



Ballot

1. Members will be able to check if they have been successful in the ballot for 2015 Toyota AFL Grand Final tickets on the lists posted on the Member's Club website and the Ticketek website from 9am EST (7am WST) on Monday 28 September 2015.
2. Successful Members will also receive an email from their Club and Ticketek confirming their success in the ballot.
3. Successful Members of Victorian based Clubs will be able to collect tickets from all Victorian and selected interstate Ticketek agencies from midday EST Monday 28 September and successful Members of Western Australian based clubs will be able to collect tickets from 9am WST on Tuesday 29 September 2015.

Returns

4. In the event that a Fremantle Member or a West Coast Eagle Member is successful in the ballot but has been unable to secure travel arrangements to attend the 2015 Toyota AFL Grand Final that Member may return the tickets that they have been allocated in accordance with these Terms.
5. Grand Final ticket returns are strictly available to Fremantle and West Coast Eagles Members who were successful in their respective Club ballots.
6. Successful Fremantle and West Coast Eagles Members may 'return' tickets for a refund from 10am EST (8am WST) until 9pm EST (7pm WST) Monday 28 September 2015 via the same method that they registered for the ballot as follows:

Online (only available to those who registered for the ballot via the website)

- (i) Click on the Grand Final Ticket Return link found in the successful email, online at Ticketek or on the club's website and select the option to list tickets for return
- (ii) Log in with the same details used on the Ticketek website, your My Ticketek account.
- (iii) Under listing process select the Grand Final tickets to list.
- (iv) Follow the prompts to confirm the return.
- (v) The entire order will be returned and a refund will be issued to the member's credit card that was used to purchase the tickets (allow up to 10 working days)

Phone/Accessible (only available to those who registered for the ballot via the phone or directly with the Club)

- (vi) Members will be required to call the registration phone number 1300 796 939 and confirm their ticket return with an operator
 - (vii) The entire order will be returned and a refund will be issued to the member's credit card that was used to purchase the tickets (allow up to 10 working days)
7. All refunds must be received by 9pm EST (7pm WST) Monday 28 September 2015. No refunds will be granted after 9pm EST (7pm WST) Monday 28 September 2015.
 8. If the Member wishes to return their tickets they must return all tickets in their ballot allocation and cannot return part of their allocation. i.e. if the Member has registered for 4 Grand Final tickets, they will need to return all 4 Grand Final tickets.

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9. The Member must ensure that all individuals who may have a claim to the tickets in their allocation have agreed to all of the allocated tickets being returned.
10. The Member acknowledges that they will receive a refund from Ticketek for the face value of the ticket(s) however will forfeit the fee paid for the ballot registration.
11. The refund of the face value of the ticket will be processed within 7-10 business days from the date the Member returns their ticket.
12. All returns of Grand Final tickets are final and no negotiations will be entered into by the AFL, the Club or Ticketek.
13. Memberships associated with returned tickets will not be eligible to purchase tickets again in the Club member ticket on-sale.

Ticket On-sale

Club Returns

14. Any tickets 'returned' via Ticketek will go on-sale to eligible Fremantle and West Coast Eagles Club Members between 4pm – 6pm EST, (2pm – 4pm WST) Tuesday 29 September.
15. Eligible Fremantle and/or West Coast Eagles Club Members are those members whose membership category gives them rights to enter the ballot for Grand Final tickets if their team makes the Grand Final (**Eligible Club Members**).
16. Purchasers of these tickets can be Eligible Club Members who may have entered the previous ballot for Grand Final Tickets but were unsuccessful or Eligible Club Members who did not enter the previous ballot for Grand Final Tickets.
17. Any member who was successful in the ballot and has returned their tickets via this returns process will not be eligible to purchase tickets through this ticket on-sale.

Seller FAQs

- *Do I have to list all of my tickets?*

Yes. All tickets in your successful registration will need to be returned. You cannot split transactions.

- *When do I get my money back?*

If your ticket is returned, Ticketek will refund you the face value of the ticket price in 7-10 business days.

- *What if I change my mind and want to use my tickets?*

Unfortunately once you return your tickets you are unable to get them back. Please make sure you have confirmed with all parties in your transaction before you finalise the return.

- *If I return my ticket, will I be able to buy during the ticket on-sale to competing club members?*

No, if you return your tickets all barcodes within that transaction will not be valid for the secondary on-sale to competing club members.

- *If I return my ticket, will I also be refunded the registration fee*

No, if you return your tickets you will only be refunded the retail value of your Grand Final ticket. The registration fee will be retained to cover the administration costs incurred.

- *What if I want to try and resell my tickets some other way?*

Under the Major Sporting Events Act 2009 (Vic) it is an offence to on-sell or advertise for resale AFL Grand Final tickets at a premium or as part of a package, unless the seller is authorised in writing by the AFL.