



2019 TOYOTA AFL GRAND FINAL TICKETING INFORMATION

HOW TO REGISTER FOR THE 2019 TOYOTA AFL GRAND FINAL

To register for a Grand Final ticket you will need your membership barcode number and any barcode number of members you wish to sit with. Members who wish to sit together must register in a group providing all membership barcode numbers in one transaction, using one credit card. A limit of eight (8) barcodes per transaction applies. Each member barcode will be charged a \$5.00 non-refundable fee at time of registration to cover administration costs.

Members will be required to register for Grand Final tickets directly through Ticketek (by logging onto ticketek.com.au) or phone (by calling 1300 796 939). If you choose to register via the Ticketek website, please ensure you have a My Ticketek Account before registering. If you don't already have an account, we recommend logging onto ticketek.com.au and selecting 'My Ticketek' to create an account at least 24 hours prior to registration.

AFL CLUB SUPPORT UPGRADE MEMBERS

If you are a FULL AFL Richmond Club Support or Silver AFL Richmond Club Support member and have upgraded to a Richmond Football Club membership, and choose to register with Richmond members' allocation, you waive your right to purchase a Grand Final ticket during the AFL Full member purchasing period.

Priority ONE – GUARANTEED*

Membership Types: Premiership Circle, 3121, Club XI, Maurice Rioli Club and Yellow and Black members

Registration Time: 8am – 11am EST on allocated day

** Any members who do not register in the designated time frame or instead elect to register within the Priority Group Two or Priority Group Three time frame will have waived their right to a Priority Group One ticket.

At the time of registration, members can elect not to receive Standing Room ticket(s), however we strongly recommend all members select Option 1 – 'I will accept the best available ticket – including Standing Room' at the time of registering to retain guaranteed (P1) access to a Grand Final ticket.

Priority TWO – BALLOT

Membership Types: Platinum Members

Registration Time: 12pm – 3pm EST on allocated day

Any members who do not register in the designated time frame or instead elect to register with Priority Group Three members will have waived their right to the Priority Group Two ticket.

At the time of registration, members can elect not to receive Standing Room ticket(s), however we strongly recommend all members select Option 1 – 'I will accept the best available ticket – including Standing Room' at the time of registering. You will reduce your chance of being successful in obtaining a Grand Final ticket if you elect not to receive a Standing Room ticket at time of registration.

Priority THREE – BALLOT

Membership Types: Gold Members

Registration Time: 4pm – 7pm EST on allocated day

Priority Group Three members will be allocated Grand Final tickets after the registrations of Priority Group One and Priority Group Two have been fulfilled.

At the time of registration, members can elect not to receive Standing Room ticket(s), however if all members in your group are able to stand for the duration of the day, we strongly recommend all members select Option 1 – 'I will accept the best available ticket – including Standing Room' at the time of registering. You will reduce your chance of being successful in obtaining a Grand Final ticket if you elect not to receive a Standing Room ticket at time of registration.

REGISTRATION PROCEDURE - SPECIAL ASSISTANCE

Members who are recorded in the Club database as requiring an accessible seat, wheelchair position or who hold a Companion Card will be contacted by the Club prior to Wednesday September 4, to complete a registration form.

If you have not been contacted prior to this date and require access to a wheelchair space, accessible seat or hold a Companion Card due to medical reasons please call the Richmond Membership team on 1300 742 466. A medical certificate may need to be provided with the registration form for members who are not already recorded in the Club database.

THE REGISTRATION PROCEDURE

Members have two options to register for a 2019 Toyota AFL Grand Final ticket;

Online at ticketek.com.au or by phone by calling 1300 796 939

You will be prompted to provide your 12-digit membership barcode number(s) and credit card number. Each barcode entered will be charged a \$5.00 non-refundable fee at time of registration to cover administration costs.

For easy reference you can record your member barcodes here:

Barcode 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Barcode 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Barcode 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Barcode 7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Barcode 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Barcode 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Barcode 6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Barcode 8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The following ticket options will be provided for members to select when registering:

- I will accept the next best available ticket – including Standing Room**
Members can receive Category 1-7 seating, Restricted View or Standing Room ticket. These will be allocated on the next best available basis.
- I will accept the next best available reserved seat – no Standing Room**
Members can receive a Category 1-7 or Restricted View reserved seating only. Members will not be allocated a Standing Room ticket.

If you select option 2 and all reserved seat tickets have been allocated when your registration is next to be processed, you will not be issued a Grand Final Ticket.

Adult members may only purchase tickets at Adult prices and Concession and Junior members may only purchase at the Concession price only. There is no junior price for the AFL Grand Final.

Members wishing to sit together must register their group in one transaction using one credit card (Visa, Mastercard, Amex, Diners). There is a maximum of eight (8) tickets per transaction and members should be aware that registrations with more than one ticket are 'one in all in' or 'one out all out'; group registrations will not be split.

If successful in the ballot, the member who provided the credit card details during the ballot registration period must ensure they have sufficient funds available on their credit card in order to complete payment for the transaction based on the prices below. It is each member's responsibility to ensure they have sufficient funds to cover the range of ticket prices in addition to the \$5.00 non-refundable registration fee per barcode registered. Tickets will be allocated via ballot on a next best available basis, and therefore members can receive a Category 1-7 Reserved Seat, Restricted View seat or Standing Room* ticket (*depending on which ticket option was chosen during the ballot registration process). The credit card holder should have sufficient funds to potentially pay for Category 1 tickets for all members registered in the transaction.

2019 TOYOTA AFL GRAND FINAL TICKET PRICES

Price Category	Adult	Concession
Category 1	\$422.00	\$359.00
Category 2	\$412.00	\$350.00
Category 3	\$381.00	\$324.00
Category 4	\$350.00	\$298.00
Category 5	\$309.00	\$263.00
Category 6	\$258.00	\$219.00
Category 7	\$185.00	\$157.00
Restricted View/Standing	\$155.00	\$132.00

BOOKING GUIDE – INTERNET

1. Visit ticketek.com.au and log into your My Ticketek account. As the credit card holder you will need to ensure that you are a My Ticketek member to continue with the registration process.
2. Click on the Richmond Grand Final Registration tile on the Ticketek homepage.
3. Select your Priority Group from the drop down menu on the right hand side of the page.
4. Enter your member barcode(s) in the box provided and click 'Apply Now'. Each barcode registered will be charged a non-refundable \$5.00 fee at the end of the registration process.
5. The next page will prompt you to select your ticket preference. You will have the choice of the following two options:
 1. I will accept the next best available ticket – including Standing Room
 2. I will accept the next best available reserved seat – no Standing Room
6. To register each member for a Grand Final ticket select '1' from the drop down list next to each ballot price type. Repeat this for each barcode. Select the listed delivery method and then proceed to the payment screen.
7. The next page will confirm your registration. Please read these details carefully and review all information before proceeding. Read the terms and conditions and check the box stating that you agree. Submit payment.
8. Once the registration is complete and your credit card has been authorised, you will be transferred to the confirmation page and sent an email confirming your registration with your Ticketek Customer ID. Keep this and the membership barcodes supplied as reference of your registration.

YOUR TICKETEK ACCOUNT NUMBER

BOOKING GUIDE – PHONE

1. Phone Ticketek on 1300 796 939. Ensure you have all member barcodes and your credit card ready.
2. The operator will ask you to read out each barcode one by one. Each barcode will be charged a non-refundable \$5.00 fee at the end of the registration process.
3. Once the barcodes have been recorded the operator will ask you for your ticket preference. You will have the choice of the following two options:
 1. I will accept the next best available ticket – including Standing Room
 2. I will accept the next best available reserved seat – no Standing Room
4. The operator will record and confirm your personal details including your credit card details. All registration details will be confirmed back to you before the registration is processed.
5. The operator will provide your Ticketek Account Number. Keep this and the membership barcodes supplied as reference of your registration.

Please note: Should you encounter any issues with your barcodes when you are trying to register within your priority period, please do not panic, we recommend you contact the Richmond Football Club Membership team on 1300 742 466 immediately to investigate and fix the issue.

YOUR TICKETEK ACCOUNT NUMBER

IF RICHMOND QUALIFIES FOR THE 2019 TOYOTA AFL GRAND FINAL

Members who are successful in obtaining a 2019 Toyota AFL Grand Final ticket will automatically be charged for tickets once it has been confirmed that Richmond will participate in the 2019 Grand Final. Members who were successful in the ballot will have their credit card charged on either September 21 or September 22 (after winning the Preliminary Final).

Please ensure that you have enough funds for all tickets on your nominated card. There will be no follow up on any rejected credit cards once the ballot has been run. If your credit card fails to process, your tickets will be reallocated to eligible member/s. If you need to change your credit card details prior to the ballot, you can do so up until 11am EST, Friday September 20 by contacting Ticketek on 132 849. Note: You cannot update your credit card via your My Ticketek account online.

Members can log onto the Ticketek website or Richmond website from 9am (EST) Monday September 23 to see if they were successful or unsuccessful in the ballot by checking for their Ticketek Customer ID. Email notification will also be sent to successful and unsuccessful members by the Club on Monday September 23.

Tickets for successful members will be available for collection from all Victorian and selected interstate Ticketek outlets from 9am EST Tuesday September 24. Alternatively, Grand Final tickets can be collected from the Ticketek box office at the MCG (Gate 3B) on Grand Final Day. Please note that only the credit card holder may collect the tickets and must present photo ID, the credit card used to purchase the tickets and the Ticketek Customer ID. It is highly recommended that the credit card holder collects their tickets prior to Grand Final Day. 2019 Toyota AFL Grand Final tickets will not be posted.

IF RICHMOND DOES NOT QUALIFY FOR THE 2019 TOYOTA AFL GRAND FINAL

Members will not be charged for tickets, however the \$5.00 registration fee (per member) will be retained to cover administration costs incurred.



ON-SELLING OF 2019 TOYOTA AFL GRAND FINAL TICKETS

Under the Major Sporting Events Act 2009 (VIC) it is illegal 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.