

## 2025/26 MEMBERSHIP FAQS

### 2025-26 KEY TIMELINES

Below are the key renewal dates for renewing members to ensure members retain their membership into the 2025/26 season. Members can elect to pay for their membership on a direct debit payment plan (monthly over six months) or pay upfront each year:

- Members on Auto-Renew Plan
  - Payment Plan & Upfront Payment: **Tuesday, 10 June 2025** – Membership renewal payments for all members on Upfront and Part Payments are processed from the members nominated account.
- Member Renewal including SAME SEAT cutoff date
  - **Wednesday, 25 June 2025** – Renewing Members' current seating allocations will remain on hold until 25 June 2025. Once this deadline has passed, we cannot guarantee a member's same seat will still be available.
- New Members
  - From **12pm Wednesday, 9 July 2025** – New Memberships on sale.

### YOUR ADELAIDE UNITED ONLINE MEMBERSHIP ACCOUNT

#### How do I log into my account?

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

Click the "My Details" tab to update your contact details. Your renewal status is accessible in the "Manage Renewals" section.

#### Forgotten your password or first time logging in?

Simply click on the "Forgotten your password" button located near your login details. You will be directed to the 'Reset Password' page. Enter your **username**, the reset your password link will be sent to the email address linked to your account. If you have any issues or have forgotten your username, please email the membership team at [membership@aufc.com.au](mailto:membership@aufc.com.au).

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

Members can use their online portal to make changes to personal details, membership package, or to purchase additional packages once memberships become available for the season. [Click here](#) to access this portal.

### 2025/26 RENEWAL INFORMATION

#### Will I get my same seat for the 2025/26 season if I renew?

Yes, if you renew prior to **Wednesday, 25 June 2025**. If you would like to change your seating allocation, a written request must be sent to [membership@aufc.com.au](mailto:membership@aufc.com.au).

# ADELAIDE UNITED FOOTBALL CLUB

## When will Membership auto renewal payments commence?

Payments for Membership auto renewals will commence on **Tuesday, 10 June 2025** for Part-Payment Instalment Plans (First instalment) and for 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 2025/26?

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 2025/26 membership show up as on my bank statement?

Membership charges will appear as **TICKETEK Club MSHIP** on your bank statement. If you are payment via instalments it will show as **Debit Success**.

## YOUR 2025/26 ADELAIDE UNITED MEMBERSHIP

### How do I join as a member?

New memberships will be on-sale from **12pm Wednesday, 9 July 2025**.

1. **ONLINE:** The easiest and quickest method to join as a member is to use our online portal. Simply [click here](#) to join now.
2. **PHONE:** You can contact our membership services team on 8340 3000 to sign up and make a payment by credit card.
3. **IN PERSON:** Visit our office located on the corner of Manton and Holden Street, Hindmarsh. Opening hours are Monday to Friday, between 9am – 5pm excluding Public Holidays (ACST).

### Can I pay for my membership in instalments?

The instalment schedule will commence on 10 June 2025 and conclude on 15 November 2025 (6 Month Payment Plan). The club is unable to change these scheduled dates. Please ensure you have sufficient funds in your nominated account on this date to cover the instalment.

Members paying after the first instalment on the 10 June 2025 will be required to pay the combined value of all instalments due to bring them up to date with the next instalment schedule.

To pay in instalments, a valid credit card number or bank account must be applied. The first instalment, plus any processing fees, will be taken out of your nominated account the day after you purchased the membership. The remaining payments will be deducted on the 15<sup>th</sup> of each month or as near as possible to these dates, pending weekends and public holidays.

## What happens if I fall behind in my instalments?

If a payment is missed, you will be contacted directly from Debit Success to make your payment. On top of this, you will incur a \$10 late fee. If the payment is still not paid by the next instalment it will be an additional charge on the next scheduled payment date to catch up your payments. The Club will not be held responsible for any additional fees incurred due to expired, cancelled credit cards or insufficient funds.

It is the members' responsibility to ensure that their credit card details are correct, and payments are up to date through Debit Success. If any payments are not paid on schedule, Adelaide United reserve 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.

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

## Are there any processing or administration fees?

**FULL PAYMENT:** A one-off service and handling fee of \$4.95 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:** If you purchase your membership on a part-payment instalment plan, there are fees charged by Debit Success who manage the membership instalment plans for the club. Debit Success will charge a \$5.00 administration fee for all new customers and a 4.12% management fee for purchases being paid by instalments. If you are late for payment, a \$10 fee is charged on top of all other fees.

## Is there an option which allows my memberships to automatically renew 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.

Members will receive an email before the renewal period of each year advising that their membership is going to be renewed for the following season. At this point you will have the opportunity to opt out of the Automatic Renewal System.

## Which memberships include entry to all Adelaide United Home games?

All Full Season membership packages including Platinum, Gold, Silver, Premium Red and Red 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. Reserved seat members can return their seat if they are unable to attend a game, if the seat successfully re-sells you will receive a merchandise voucher from the Club. If you have any further questions, please contact member services to discuss the best option for you.

## How do I request specific seating?

Please contact our membership team directly via email with a written request [membership@aufc.com.au](mailto:membership@aufc.com.au).

## What are the reserved seating options?

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

**Platinum:** Located centrally in the lower decks of the Western Grandstand and provides arguably the best view in the stadium.

**Gold:** Continuing 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.

**Silver:** Reserved seating based in the upper tier of the Eastern Stand. Providing an exceptional view from the other side of the pitch.

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

General Admission memberships provide you with access to open choice seating in the South, North and East Stands. 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.

## Can I sit with my friends at the game?

General Admission Seating - If you wish to sit with friends, please ensure you have a membership in General Admission membership and arrive early to give you the best chance to be seated together.

Reserved Seating - If you are a new member and would like to be seated with a group of friends/family or with existing members, contact Member Services who 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.

## Is there still an Active Support section for the 25/26 season?

For the 25/26 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 anywhere in the North end of the stadium and join in on all the standing, singing, chanting in what is an unforgettable atmosphere.

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

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. Members strictly have until **25 June 2025** to renew their reserved seat. After this date, any unrenewed reserved seat will be opened for reallocation. Only at this time will we know if your requested seat has become available for reallocation.

## Why am I 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 (08) 8340 3000 and we can make changes for you.

## **When does my membership expire?**

All memberships expire at the end of the A-League 2025/26 Finals Series. Please note, memberships do not give access to Finals Series matches but do provide priority access to purchase Finals Series ticketing.

## **What can I do if I have used all my Flexi Membership Games?**

When a member reached 1 game remaining on their flexi membership, an email will be sent offering the option to purchase either a 2,3 or 5 game top up of their membership.

## **How do I enter Coopers Stadium once I have topped up?**

Top-ups are added to your existing membership card meaning you can simply continue using your same membership card to continue attending games.

## **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

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 our Adelaide United Head Office on (08) 8340 3000 for availability queries.

## **Do you accept companion cards?**

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.

Companion cards must be cited upon purchase and at the start of every season, once cited the membership will be processed into the member's account.

## **What age applies to a junior and youth membership?**

A junior membership is aged 5-12 years, and a youth membership is aged 12-17 years at the time of purchase. Juniors are aged **5-12 years** in our family membership category at the time of purchase.

## **GAME DAY AND TICKETING**

### **I have a Red GA membership; can I upgrade to a reserved seat for a game?**

Yes, simply head to the box office on game day and you can upgrade to a reserved seat for a small fee.

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

## **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 Adelaide United Head Office on (08) 8340 3000 or email us at [membership@aufc.com.au](mailto:membership@aufc.com.au). Replacement physical cards are issued at a cost of \$10.00 each.

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

Yes, you can send a digital card. Simply log into your membership account, click 'order history', select the game, tick the box(es) of the ticket you would like to send, click "send seat" then submit. Your ticket will be regenerated into a digital ticket with a new barcode. This digital ticket can be scanned on any mobile device and does not need to be printed. Once you create an e-ticket, your Membership barcode will become inactive for that nominated game. Alternatively, they can scan your membership card into the Stadium.

Please note adult and concession holders will not be permitted to enter on a youth or child ticket, and adults will not be permitted to enter on a concession holder's ticket.

## **I have purchased an Interstate Membership. How do I select which away match I want to attend?**

As part of your Interstate Membership, members are entitled to one ticket to one away match in the state you currently reside in. Please email a written request to [membership@aufc.com.au](mailto:membership@aufc.com.au) with the game you would like to redeem your ticket to **at least 14-days prior** to the match date. You will receive an e-ticket if applicable. Any requests received 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](mailto:membership@aufc.com.au).

## **When do gates open?**

Gates open 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.