

FAQs

When will I receive my renewal information for the 2024 Season?

Renewal information will be sent out to members via email on 9 October 2023. Please also check your 'junk' inbox if you have not yet received your renewal email.

What is the opt-out deadline for my Season 2024 membership auto-renewal?

Sunday, 22 October 2023 - This can be done by logging into your account online and unselecting the 'auto renewal' tick box, or by calling Member Services on 1300 100 336.

How do I update my credit card, home address, or email?

You can update your details at any time by logging into your member account online, or by calling Member Services on 1300 100 336

My name is on the Season Reserved Seat waitlist, when will you start offering seats to this waitlist for Season 2024?

Once renewals have finished and we are able to see what seats have been unrenewed by current Season Reserved Seat holders, we can then commence offering to those the top of the waitlist. This process usually occurs around November/December but can continue into January. Only those members who we are able to offer a Season Reserved Seat to for the 2024 Season will be contacted.

Who is eligible for a Junior or Concession Membership?

Persons holding the following cards are eligible for a Concession membership: Aged pension, single parent pension, disability pension, full-time students, and veteran affairs.

Please note, seniors cards and health care cards are not accepted.

Junior members must be under 15 years of age as at 1 January of the year membership is being purchased (eg. 1 January 2024 for the upcoming 2024 Season). Junior members may be asked for proof of age when entering Adelaide Oval.

I have a child under the age of six, do they need a membership?

Children under the age of six years are permitted to enter free of charge, but cannot occupy a seat and must sit on your lap.

I have a Season Reserved Seat but would like to request a move to a different location, how do I do this?

Members can submit a Seat Move Request Form which is available under 'Forms' from the Information drop-down menu on the Member Portal home page. Please note, any seat move request forms lodged during previous renewal periods are not carried over and a new seat move request form must be lodged for each upcoming season. Due to the number of seat moves being limited, only those successful will be contacted prior to the start of the upcoming AFL season.

Can I transfer my membership to someone else?

Adelaide Oval Football Member Services may in its discretion allow a permanent transfer of membership. To apply for a transfer please complete the Season 2024 Transfer Form which is available under 'Forms' from the Information drop-down menu on the Member Portal home page.

Can I place my membership on hold?

A member who continues to live interstate or overseas for a period of no less than six months, or reasonably expects to do so in the next membership year, may apply to place their membership on hold by completing a Season 2024 Hold Form which is available under 'Forms' from the Information drop-down menu on the Member Portal home page.

A membership can remain on hold for no more than two consecutive years.

A Holding Fee of \$100 per membership, per year of holding is payable upon application being approved.

Documentation confirming absence must accompany the Ultimate Football Membership hold form. This can include any of the following:

- A copy of your Drivers Licence with proof of interstate address
- A copy of your international airline ticket showing departure/arrival dates
- A letter from your employer