

Member Purchase Information (Grand Final Series – Reserved Seat Members)

If you wish to keep the same seat you had during the season, please follow the instructions below on how to purchase your seat for Grand Final Games 1 and 3.

1. Click the BUY TICKETS button on the email you received from Melbourne United.
2. Members require a **valid email address** in order to purchase their tickets online. For those who wish to **purchase over the phone** please call Ticketek on 132 849 or visit a Ticketek Agency. For locations please click here (http://premier.ticketek.com.au/Content/Outlets/agencies_vic.aspx)
3. Members will need to **input the password** provided.
4. You will need Acrobat Reader installed to be able to open and print the ezyTicket™. **Download Adobe's latest version of this FREE program here.** If you have any issues printing your tickets, please contact Ticketek on 132 849
5. If selecting the EzyTicket option, tickets will be emailed to members via **the ticketing agent** and may take up to 48 hours to arrive in your inbox. It is important to also note that the email could arrive in your **Junkmail**, so please ensure that you check this.
6. If selecting venue collection, you can collect these on game day from the **Ticketek** collection window (located on the right hand side of the venue entry).
7. When you purchase your ticket(s) the seating details will not automatically show on the transaction, though once your ticket has been emailed to you the seat information will appear on your ticket.
8. If members have **not received tickets** by Wednesday 14th March please contact the Ticketek call centre on 132 849.
9. **No additional tickets** can be purchased outside of your membership entitlements for reserve seat members during the pre-sale time if you wish to keep your same seats. If you wish to purchase alternative seats, please see instructions below for “Members changing seats”.
10. If you have **multiple/family memberships** then your barcodes must be entered in the one transaction. All tickets will be emailed to the primary member. Passwords must be entered one password per line.
E.g. Password 1
 Password 2
 Password 3
11. If you have a Family Membership (4 or more members) you will need to enter all membership barcodes to receive member prices.
12. If you have a **Companion Card membership** please note your tickets will have to be purchased through Melbourne Parks Box Office by phoning (03) 9286 1208.

Members Changing Seats

If you wish to change your seat for Semi Final Game 1, you will need to purchase your seats during the second pre-sale on Wednesday 7th March 10am-2pm. If you wish to purchase more tickets than your membership allows, you will need to wait until tickets go on sale to the general public on Wednesday 7th March at 4pm. Tickets outside of your membership entitlements will be charged at the full retail price, members will still receive the member price by entering their password, and seats will be best available subject to capacity. Please ensure you enter the provided password to receive your member discount on the number of tickets included in your membership.

If you have any questions in regards to your membership seating, please contact the membership department on 1300 698 443.

If you have any questions in regards to your tickets or how to purchase tickets, please contact the Ticketek Call Centre on 132 849.

Thanks for your support, Help us March into March as we take the next step in our championship campaign. We look forward to seeing you at the game!

#wearemelbourne

Melbourne United Membership Department
(E) membership@melbourneutd.com.au
(P) 1300 698 443