

## 2024/25 REDS RETURN PROGRAM FAQs

### What is the Reds Return Program?

The Reds Return Program enables Reserved Seat Members to return their seat to the Club if they cannot attend a home game, giving another fan or member the opportunity to purchase your seat via Ticketek for that match only. If your seat resells through Ticketek, you will be issued an AUFC Store Voucher. The Club's goal is to sell your seat and ensure that the biggest crowds can attend our home games and maintain the fierce atmosphere that Coopers Stadium is known for.

### Who is eligible to return a seat?

Full Season Reserved Seat Members are eligible to return their seat. This includes; Platinum, Gold and Silver Reserved Seat Members. General admission members including those with Red North/South, Premium Red, Interstate, Baby, Club and all Flexi Memberships are not eligible to return their seat.

### How can I return my seat?

Please refer to our '[Red's Return Seat Members Guide](#)', this will provide a step-by-step guide on how to return your seat.

### What do I receive if my seat resells?

You will receive an email from the Club notifying you of the successful sale of your seat and an AUFC Store Voucher in the week following the match.

### What happens if my seat does not sell?

If your seat does not re-sell, you will not receive a merchandise voucher. The Club is under no obligation to provide members with a AUFC Store Voucher or any other benefit if their seat is not successfully re-sold. Please note, making your reserved seat available for purchase through the Reds Return Program does NOT guarantee that it will be sold.

### How will I be advised if my seat has been sold?

You will receive an email notification after each home match from the Club to notify you of the status of your returned seat. Please contact the Adelaide United Office on 8340 3000 if you require further details during the season.

### Is there a limit on how many matches I can return my seat for throughout the season?

There is no limit. You can return your reserved seat for as many home matches as you like that you cannot attend throughout the 24/25 season.

# ADELAIDE UNITED FOOTBALL CLUB

## Can I change my mind once I've returned my seat?

Once your seat has been returned, whether it is sold or not, it cannot be reinstated to the original member. All seat returns are final. Before finalising your seat return, you will be prompted to confirm the details of the seat you are returning.

## What voucher value do I receive?

All members will receive a \$10 AUFC Store Voucher if their seat successfully re-sells. Vouchers are not transferable for cash and will not be replaced if lost.

Please note that if a member has received a discount on their reserved seat membership for the 2024/25 season, voucher values will be adjusted accordingly.

## When will I receive my voucher?

Vouchers will be distributed within two weeks of each home match for the 24/25 Season via email.

## How long will the voucher be valid for?

Vouchers will be valid for three years from the date of issue and must be redeemed before the expiry date on the voucher. If the full balance of the voucher is not redeemed in one transaction, the remaining balance will be forfeited.

## How can I spend my voucher?

Your voucher can be applied toward merchandise purchases at both our Official Adelaide United Club Store and [Adelaide United FC Official Online Store](#).

## Do I need to return my seat if I can't attend a game?

No, if you are unable to attend an Adelaide United home game, you do not need to partake in the Reds Return Program. However, if you know that you are unable to attend a game and do not return your seat, you're missing out on being able to claim a merchandise voucher to put towards our amazing supporter and team gear within the Club Store.

## Will my membership barcode remain private for other matches?

Yes. If your seat re-sells, a one-time only barcode will be generated for the match the seat has been purchased for. This barcode will not be reactivated for future matches and is different to the barcode associated with your Membership Card.

# ADELAIDE UNITED FOOTBALL CLUB

## **I pay for my membership via a Part-Payment Plan, can I still use participate in the Reds Return Program?**

Members on a Part-Payment Plan can utilise the Reds Return Program if they are fully up-to-date with their required payments at time of returning their seat.

## **Can I return a Wheelchair Reserved Seat Membership or Companion Membership?**

Wheelchair Reserved Seat Memberships are eligible for the Reds Return Program; however, the corresponding companion or carer Reserved Seat must also be returned with the Wheelchair Reserved seat. If the pair of Reserved Seats are on-sold, only the Wheelchair Reserved Seat is eligible for a AUFC Store Voucher.

## **Where can I see how many merchandise vouchers I have earned?**

Please contact the Adelaide United Office Head Office on 8340 3000 or email [membership@aufc.com.au](mailto:membership@aufc.com.au) if you require an update.

## **Where can I seek assistance if I'm having trouble accessing the Reds Return Program platform?**

If you are experiencing any issues accessing or utilising the Reds Return Program, please contact the Adelaide United Office on 8340 3000 for further assistance.

## **How early can I return my seat?**

Members can return their seat as early as they wish. However, we do recommend that you wait until 1-2 weeks prior to the match as the fixture is subject to changes (i.e. APL Heat Policy). Once a seat is returned, a member forfeits their seat and cannot use their membership card to access the venue.

## **Is there a cut-off date to return my seat?**

Seats can only be returned to the Reds Return Program platform for any given home match if returned **48 hours prior to the match.**

Please note, that once you have returned your seat for a game, you will NOT be able to use your membership card linked to your seat as your barcode will be cancelled for the game.

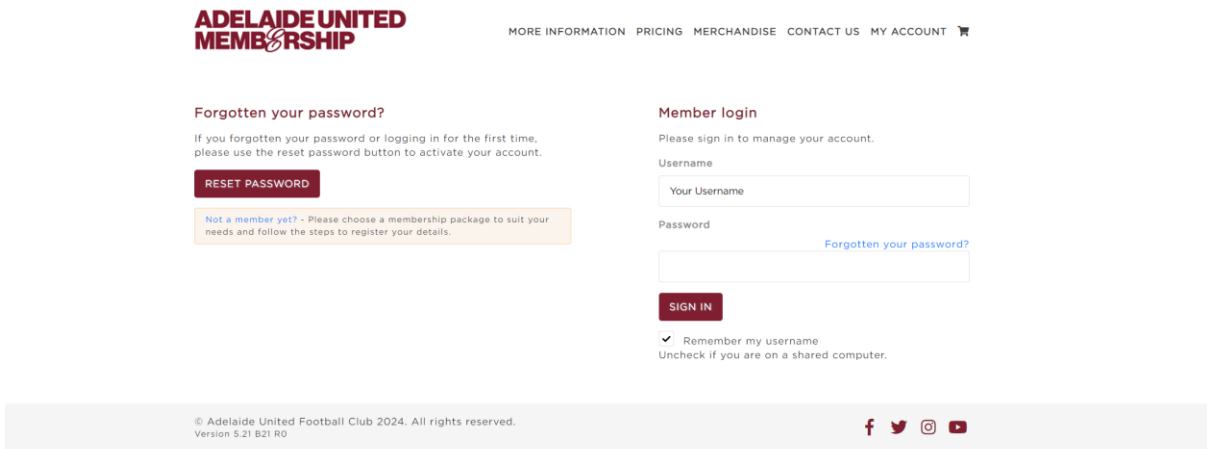
## **If I return my seat and it successfully sells, do I still receive points in The People's Loyalty Program?**

No. If you return your seat for a match, you do not receive points for that match towards The People's Loyalty Program. If your seat is successfully sold via Ticketek, you do not receive these points. In forfeiting your seat for the match, you forfeit the possibility of earning any points towards your Loyalty Program status, and will not receive points for that fixture.

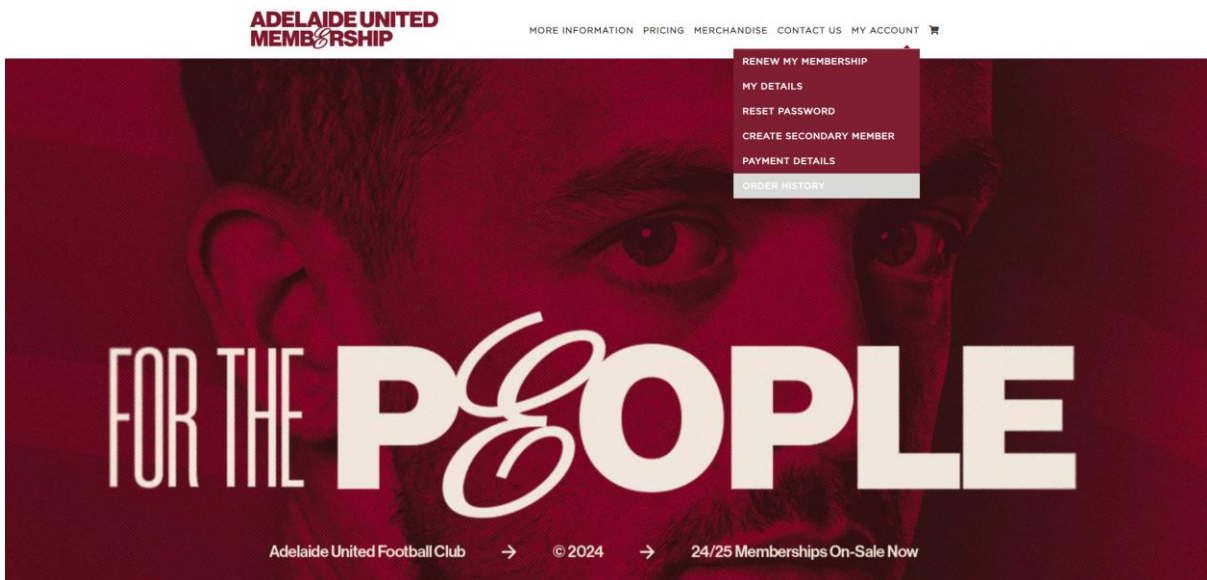
# ADELAIDE UNITED FOOTBALL CLUB

## Reds Return Member Guide

### Step 1: Log into Member Portal



### Step 2: Hover over the 'My Account' tab until the drop-down menu appears then select 'Order History'.



# ADELAIDE UNITED FOOTBALL CLUB


**Step 3:** Select the game where you would like to return your seat(s).

## ADELAIDE UNITED MEMBERSHIP

**Allocated Total Seats: 3**   **Available Games: 13**

SELECT THE GAME ▼   Select Section ▼   Select Row ▼

- SELECT THE GAME
- 01 Adelaide Utd v Central Coast Mariners
- 02 Adelaide Utd v Western United FC
- 03 Adelaide Utd v Perth Glory
- 04 Adelaide Utd v Sydney FC
- 05 Adelaide Utd v Western Sydney Wanderers
- 06 Adelaide Utd v Melbourne Victory
- 07 Adelaide Utd v Auckland FC
- 08 Adelaide Utd v Melbourne City FC
- 09 Adelaide Utd v Newcastle Jets
- 10 Adelaide Utd v Brisbane Roar
- 11 Adelaide Utd v Macarthur FC
- 12 Adelaide Utd v Sydney FC
- 13 Adelaide Utd v Wellington Phoenix



*Please select the game to view the transaction*

© Adelaide United Football Club . All rights reserved.  
Version 5.21 B21 R0

**Step 4:** Click 'Select Section' and choose the applicable reserved seat section from the drop-down options.

## ADELAIDE UNITED MEMBERSHIP

**Allocated Total Seats: 3**   **Available Games: 13**

01 Adelaide Utd v Central Coast Mariners ▼   Select Section ▼   Select Row ▼

Send Seat   Return selected seats

**Select your seats to share or return**

<input type="checkbox"/>	Game Info	Seating info	Status
<input type="checkbox"/>	<b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Section:</b> SWU4 <b>Row:</b> K <b>Seat:</b> 88	
<input type="checkbox"/>	<b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Barcode:</b> 29642283920922	

© Adelaide United Football Club . All rights reserved.  
Version 5.21 B21 R0

# ADELAIDE UNITED FOOTBALL CLUB

**Step 5:** Select the seat(s) you would like to return. **WARNING:** Please carefully check you have selected the correct seat(s).

## ADELAIDE UNITED MEMBERSHIP

Allocated Total Seats: 3 Available Games: 13

01 Adelaide Utd v Central Coast Mariners SWU4 Select Row

Send Seat Return selected seats

1 seat selected

<input checked="" type="checkbox"/> Game Info	Seating info	Status
<input checked="" type="checkbox"/> <b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Section:</b> SWU4 <b>Row:</b> K <b>Seat:</b> 88	

© Adelaide United Football Club . All rights reserved.  
Version 5.21 B21 R0

**Step 6:** Ensure you have read the T&C's. Tick the box and click 'Return Seats'.

## ADELAIDE UNITED MEMBERSHIP

Allocated Total Seats: 3 Available Games: 13

01 Adelaide Utd v Central Coast Mariners SWU4 Select Row

Send Seat Return selected seats

1 seat selected

<input checked="" type="checkbox"/> Game Info	Seating info	Status
<input checked="" type="checkbox"/> <b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Section:</b> SWU4 <b>Row:</b> K <b>Seat:</b> 88	

Please Note:  
You have chosen to return your membership seat(s) for resale. Upon completing this process you will be unable to retrieve your returned seat(s) and your membership barcode(s) will be disabled for the selected game.

Please read the [terms & conditions](#) before confirming.

I have read and accept the terms and conditions for returning seats

Return Seats Cancel

© Adelaide United Football Club . All rights reserved.  
Version 5.21 B21 R0

# ADELAIDE UNITED FOOTBALL CLUB

## Step 7

### ADELAIDE UNITED MEMBERSHIP

Allocated Total Seats: 3 Available Games: 13

01 Adelaide Utd v Central Coast Mariners SWU4 Select Row

Send Seat Return selected seats

1 seat selected

<input checked="" type="checkbox"/> Game Info	Seating info	Status
<input type="checkbox"/> <b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Section:</b> SWU4 <b>Row:</b> K <b>Seat:</b> 88	

Please Note:  
Membership barcode(s) have been disabled for the selected game, and your seats have been returned for resale.

Ok

© Adelaide United Football Club . All rights reserved.  
Version 5.21 B21 R0

## Step 8

### ADELAIDE UNITED MEMBERSHIP

Allocated Total Seats: 3 Available Games: 13

01 Adelaide Utd v Central Coast Mariners Select Section Select Row

Send Seat Return selected seats

Select your seats to share or return

<input type="checkbox"/> Game Info	Seating info	Status
<input type="checkbox"/> <b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Section:</b> SWU4 <b>Row:</b> K <b>Seat:</b> 88	
<input type="checkbox"/> <b>Game:</b> 01 Adelaide Utd v Central Coast Mariners <b>Venue:</b> COOPERS STADIUM <b>Date/Time:</b> Sat Oct 26 2024 16:30:00 GMT+1030 (Australian Central Daylight Time)	<b>Barcode:</b> 29642283920922	

© Adelaide United Football Club . All rights reserved.  
Version 5.21 B21 R0