

MEMBERS' TICKETING ONLINE USER GUIDE

The Members' Ticketing section of the Accor Stadium website is designed specifically for Members. Information in this guide will assist you with making your online bookings.

Members' Ticketing is for all Member events at Accor Stadium:

Major Events (eg. NRL Grand Final, State of Origin) – Reserved Seating (Bookings & Tickets required)

- Booking your Member tickets
- Booking on behalf of other Members so that you can sit together
- Purchasing Dining Packages
- Purchasing Parking
- Purchasing additional Paying Guest Tickets
- Entering any accessible seating requirements

First-to-book Events (eg. GWS Giants, Socceroos, Matildas) – Reserved Seating (Bookings & Tickets required)

- Booking your Member tickets
- Booking on behalf of other Members so that you can sit together
- Purchasing additional Paying Guest Tickets
- Entering any accessible seating requirements

Minor Events (eg. NRL club matches) – General Admission (Member cards only, no bookings required)

- Purchasing additional Paying Guest Tickets (can also be bought at the Members Box Office on event day)

Members Ticketing is **NOT** for Member access to **other** venues. See [Events at Other Venues](#).

Platinum Members (only) can also book free parking for all events and free tickets for concerts.

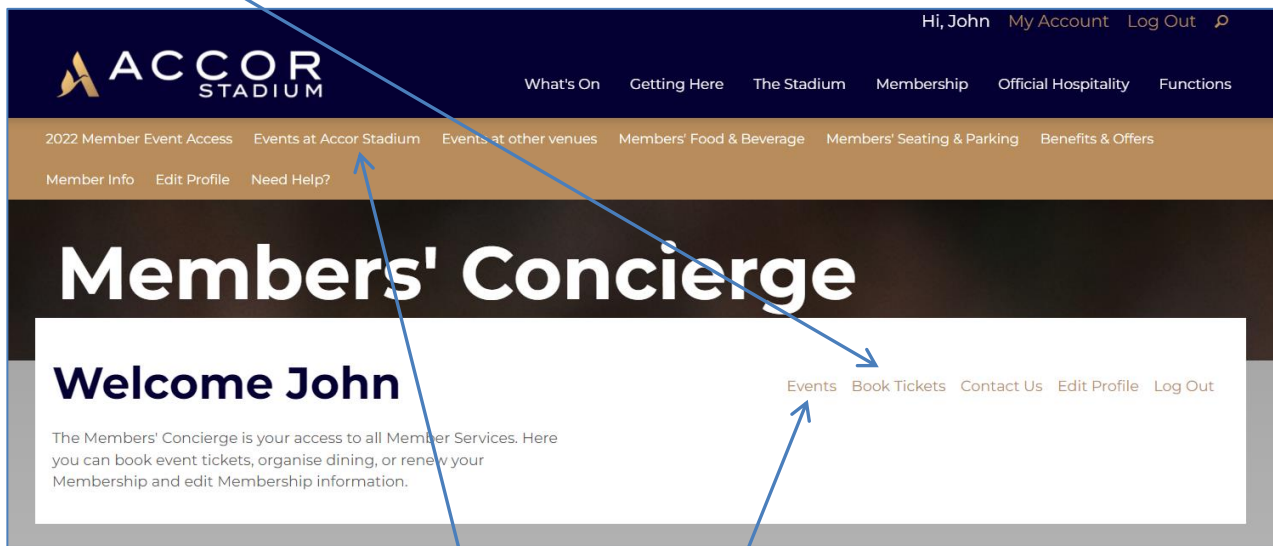
BEFORE BOOKING

- Ensure that your subscription for this year has been paid, or that you are up to date with monthly subscription payments.
- If you are booking on behalf of other Members:
 - Ensure they are up to date with subscription payments
 - If you have not booked on their behalf before, check that they have set you up as a "Delegated Member".
- If you have missed the booking deadline, you can place a booking as normal, but will be placed on a waitlist to be allocated tickets.
- Call Member Services on 1300 136 006 (and dial option 2) if you have any questions or problems.

GETTING STARTED

Log in to the [Members' Concierge](#) using your email address and password.

Click on "Book Tickets", which will take you to the Members Ticketing site.



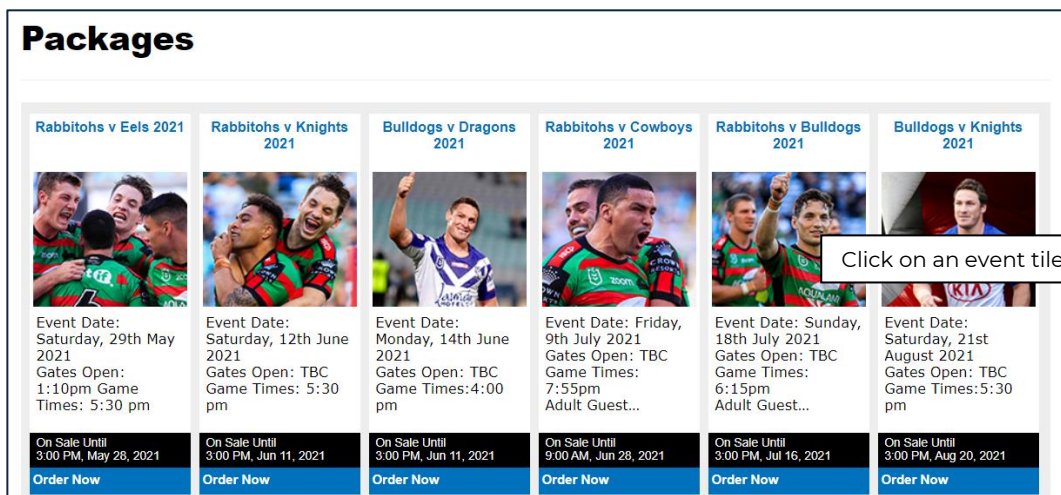
You can also click on "Events at Accor Stadium" or "Events", which will allow you to select and view event details first before taking you to the Members Ticketing section.

Please note that some events may not be displayed here until they become available for Member bookings.

SELECT AN EVENT

The Members Ticketing home page will display all Accor Stadium events currently open for bookings. Each event tile will expand and provide you with the booking options applicable to your Membership.

Note that this page might be skipped if you already clicked on a specific event from the Members Concierge.



MEMBER BOOKING PAGE

Instructions for booking MAJOR Accor Stadium events.

STATE OF ORIGIN II 2018 Booking Close Date: 5:00 PM, May 11, 2018

Event Date: Sunday 24th June 2018
 Gates Open: TBC Main Game: TBC
 Paying Guest Price: \$200.00

Members book your member tickets and request paying guest tickets and parking. Click below for more information on Dining and Parking.
[Click here for more details...](#)

TICKET PRICES & OPTIONS

MEMBER 0000022 JOHN TEST 1 HAS 2 RIGHT(S)

Member Tickets
 Onsale Monday 5th Feb 9am

	Quantity	Price	Sub Total
Platinum Member	0	\$0.00	
Gold Member	0	\$0.00	

Paying Guests, Dining, Parking and Special Needs Requests

Paying Guests You are entitled to request a maximum of 3 Paying Guests.

	Quantity	Price	Sub Total
Admit - Paying Guest	0	\$200.00	

I would like to sit with my guests. [learn more](#)

Dining @ State of Origin II 2018
 Dining Bookings Close 5pm 19th June

	Quantity	Price	Sub Total
A - Arena 4 Course Food and Beverage	0	\$154.00	
C - Arena Child	0	\$51.50	

Parking @ State of Origin II 2018
 Parking Bookings Close 5pm 11th May 2018

	Quantity	Price	Sub Total
Parking - Platinum	0	\$0.00	
Parking - Gold	0	\$25.00	

EzyTicket is my delivery option.

Special Needs Requests

Member Total: \$0.00

[Reset Booking](#)

Would you like to add delegated Members to your order?
 Select the group(s)/Member(s) that are to be included in this booking request.

All delegated memberships
 NRL Mates
 A-League Mates

[Add/Delegated Member\(s\) to my order](#) [Add all members](#)

[Clear Basket](#) [Book Another Event](#) [Checkout](#)

MAKE YOUR CHOICE ZONE PREFERENCE SYSTEM
 INDICATE YOUR PREFERRED SEATING FOR WHEN IT IS YOUR TURN IN ZONE D.
[CLICK ON THE SEATING PREFERENCES TAB](#)

1. Select your amount of Member Tickets.
 You will be able to book up to the amount of Membership Rights in your name. You can add more tickets for Guests or other Members in the steps below.

2. Purchase Paying Guest Tickets.
 You may purchase up to 3 Paying Guest tickets per Membership Right. When adding Paying Guests, the default is ticked so your guests will be seated with you. If you don't want to be seated with your guests, you must untick this box. Click on the 'learn more' link to see how choosing to sit with your guests affects your seating.

3. Purchase Dining.
 You may purchase tickets to the Members Restaurants (if available). Dining sessions end before the main game starts.

a) Select your preferred Restaurant Option

b) Select your number of tickets.

4. Purchase Parking.
 Select your amount of parking tickets to purchase. This is usually P1 parking located closest to the Gate L Members entrance, though may also be allocated in other car parks around the precinct depending on event demand. Alternatively you can purchase P1 parking directly from the [Sydney Olympic Park website](#) if it hasn't sold out. All parking tickets are EzyTickets sent via email.

5. Ticket Delivery.
 Your EzyTickets will be emailed to you by default. You may untick this option to have tickets delivered by mail.

6. Accessible Seating Requests.
 Expand this option by clicking the "+" to enter any accessible seating requirements of anyone in your booking. If you have not requested accessible seating before, please also contact Member Services so that we have your requirements on record. Requirements must be logged with Member Services in order for your individual event request to be applied.

7. Add Delegated Members to your order.
 Select an option to book on behalf of other Members and sit with them. The other Members must set up a "delegation", giving you permission to book on their behalf. Other Members must log into their Members Ticketing account and click on "Manage Delegations" from "Members" on the menu. Or they can call Member Services.

- "All delegated Memberships"
 Ticking this option will list **all** other Members who have "delegated" you to book on their behalf. You can then choose which of these Members to add to your order.
- Groups
 "Groups" of Members that you have set up previously will be listed here. You can create, view or manage your groups by clicking on "Manage Groups" from "Members" on the menu. You don't need to create a "Group" to sit with Members; you can choose "All delegated Memberships".

a) Tick "All delegated Memberships" or the Group of your choice

b) Click the "Add delegated Member(s) to my order" button

The page will then expand to list the appropriate delegated Members. See on next page.

MEMBER 00380947 ECHO HESS HAS 1 RIGHT(S)

Member Tickets
Onsale Monday 5th Feb 9am

	Quantity	Price	Sub Total
Platinum Member	0	\$0.00	\$0.00
Gold Member	1	\$0.00	\$0.00

Paying Guests, Dining, Parking and Special Needs Requests

Member Total: \$0.00

MEMBER 0000022 JOHN TEST 1 HAS 1 RIGHT(S)

Member Tickets
Onsale Monday 5th Feb 9am

	Quantity	Price	Sub Total
Platinum Member	0	\$0.00	\$0.00
Gold Member	0	\$0.00	\$0.00

Paying Guests, Dining, Parking and Special Needs Requests

Member Total: \$0.00

Would you like to add delegated Members to your order?
Select the group(s)/Member(s) that are to be included in this booking request

All delegated memberships
 NRL Mates
 A-League Mates

Add delegated Member(s) to my order Add all members

Clear Basket Book Another Event Checkout

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Current User
0000022 - John Test 1 (sam 22381)

8. Select tickets for each Delegated Member.

Each delegated Member will be listed. Select tickets for each Member you wish to book for and sit with.

For each delegated member:

a) Select number of Member tickets (equal to their Membership rights)

For more options for **each** delegated Member, expand this section by clicking on the "+" symbol to:

b) Purchase Paying Guest tickets

c) Purchase Dining

d) Purchase Parking

e) Accessible seating requests

9. Click the "Checkout" button

Double check you've selected tickets for yourself and any delegated Members. The Checkout button will take you to the **Payment page**.

Or click **Book Another Event** if there other events available that you'd like add to you this booking.
You can always place a separate booking at a later time.

PAYMENT PAGE

Payment

1. Select Package(s) 2. Edit Order Details 3. Payment 4. Receipt

Ordered By
0000022 - John Test 1
john@test.com
Sydney NSW 2132
Australia

Member: 00071703 - John Test 2 Order Date: Wednesday, 07-Apr-2021

Your Bookings	Amount
State Of Origin III 2021 00071703 - John Test 2 2 x Platinum Member Parking @ State Of Origin III 2 x Parking - Platinum Ticket Delivery - ezyTicket	Member \$0.00 Members Parking \$0.00
State Of Origin III 2021 0000022 - John Test 1 2 x Gold Member Ticket Delivery - ezyTicket	Member \$0.00
Total (Inclusive of GST)	\$0.00

Important Information

Payments & processing
Members are advised that the final charge by Members' Ticketing will depend on the successful allocation of any requests made for Paying Guest tickets, Parking and Fine Dining which are all subject to availability.
If your booking includes other Members, tickets will be dispatched to their respective addresses.
Ticket requests requiring credit card payment will not be charged until bookings are processed at the conclusion of the booking period.
Credit Card charges will be processed by Ticketek Pty Ltd.
Please note once the booking period has closed requested paying guests tickets and parking cannot be cancelled.

Dining
Members wishing to cancel dining must do so at least 5 business days prior to an event to be entitled to a refund. Please note, for events that fall on a week day, cancellations and amendments must also be made by 5pm five business days prior to the event day (not including day of event).
Gold Members who request an upgrade to the Arena Restaurant are confirmed to dine into the Members Restaurant until email confirmation is sent via the Dining Department to confirm the upgrade to Arena Restaurant.

Amendments to Confirmed Dining Bookings
If you choose to amend your confirmed dining booking and the dining room has reached capacity the order will be waitlisted.
It is suggested a new booking is made for the amendment leaving the current confirmed booking.
e.g. If additional people require to be added to a confirmed dining booking please make a new dining booking for the additional people, a sit with request may be requested.

Ticket prices
Ticket prices *include booking fee and transaction fee if applicable. All amounts are quoted in SAUD and include GST.
*Concerts and special events may incur service & handling fees.
When this is applicable they will be displayed in the package information and will apply when charged.

Wait List
Tickets: Ticket requests made after the booking period has closed will be added to a waitlist and are not guaranteed. Should tickets become available, these will be sent to you via your chosen delivery method.
Dining: Restaurant bookings will remain open whilst capacity is available. Once capacity is reached further bookings will be placed on a waitlist. Please ensure you check the top of this email to confirm if your booking has been waitlisted. Should cancellations occur members will be contacted to confirm if they would like to proceed from the waitlist to a confirmed booking. An official email will be sent 5 working days prior to the event to confirm unsuccessful waitlist bookings.

Ticket dispatch timing
Members will receive a receipt for their successful ticket and parking requests with the tickets and parking voucher to be dispatched 2-3 weeks out from the event.

I have read and agree to the Important Information & Terms & Conditions

Submit Order Go Back to Basket Home

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Terms & Conditions Privacy Policy

Current User
0000022 - John Test 1 (sam 22381)

10. Enter Payment details

If you have selected to purchase Paying Guest Tickets, Dining, or Parking, this page will request your credit card details. Your credit card will not be charged immediately, but will be charged closer to the event when the seating allocation process begins.

11. Tick that you have read the Terms & Conditions

12. Click the "Submit Order" button

Carefully double check the summary of your booking, ensuring your Member tickets, all paying guest requests, delegated Members, parking and dining have been added, and that everyone has the right amount of tickets.

- If any part of your order is **waitlisted** (if you have booked tickets after the deadline or if Dining has reached capacity) this will be displayed on the summary.
- **IMPORTANT: Don't forget to click SUBMIT ORDER, or your order will not be placed.**
- **If you have items in your basket, your booking has not been completed.**


ORDER CONFIRMATION

13. Check your Order Confirmation

- Once the order is submitted you will be presented with the Receipt page confirming your booking along with an **order number**.
- A **confirmation email** will be sent to your registered email address as displayed. Check that you have received this, and **contact us if no email is received**.
- Please let Members' Ticketing know if your credit card changes or expires any time after you place your booking
- If you need to edit the order, click on the basket to edit the order (see Editing your Order)
- **Make sure your basket no longer has items in it.**
- To check that a booking has been successfully placed, check for your email confirmation, or view your orders by clicking "View Orders" from the "Orders" menu item (see instructions further in this guide).

Receipt

1. Select Package(s) 2. Edit Order Details 3. Payment 4. Receipt

Print 

You may print this page for your records as confirmation of your purchase, or you can view your purchase order at any time by selecting View Orders from the menu.

We will also be sending a confirmation email to the email address you provided.

Please keep your address and email details up to date using Member Details.

We hope you enjoy the event.

Ordered By 00000022 - John Test 1 john@test.com - Sydney NSW 2132 Australia	Order Details Order Number: 1358170 Order Received Date: Wednesday, 28-Feb-2018 11:00 Order Status: Open Payment Method: N/A
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Member: 00071703 - John Test 2 Order Date: 28-Feb-2018 11:00

Your Bookings

State Of Origin III 2021 00071703 - John Test 2 2 x Platinum Member Parking @ State Of Origin III 2 x Parking - Platinum Ticket Delivery - ezyTicket	Member
State Of Origin III 2021 00000022 - John Test 1 2 x Gold Member Ticket Delivery - ezyTicket Total (Inclusive of GST) Important Information	Member

Payments & processing

Members are advised that the final charge by Members' Ticketing will depend on the successful allocation of any requests made for Paying Guest tickets, Parking and Fine Dining which are all subject to availability.

If your booking includes other Members, tickets will be dispatched to their respective addresses.

Ticket requests requiring credit card payment will not be charged until bookings are processed at the conclusion of the booking period.

Credit Card charges will be processed by Ticketek Pty Ltd.

Please note once the booking period has closed requested paying guests tickets and parking cannot be cancelled.

Dining

Members wishing to cancel dining must do so at least 5 business days prior to an event to be entitled to a refund. Please note, for events that fall on a week day, cancellations and amendments must also be made by 5pm five business days prior to the event day (not including day of event).

Gold Members who request an upgrade to the Arena Restaurant are confirmed to dine into the Members Restaurant until email confirmation is sent via the Dining Department to confirm the upgrade to Arena Restaurant.


Amendments to Confirmed Dining Bookings

If you choose to amend your confirmed dining booking and the dining room has reached capacity the order will be waitlisted. It is suggested a new booking is made for the amendment leaving the current confirmed booking.

e.g. If additional people require to be added to a confirmed dining booking please make a new dining booking for the additional people, a sit with request may be requested.

Ticket prices

Current User
00000022 - John Test 1 (sam 22381)



EDITING ORDERS

1. Select Package(s) 2. Edit Order Details 3. Payment 4. Receipt

Order Number: 1353170 Order Received Date: 28/02/2018 11:39:26 AM Order Status: Open

Order By: Channel: Automatic Rollover

Products included in this order

#	Status	Product	Total	Edit	Delete
1	Open	State of Origin II 2018 - Member	\$0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Order Total:		
			\$0.00		

Clear Basket Cancel Order Checkout

Member Tickets

	Quantity	Price	Sub Total
Gold Member	2	\$0.00	\$0.00

Paying Guests, Dining, Parking and Special Needs Requests

Paying Guests You are entitled to request a maximum of 6 Paying Guests.

	Quantity	Price	Sub Total
Admit Paying Guest	2	\$169.50	\$339.00

I would like to sit with my guests. [learn more](#)

Dining @ Foxtel All Stars v Juventus Members' Restaurant

EzyTicket is my delivery option.

Special Needs Requests

Member Total: \$0.00

Reset Booking

Would you like to add delegated Members to your order?

Select the group(s)/Member(s) that are to be included in this booking request

All delegated memberships
 AFL Mates
 NRL Mates

Add delegated Member(s) to my order

Update Close

During the ordering process, you can click on the basket to access the Edit Order Details page.

If there are multiple events in the basket they will display individually.

Select the event you wish to edit.

Edit in the pop up (see below), update your changes and then proceed again to Checkout.

Complete this action for each event you wish to edit.

If you wish to cancel the order you can do this here.

Edit the order in the pop-up window.

If you have a group Member that you wish to remove, reduce their Member Tickets to zero (0), and remember to remove their parking/dining.

Don't forget to click the "Update" button to save your changes.

Once you have finished editing your order click on "Checkout" to continue to the payment page.

Members may also edit a booking after it has been completed, provided that that it is prior to the event's booking deadline.

Members can view existing orders by clicking "View Orders" from the "Orders" menu item. See the following page.

1. Select Package(s) 2. Edit Order Details 3. Payment 4. Receipt

Order Received Date: 13/05/2014 7:52:08 AM Channel: Member Online Order Status: Open

Order By: Kieron Mitchell

Products included in this order

#	Status	Product	Total	Edit	Delete
1	Open	Foxtel All Stars v Juventus - Member	\$609.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Order Total:		
			\$609.00		

Add more products to this order

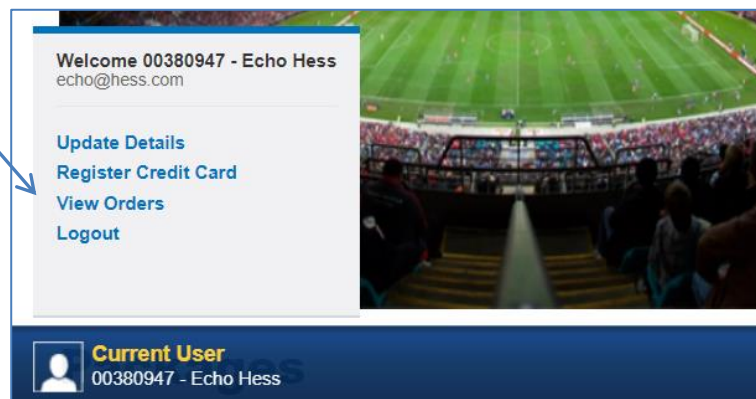
Clear Basket Cancel Order Checkout

VIEW ORDERS

To check that a booking has been successfully placed, Members can view existing orders by clicking “View Orders” from the “Orders” menu item.



Or hover the cursor over your Member name in the bottom left corner, and click on View Orders.



From here, Members can edit completed orders, prior to the booking deadline, or prior to allocation/payment; whichever comes first. Applicable orders will have an edit option.

NEED ASSISTANCE?

Our friendly Member Services team will be happy to assist. Call 1300 136 006 (Option 2) or email membership@accorstadium.com.au.