membership instead?

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Yes you can! Adults and concession holders will not be permitted to enter on a youth or child's ticket, and adults will not be permitted to enter on a concession holder's ticket.

You can log into your Members account and request a digital ticket be immediately emailed to them. This digital ticket can be scanned on any mobile device and does not need to be printed. Please note once you request a digital ticket your Membership barcode is made inactive for that nominated game.

What happens if I lose my season ticket or membership card?

Adelaide United accepts no responsibility for cards lost, stolen, or destroyed. Lost cards must be reported to the Membership hotline on 1300 GO REDS (1300 467 337). Replacement cards are issued at a cost of \$10.00 each.

If you have lost your card and still wish to attend on match-day, please visit the Adelaide United Office next to Coopers Stadium and we will issue you a ticket for the match.

Does my membership guarantee me entry to the A-League 2024 Finals Series or 2023 Australia Cup matches?

No, your season ticket ONLY permits entry to the A-League 2023/24 regular season fixtures. Your season ticket does however give you priority access to purchase tickets for the A-League 2023 Finals Series and 2022 Australia Cup.

Your season ticket also does not guarantee your same reserved seat for finals at Coopers Stadium. You will have access to a priority purchase period, and you can purchase your normal members seat if it is still available.

I have purchased an Interstate Membership. How do I select which two away matches I want to attend?

As part of your Interstate Membership, you will receive one ticket for each member to one away match in the state you currently reside in. To select the Adelaide United Away match you would like to attend, please email your request to membership@aufc.com.au at least 14-days prior to the match date. The tickets will then be emailed to you. Any requests that come in with less than 14-days may not be processed.

I have a Flexi Membership, how do I check how many matches I've attended?

To find out how many games you have attended on your flexi membership, please contact the Adelaide United Head Office on (08) 8340 3000 or email membership@aufc.com.au.

When do gates open?

Coopers Stadium open their gates approximately 1 hour prior to kick off.

I have questions about Coopers Stadium, who can I ask?

Simply visit the Coopers Stadium website FAQ's [here](#) for more information.

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PACK INCLUSIONS

When will I receive my membership pack?

The packages are shipped from our international warehouse in Vietnam. Please understand that delivery of your pack once lodged for shipping can take from between 4 to 6 weeks. Longer to PO Boxes. To ensure you receive your members pack prior to the season starting, we advise to renew as soon as possible and ensure all mailing details are correct.

What is included in my 2023 Membership pack?

We are still finalising the inclusions; you will be updated when we have more information.