

# GENERAL

## **Where are Western United playing matches in 2024/25?**

All home games for the A-League women's team will be played at Ironbark Fields, Tarneit.

Most of the A-League men's home games matches this season will be at Ironbark Fields. The Club will communicate the location of our home game fixtures with Melbourne Victory and Melbourne City FC when they are confirmed.

## **How can I contact the Membership team?**

Members and supporters may contact the Club between 9:30am and 4:30pm, Monday to Friday (excluding public holidays) by calling 1300 468 648 or email [membership@wufc.com.au](mailto:membership@wufc.com.au)

For membership and ticketing enquiries on matchdays at Ironbark Fields, our team will be located at the Ticketing box office at Gate 2, from 90 minutes prior to kick off.

## **Do you sell car parking?**

Yes, individual match pre-paid parking passes for both accessible and general parking are sold through Ticketek for each home game at Ironbark Fields.

Full season car park passes are available to members at [www.wufcmembership.com.au](http://www.wufcmembership.com.au)

# MEMBERSHIP

## **How can I purchase a Western United membership?**

You can purchase a membership by logging in or creating an account at [www.wufcmembership.com.au](http://www.wufcmembership.com.au) and selecting the membership that best suits you. Please visit [wufcmembership.com.au](http://wufcmembership.com.au) and login or create an account to view the memberships available for the 2024/25 season.

Alternatively call the Membership team on 1300 468 648 if you have any questions.

## **Is reserved seating available?**

Reserved seating is available in the Pavilion and the Grandstand. Memberships are available for the full season or part-season and member will be able to select their reserved seat during the process of purchasing their membership.

## **Is a Part Payment/instalment plan available?**

Members will have the option to spread the cost of their membership over seven (7) monthly payments (for selected memberships only)

The first of these payments will be deducted in July 2024, with the final payment will be in January, 2025.

Members who purchase after the first scheduled payment date will need to make an upfront payment equal to the sum of missed payments at time of purchase.

## **How can I pay for my membership?**

We accept Visa and Mastercard through our online payment portal.

### **What is a Family Membership?**

A family membership comprises of two adults and two juniors (aged 4 – 14 years). A child must be 14 years as of 1/1/2025 for the 2024/25 season.

Any additional junior members can be added with their own individual membership package.

### **What do you consider a Child for membership purposes?**

A Child (Junior) is someone aged 4 to 14 years (age tested as of 1/1/2025 for the 2024/25 season). Children 3 years and under are free unless they are occupying a seat.

### **What is classified as a Concession?**

Excluding some membership packages, we offer concessional pricing for memberships to individuals in the following categories:

(a) Pensioner – Aged, Totally and Permanently Incapacitated (valid ID cards including seniors' cards)

(b) Student – full time tertiary and secondary school students (valid ID required)

### **What if I am undecided or do not want to attend games in 2023/24?**

Should you be undecided on the number of matches you would like to or be able to attend, the United Flexi membership might be the best option. It entitles the member to access any A-League Men's or A-League Women's match and receive a 25% discount of their ticket.

### **How long does my club membership last for?**

Your membership will last until the completion of the 2024/25 A-League season.

### **Will my Membership automatically renew in the 2024/25 season?**

As this is our first full season at Ironbark Fields, memberships will not be automatically renewing. To purchase a membership for the 24/25 season, visit [www.wufcmembership.com.au](http://www.wufcmembership.com.au) and select the membership that best suits your needs.

If you are unsure of your membership number, or require assistance renewing your membership, please reach out to the membership services team by on 1300 468 648 or email [membership@wufc.com.au](mailto:membership@wufc.com.au)

## **ATTENDING**

### **How do I get into matches in 2024/25?**

Members will be able to access Western United home games using their digital or physical membership card. Some membership categories (5-game, United Flexi) will need to redeem their tickets via Ticketek.

5-game members will need to redeem a \$0 ticket via Ticketek, using their membership number as their password.

### **Will my membership be seated?**

Platinum, Gold, Silver and Bronze memberships for A-League Men's matches will be

seated. All General Admission Standing memberships will be able to access the standing areas at Ironbark Fields.

For A-League Women matches, A-League women's members will be able to access seating at Ironbark Fields on a first in, best dressed basis.

The Club may require members to reserve a seat for

### **What if I have a reserved seat memberships but can't attend some games?**

Full season reserved seat members will be able transfer their seat to another person via their membership account or return the seat to be sold by Ticketek. Members will be communicated to closer to the start of the 24/25 season with more information on how to do this.

### **Are memberships transferrable?**

Yes, you may transfer your membership card (or individual Match tickets) to a family member or friend. You can only do this if the other person is at the equivalent level of entry.

For example, a Student or Junior Membership card cannot be used for an adult to gain entry to a Match.

### **Can I sit with a group or with friends?**

Platinum members will have the opportunity to sit with other groups of members if tickets are redeemed together in Tarneit. Individual ticket sales in the Platinum area are subject to availability.

With entry to A-League Women's matches being general admission, you will not be required to pre-select seats to sit with friends or family (subject to change).

### **What membership gets me access to A-League Women's matches?**

The A-League Women, Liberty Pass and Platinum memberships will all include general admission access to A-League Women's matches.

### **How do I attend with a United Flexi?**

As a United Flexi member, you are entitled to 25% off your match day ticket. You can access this benefit by visiting our home match event on Ticketek, and entering your membership number into the password field, as specified in the image below.

### **How do I come to games if my membership card hasn't arrived?**

If your physical membership card hasn't arrived yet, you can use your digital card to enter matches instead.

If you have neither, come and see the membership team on match day who will assist with to provide you with access to the match.

### **Where can I sit in Tarneit?**

Seating is available at Ironbark Fields by purchasing a reserved seat membership or individual game ticket. The Ironbark Fields map can be viewed on our website.

# BENEFITS

## **Will we have Membership Cards?**

The following memberships will be issued with a physical and digital version of their membership card:

Full season:

The Ironbark Society, Platinum, Gold, Silver, Bronze, Active, General Admission and A-League Women.

All other memberships will receive a digital version of their membership card for use during the season.

## **Will I receive a Membership Pack?**

Yes. In 2024/25, Western United are providing members the opportunity to select exclusive membership items through our merchandise store.

Members will be given credit which can be allocated to redeeming member pack items.

If your item selection and the cost of shipping exceeds the total amount of credit available in your account, you can still proceed by paying the difference.

## **What happens if Western United FC qualifies for the A-League finals series?**

If Western United qualifies for the A-League finals series, members will be given a priority period to secure tickets to any home matches.

## **How do I redeem my 10% merchandise discount?**

You can redeem your 10% merchandise discount simply by registering/logging into the Club Merchandise Store with the same email address as was used to sign up as a member.

The 10% merchandise discount cannot be applied to existing sale items, or alongside other discount offers.

## **How much credit do I get to spend on exclusive membership items?**

Membership credits are allocated based on the membership that has been purchased. More information can be found on our membership website.

