



AFL GRAND FINAL ARRANGEMENTS AND RESERVED SEATS REGISTRATION GUIDE

Saturday September 29, 2018

ACCESS

All Full members (including Honorary Life and 50-year members), Honorary Cricket, Playing and Temporary members and annual Guest cardholders may attend the Grand Final on presentation of their valid membership card.

All members attending any AFL finals match are reminded that they must have renewed their membership for the 2018/19 season for their card to be valid for entry. For those members eligible to purchase an annual Guest card, payment of the member's subscription and the Guest card must be made for the Guest card to be valid for entry. An annual Guest card holder will not be permitted entry if the member entitled to the Guest card is not financial.

Members wishing to include an annual Guest card in their registration will not be able to select a seating preference that includes Level 2. This process, which prohibits Guest cardholders from accessing seating on levels 2 and 3 without internal passes, is consistent across all events.

SEATING ARRANGEMENTS

Reserved seats

Approximately 13,000 pre-purchased reserved seats will be allocated to successful applicants in a random ballot following the registration period, which will run from Thursday August 16 at 9am to Wednesday August 22 at 7pm. A valid membership card or annual Guest card must be used for entry from 8am.

Unreserved seats

In addition to the pre-purchased reserved seats, there will be approximately 8500 walk-up seats and more than 1000 standing spaces available on the usual first-in, first-served basis when the gates open.

After you occupy a seat on levels 1, 2 or 3, an attendant will issue you with a reserved seat ticket for that particular seat for your retention for the day. Attendants will start issuing individual reserved seat tickets within approximately 15-25 minutes of the gates opening or soon after your arrival. Once you occupy a seat, please remain until you receive a ticket from the attendant. On Level 4, seat tickets will be distributed on the concourse from the stairwells leading to each bay.

Following the distribution of reserved seats, members and Guest cardholders will be able to exit the ground by scanning out through Gates 1, 2 or 3.

Seat saving for latecomers is not permitted and seats will only be issued when cardholders are present. Under no circumstances will tickets be issued to cardholders not in attendance.

QUEUING PROCEDURES

Members and Guest cardholders may queue for walk-up seating at the members' entrance at Gate 2, which will open at 8.00am. Apart from comfort breaks, members must remain in the queue and not leave items in their place. Chairs, bags, rugs, etc. left unattended for long periods will be removed from the queue.

One person in the queue represents one spot. That is, latecomers are not able to join friends already in the queue. MCC and security staff will be assigned to continually patrol and monitor the queue. Members and Guest cardholders who fail to adhere to these rules may face disciplinary action.

Complimentary tea and coffee points will be available for those queuing throughout the morning.

In the interest of safety for all, members are asked to enter the Reserve in a safe, responsible and orderly manner. Running in the queue, and to the seating areas once inside the Reserve, is not permitted.

DISABLED SEATING AND WHEELCHAIR SPACES

There is a limited number of seating and wheelchair spaces available for members with a disability. A registration form can be obtained from the club website or by contacting the club office. Registrations for these spaces should be made by mail or email direct to the club (membership@mcc.org.au). These registrations will need to be received no later than Wednesday August 22 before a random ballot is conducted to allocate the available spaces.

Members wishing to join the disability queue that are not holding a Companion Card must contact the club by the above methods by Tuesday September 25, 2018 for further information.

MEMBERS DINING ARRANGEMENTS

Registrations for spaces in the Members Dining Room and Jim Stynes Grill will be taken on Monday September 24 from 9.00am until 5.00pm. Registrations can be made via the club website (www.mcc.org.au) or phone (03) 9657 8888. If registrations exceed capacity (as expected) a random ballot for spaces will be conducted.

Members should note that reserved seats will NOT be issued in front of the dining room to successful dining applicants.

OVERSEAS MEMBER ARRANGEMENTS

For those Full members with an Overseas membership, whilst placement on the Overseas membership list automatically deactivates your membership card, if you would like to enter into the reserved seat ballot, please email a copy of your travel itinerary to membership@mcc.org.au by 5.00pm on August 15 so that your barcode can be activated for the duration of the ballot period. Note: Overseas members are also required to pay an admission fee to activate their card for entry to the Reserve for AFL finals matches.

RESERVED SEATS REGISTRATION GUIDE

ELIGIBILITY FOR THE BALLOT

Entry in the ballot is open to Full members (including Honorary Life and 50-year members), Honorary Cricket, Playing and Temporary members, as well as annual Guest cardholders. Members of other membership categories are not eligible for admission to the Grand Final and therefore are not able to enter the reserved seat ballot.

Please ensure that you notify the club of a lost or stolen membership card by no later than Friday August 4 so that the replacement process can be completed prior to the commencement of the ballot period.

COST

The cost of a reserved seat is \$30 (incl. GST). A deposit of \$5 per seat is payable on registration.

Once the ballot is drawn, unsuccessful applicants will have their deposit fully refunded to their credit card and successful applicants will have the balance of the reserved seat price (\$25 per seat) charged to their credit card.

If the credit card provided when your registration is submitted fails when charging the balance of the reserved seat price, you will be contacted to provide alternative credit card details. If the club is unable to contact you by 5.00pm on September 21, 2018, or alternative credit card details cannot be provided by that time, the seating allocated to your registration will be on-sold to unsuccessful members and Guest cardholders.

If you are experiencing any problems while registering for the ballot, or do not have all registration details, please do not proceed with your registration. A \$5 fee will apply to all registrations that require alterations subsequent to the initial registration.

REGISTERING FOR THE BALLOT

Registrations can be made from **Thursday August 16 to Wednesday August 22**. Members will be able to submit their registration through Ticketek via internet or phone during the following times:

- o Internet: August 16 at 9.00am until August 22 at 7.00pm
- o Phone: August 16-21 (9.00am – 8.00pm Mon-Sat; 9.00am-5.00pm Sun) and August 22(9.00am – 7.00pm)

At the completion of the registration period on **Wednesday August 22**, approximately 13,000 seats will be allocated by a random computer ballot. All members who have registered within the period will have equal opportunity to secure seats.

Please note that a membership barcode can only be entered in the ballot once, regardless of whether it has been entered via internet or phone. You may only apply for one reserved seat per valid MCC membership card barcode. For example, if you wish to apply for four seats you must have four eligible and valid barcode numbers to enter all in the one registration.

RESERVED SEATING SELECTION OPTIONS

For registrations that include members only, four seating options will be available when submitting a registration:

- Level 1, 2 or 4
- Level 1 or 2 only
- Level 1 or 4
- Level 1 only.

Registrations that include Guest cardholders will have two options when applying:

- Level 1 or 4
- Level 1 only.

HOW THE BALLOT WORKS

Following the conclusion of the ballot period, registrations will be randomly selected for allocation of reserved seats. Reserved seating on Level 2 is allocated first, followed by Level 1 and then Level 4. Once Level 1 and Level 2 seating is exhausted, only registrations that have the Level 1, 2 or 4 or the Level 1 or 4 seating options selected are considered for Level 4 seating. This process gives each registration an equal chance of success based on the seating option selected.

NEW FOR 2018

Notification of the outcome of the ballot will be communicated via email to all registered members who have provided the club with an email address.

For successful applicants, the My Ticketek account holder will receive the reserved seat ticket(s) in an email that will be sent by Ticketek on Monday September 10.

If no correspondence regarding the ballot outcome or the My Ticketek account holder has not received the ticket(s) by Monday September 17, please contact the club.

HOW TO REGISTER

◇ ONLINE REGISTRATION

For the most efficient registration process, we recommend members complete the online registration via the Ticketek website (www.ticketek.com.au/mccballot). Members wishing to register online will need to set up a My Ticketek account prior to completing their ballot registration on the Ticketek website if they have not done so before. Please ensure that the email address details of the My Ticketek account used for the registration are accurate.

Registering online will follow the same process as for purchasing visitor tickets for all other AFL matches on the Ticketek website, except there will be a dedicated page for the ballot.

The following steps will be required (if you are already a My Ticketek member):

- o Enter barcodes
- o Select seating preference
- o Select reserved seat quantity
- o Confirm your personal details and the ticket quantities selected
- o Read and agree to the terms and conditions
- o Submit registration and make deposit payment.

For those members who register online, a notification email confirming registration in the ballot will be communicated to the My Ticketek account holder's email address registered with Ticketek.

◇ TELEPHONE REGISTRATION

For telephone registrations, please call the MCC's ticket purchase service line on **1300 136 961**.

A Ticketek customer service team member will personally take your registration. This will not be an automated system.

◇ GROUP REGISTRATIONS

Members wishing to sit together **MUST** register in the one registration. There is a maximum of eight seats per registration. You will need to provide a valid membership card barcode number for each reserved seat you are applying for. Therefore, for three reserved seats you will need three eligible and valid membership card barcodes. Members should note that registrations with more than one seat are ONE-IN-ALL-IN or ONE-OUT-ALL-OUT, depending on the luck of the draw.

"NO SHOW" PENALTY AND TRANSFER OF SEATS

Please note the club will impose a penalty on members who have secured a reserved seat but do not attend the 2018 Grand Final, in that they will not be eligible to enter the ballot for reserved seats at next year's Grand Final.

If you or anyone else in your registration is unable to use the reserved seat(s) allocated, then please return the reserved seat tickets to the club and we will attempt to sell them to members on the waiting list who were unsuccessful in the ballot. Please check the website or contact the club to obtain the correct procedure for this process.

Alternatively, any member who wishes to transfer their reserved seat to another Full member or Guest cardholder must personally notify the club of the member the seat is being transferred to so we can update our records accordingly.

Notification of the return or transfer of a reserved seat must be submitted by the member who is no longer using the seat, and must be received by the club no later than 5.00pm on Wednesday September 26.

Any member who has obtained a reserved seat and does not attend the Grand Final, or does not advise of the return or transfer of their seat, will not be eligible to enter the 2019 Grand Final reserved seat ballot.

IMPORTANT INFORMATION

- The tickets will be emailed directly from Ticketek.
- Successful applicants will be required to print out a copy of their tickets.
- There are **NO** visitor tickets available for the Grand Final.
- Membership renewals for the 2018/19 season commencing on September 1, 2018 **MUST** be paid in order for membership cards to be valid at the turnstiles for any AFL finals match, including the Grand Final.
- Reserved seat tickets **DO NOT** admit to the ground. A valid photo ID membership card or annual Guest card must be used to enter the turnstiles.

REGISTRATION CHECKLIST

To assist in completing your ballot registration, we suggest you have on hand the following items:

- o The 12 or 14-digit barcode on the membership cards of ALL members (max. eight) included in your registration (once again, please remember you can only book as many seats as the number of valid barcodes you have).
- o A valid credit card (valid until at least September 2018)
- o Seating preference for members only are:
 - o Level 1, 2 or 4
 - o Level 1 or 2 only
 - o Level 1 or 4
 - o Level 1 only
- o Seating preference for members and/or guest cardholders are:
 - o Level 1 or 4
 - o Level 1 only
- o Number of seats (max. eight)
- o Preferred email address for reserved seats (if successful)

For your convenience, write the valid barcode numbers in your registration in the space below:

1.	5.
2.	6.
3.	7.
4.	8.

If you require assistance with any part of the online registration process, please do not hesitate to contact one of our Membership Services representatives on (03) 9657 8888.

