

# ADELAIDE UNITED FOOTBALL CLUB

## 2024/25 MEMBERS CHOICE FAQs

### What are my options with my Membership Packs?

There are three options to choose from:

1. **STANDARD:** Member Pack and Physical Card
2. **DIGITAL:** AUFC Store Voucher and Digital Card
3. **COMBO:** AUFC Store Voucher and Physical card (includes lanyard)

### What membership categories are eligible to make their choice?

All Adult, Concession and Youth members who have one of the following membership categories are eligible to choose what membership option they receive.

- Platinum, Gold and Silver Reserved Seat
- Red and Premium Red General Admission
- Red and Premium Red 5 and 8 Game Flexi

### What membership categories are NOT eligible to make their choice?

Club, Child, Baby and Juniors in our family memberships are NOT eligible to make a choice and instead will be defaulted to a **Standard** membership pack.

3 Game Flexi Members are NOT eligible to make a choice and instead will be defaulted to a Digital Membership

### If I opt to go Digital, what value voucher do I receive?

Voucher Value	Eligible Membership
\$30 AUFC Voucher	Platinum Membership
\$20 AUFC Voucher	Gold, Silver, Premium Red Full Season, Red Full Season, 8 Game Flexi and Women's Full Season Memberships
\$15 AUFC Voucher	5 Game Flexi & Interstate Memberships
\$10 AUFC Voucher	3 Game Flexi Memberships

## If I select the Standard Membership, what is included in my 2024/25 Membership pack?

Member packs include:

- 1 x Member card
- 1 x Lanyard
- 1 x Bumper sticker
- 1 x Key ring
- 1 x Lapel Pin (Adult only)
- 1 x Button badge (Child only)
- 1 x Door hanger (Child Only)

## How do I make a choice between the Standard, Digital or Combo Membership?

Renewing members will be able to make their choice via email, phone or in person and must make their choice before the cut-off date; **19 July 2024** to ensure packs are received prior to the 24/25 season commencing. New members will be able to make their choice when purchasing a membership online, or alternatively via phone, email or in-person.

## What happens if I do not make a choice?

Renewing members must make their choice prior to the cut-off date, **19 July 2024**. If you do not choose an option before the cutoff date, your pack will be **defaulted** to a **Digital Membership**. New members must make their choice within 7 days day of purchase, or you will be **defaulted** to a **Digital Membership**.

## When will I receive my membership pack?

The delivery of your pack can take between 3 to 4 weeks and longer to PO Boxes. To ensure you receive your members pack prior to the season starting, we advise you renew your membership as soon as possible and ensure all mailing details are correct.

## When will I receive my AUFC Store Voucher?

Eligible members will receive their AUFC Store Voucher via email prior to the season commencing.

## What if I change my mind after the cutoff date?

If a member selects a Digital Membership but changes their mind to a Standard Membership, the Physical Card and Pack will only be provided if the voucher has NOT been issued.

If a member selects a Standard Membership but changes their mind to a Digital, a voucher will only be provided if the members pack has NOT already been posted.

If a member selects or is defaulted to a Digital Membership and changes their mind to a Combo or Standard Membership after the cutoff date, a physical card and/or pack can be ordered in the next shipment only if

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the voucher has NOT been issued. Please note that we cannot guarantee the card and/or pack will arrive before the season commencing.

### **My voucher code is not working. What can I do?**

Please contact our Adelaide United Head Office (08) 8340 3000 or email us [store@aufc.com.au](mailto:store@aufc.com.au).

### **Who is eligible to receive a voucher?**

All members who select Combo or Digital will receive an AUFC Store Voucher. Please note that 3 Game Flexi Memberships will only be eligible to receive a Digital Membership.

Baby, Child and all Juniors in our family memberships will receive a Child Membership Pack

### **I have a family membership; how do I make a choice for my whole family?**

Your member's choice is made on account level, not per each individual membership, therefore, the option you select will apply to all adult memberships. Please note, all Child memberships will automatically receive a membership pack and physical card.

### **Where can I redeem my AUFC Store Voucher?**

Vouchers can be used online, in store and at the venue on game days.

### **Does my AUFC Store Voucher expire?**

Store Vouchers are valid for the 24/25 Season. Anything after this results in a credit forfeit.

### **Can I use multiple vouchers at once?**

No. There is a limit to one voucher per transaction.

### **Can I use my members discount when using my AUFC Store Voucher?**

Yes. Members can use their 10% off AUFC Store merchandise benefits with their AUFC Store Voucher.