

RICHMOND FOOTBALL CLUB

Frequently Asked Questions



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PERSONAL DETAILS / MEMBER CORRESPONDENCE

How can I update my personal details?

You can update your personal details including mailing details, email address and phone numbers online through the Richmond website (click on Membership, click on Update your details, then enter your membership number and Surname). Alternatively, you can update your details by emailing membership@richmondfc.com.au or by calling Member and Supporter Services on 1300 RICHMOND (1300 742 466).

What correspondence do I receive from the Club once I sign up?

All members receive the member only Fighting Tiger Club magazine (one per household) as well as weekly emails throughout the season.

As email is our preferred method of communication, please ensure that we have your current email address on record to ensure you receive the member emails throughout the season.

Visit richmondfc.com.au to get the latest Club news and information. Everything you need to know about your Club is all available online.

How do I subscribe to receive regular email communications?

You can register online for the Jungle Beat - Richmond's weekly e-newsletter - by clicking on 'Fan Zone' from the homepage of the Richmond website and then 'Jungle Beat Newsletter'. Then simply enter your details.

RENEWAL/PAYMENT OPTIONS

How can I pay for my membership?

There are several methods to purchase/renew your 2010 Richmond membership:

Online	At richmondfc.com.au Payment by credit card (VISA, MasterCard or Amex)
By phone	1300 RICHMOND (1300 742 466) (Mon-Fri from 9am-5pm) Payment by credit card (VISA, MasterCard or Amex)
IVR*	1300 RICHMOND (1300 742 466) (24 hr automated renewal system) Payment by credit card (Visa, MasterCard or AMEX).

Fax Completed renewal or application form(s) to (03) 9421 2905
Payment by credit card (VISA, MasterCard or Amex)

By mail Post your completed renewal or application form(s) to
Member & Supporter Services
PO Box 48
Richmond VIC 3121
Payment by credit card (VISA, MasterCard or Amex), cheque or money order

In person Member & Supporter Services
Punt Road Oval, Richmond (Mon-Fri from 10am-5pm)
Payment by credit card (VISA, MasterCard or Amex), cheque, money order, cash or EFTPOS

Due to the current redevelopment works at Punt Road Oval we encourage you to utilise alternative payment methods

* IVR is an automated payment service. This method of payment is only applicable if you are renewing the same membership type held in 2009. Not available to new membership applications.

Can I pay in instalments?

The Rolling Tiger payment plan allows you to pay for your membership with your credit card in 12 monthly instalments. Payments are deducted on the 28th of each month, beginning on October 28th. To cover the costs of multiple transactions, an administration fee of \$12 is charged to the card holder each year.

To pay for your membership using the Rolling Tiger payment plan simply choose the Rolling Tiger payment option on your renewal or application form or select the Rolling Tiger option when renewing online or over the phone.

Rolling Tiger Terms & Conditions

[Click here](#) to see the terms and conditions of the Rolling Tiger payment plan.

I would like to join the Rolling Tiger payment plan but I don't have a credit card. Is there an alternative?

The Rolling Tiger plan is only available using a credit card. A number of banks now provide debit cards that offer the same functionality as a credit card using your own money. Please contact your bank for further information.

I am using the Rolling Tiger monthly payment plan in 2010 and my credit card number and/or expiry date needs updating. How can I do this?

Members who are using the Rolling Tiger payment plan will be required to update their credit card details should they change throughout the year to maintain their monthly instalments. To update your credit card details please contact Member and Supporter Services on 1300 RICHMOND (1300 742 466).

GENERAL

Membership Enquiries

During the membership campaign Member and Supporter Services experience high volumes of phone, shop and email enquiries. The Frequently Asked Questions (FAQs) section of the website will answer many regular questions received.

If your query is not answered in the FAQs, please phone Member and Supporter Services on 1300 RICHMOND (1300 742 466) or email membership@richmondfc.com.au.

How do I replace my membership card if it is lost or stolen?

You will need to contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) to arrange a replacement card. The barcode of the original card will be cancelled and a new card will be issued. A fee of \$15 applies for the replacement of each lost/stolen card.

How do I retain my Reward and Recognition Status?

The Reward and Recognition program is based on consecutive years of membership. Members must renew each season to retain their Reward and Recognition status.

If you cannot maintain your current membership for some reason this season, we recommend that you purchase a non match-access membership to maintain your status, i.e. the Tiger Insider.

Please note: an absentee option is not offered. AFL members who make an absentee payment with the AFL are not securing their R&R status with RFC. You must still purchase a Richmond membership to continue your entitlements.

Who is eligible to vote?

All match-access members over the age of 18 years are eligible to vote at all official Richmond meetings (including the Club's Annual General Meeting).

Can I attend Richmond training sessions?

Yes, however training times and days do vary. Details regarding training can be obtained by contacting the Club on 1300 RICHMOND (1300 742 466). Please note that some sessions are closed to the public and media.

When is the Museum open at Punt Road Oval?

The Richmond Football Club Museum is currently closed due to the redevelopment works at Punt Road Oval. The new museum will re-open in late 2010. For further information regarding the museum, please contact museum@richmondfc.com.au.

MATCH DAY

How do I get into games?

Scan your barcoded membership card at the turnstiles to gain admission into the ground. Entry is subject to capacity if you do not have a reserved seat.

What can I do if I leave my membership card at home?

The Richmond Football Club cannot replace tickets if you leave your membership card at home on match days. Members will need to purchase a daily admission ticket at their own cost.

What is a 'reserved seat ticket' event or 'fully ticketed match'?

A match may be classified as a 'reserved seat ticket' event or 'fully ticketed', which means that anyone wishing to attend this match will be required to reserve a seat. Walk-up general admission will not be made available.

If a Richmond *home* game is classified as a reserved seat ticket' event or 'fully ticketed match':

Richmond members with season reserved seating can scan their membership card at the turnstiles and sit in their allocated reserved seat.

General admission members without a season reserved seat will need to purchase a reserved seat through Ticketek (MCG games) or Ticketmaster (Telstra Dome games), to gain entry.

If a Richmond away game is classified as a reserved seat ticket' event or 'fully ticketed match': All Richmond members will be required to purchase a reserved seat through Ticketek (MCG games) or Ticketmaster (Telstra Dome games), to gain entry.

'Reserved seat ticket' events or 'fully ticketed' games are announced by the AFL throughout the media. Information about upcoming matches can be found in newspapers, on the RFC website, via Jungle Beat emails, and by contacting the AFL or Ticketek/Ticketmaster.

Where can I purchase membership and merchandise on match days?

MCG games:

Memberships are on sale at MCG matches from the temporary Tiger Den and from marquees at Gates 3, 5 and 1. Merchandise is on sale from the temporary Tiger Den located at Yarra Park (only 50m from Punt Road Oval) and at the MCG inside Gate 4 (Bay M5).

Etihad Stadium Games:

Memberships are on sale at Etihad Stadium matches from marquees at Gate 7 and on the Spencer Street footbridge. Merchandise is on sale on the Spencer Street footbridge, at home games only.

Alternatively, merchandise orders can be placed online at richmondfc.com.au/shop.

Note: Memberships are only available for sale at games from Rounds 1 to 8 approximately. This is subject to change.

Who do I contact to report inappropriate behaviour on a match day?

Please advise MCG or Etihad Stadium event staff/security if you experience difficulties with the behaviour of other patrons and they will attend to the problem on your behalf.

How do I get to the MCG/Etihad Stadium?

For information on how to get to the MCG or Etihad Stadium and where to go to eat and drink at both venues go to the Richmond website, click on The Club, then click on Grounds.

2010 MEMBERSHIP PACKAGES

Which Membership should I purchase?

If you want to attend Richmond games then a match-access membership is the most appropriate for you. If you wish to purchase reserved seating opt for either the Premium Plus, Premium or Access Plus package depending on where you would like to sit. If you wish to purchase general admission only then the Access package is for you. Select the relevant membership type (adult, concession, junior, family or AFL Club Support) and also the number of games you wish to have access to (11 home games or 17 home and away games).

If you live in the country or interstate we recommend the Country/Interstate 5 membership. It admits to any five Richmond homes games in Melbourne as well as providing the option for two of these games to be substituted for admission to Richmond interstate games (one ticket per game and subject to availability). For further details please see page 14 of the membership brochure.

If you're an MCC member, the MCC Tiger is tailored to suit your needs. You receive admission and reserved seating for the two Richmond home games played at Etihad Stadium (see pg 14 of the membership brochure).

Can't get to the games but would like to stay connected to the Club - we recommend the Tiger Insider (see page 17 of the membership brochure), Xtreme, Cubs Club or Stripes Squad (page 16 of the membership brochure).

What premium/coterie membership packages are available?

If you would like to enquire about any of the 2010 premium/coterie membership packages, including Legends' Club, Richmond Executive, Players' Club or Locker Room, please contact Rachael Duncan on 03 9426 4486 or rduncan@richmondafc.com.au.

When will 2009 membership packs be delivered?

Membership cards and packages will be mailed in early 2010. Please allow a minimum of two weeks following payment for delivery. We cannot guarantee packs will be received in time for special occasions.

Can I arrange a gift certificate?

Yes. We understand that memberships are often a present and that the membership package may not arrive in time for that special occasion. If a gift certificate is required, please contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) to request a gift certificate. Please note gift certificates are not valid for entry to games.

What do I do if I have not received my membership card in time for an upcoming match?

If you have not received your membership card in time for a game, please contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) prior to the game. We can arrange for membership cards or tickets to be collected at the game. Alternatively, if you have not contacted us prior to the game, please see the membership staff located in the marquees at the MCG or Etihad Stadium.

Note: We cannot reimburse you if you purchase your entry at the turnstiles.

What is the difference between ticketed (match-access) and non-ticketed (non match-access) memberships?

Ticketed or match-access memberships provide admission to games. These memberships include Premium Plus, Premium, Access Plus, Access, Country/Interstate 5, AFL Club Support and MCC Tiger.

Non-ticketed or non match-access memberships do not provide admission to games or finals access and are not included in the Club's official membership tally. These memberships include Tiger Insider, Baby Tiger Cubs, Cubs Club, Stripes Squad, Xtreme and Pet membership.

What identification is required to become a concession member?

The following concession card holders are eligible to purchase concession membership:

Pension card - aged/single parent/disability;

Student card - full time only or enrolment paper confirming full status in 2010; or

Veteran Affairs concession card

Concession identification must be produced at the time of membership purchase and when attending games.

Note: Health Care or Health Benefits cards do not qualify.

What age qualifies for a junior membership?

To be eligible for a junior membership, members must be under 15 years of age as at 1st January 2010.

Children over 4 years of age will need to obtain a junior 11 or 17 if they wish to be eligible to purchase finals tickets.

Children 6 years and under are admitted to AFL venues free of charge but must not occupy a seat (can be placed on the lap of a patron).

I am a Country/Interstate 5 member, how do I get into games?

Country/Interstate 5 members receive admission to five home games in Melbourne of their choice. C/I 5 members also have the option to substitute up to two games for admission to interstate Richmond games (one ticket per game & subject to availability).

Richmond home game in Melbourne - Scan your membership card at the turnstiles for admission (subject to capacity if no reserved seat is purchased).

Richmond Interstate games - Members must nominate to attend interstate Richmond games by submitting the Interstate Ticket Nomination Form (mailed with your membership pack or available online at richmondfc.com.au). Nominations must be received by Member and Supporter Services no later than four weeks prior to the game.

Member and Supporter Services will contact you to advise that your nomination has been received and will then organise tickets for you on your behalf. We will post the tickets to you prior to the game. Entry to these matches is available only by booking through the Club (you cannot scan your Richmond membership card for admission).

The Club may in some instances be able to provide you with the option of purchasing additional tickets for family and/or friends (subject to availability). A processing/handling fee applies. Please contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) for further information.

Note: Due to limited ticket allocation, tickets to interstate games cannot be guaranteed. Tickets cannot be ordered without notice of at least 4 weeks.

RICHMOND AFL CLUB SUPPORT MEMBERS

Are AFL members with Richmond Club Support recognised as Richmond members?

Richmond AFL Club Support members purchase an AFL membership through the AFL and nominate Richmond as their club support team. Richmond Football Club receives a large portion of the fee paid. Richmond AFL Club Support members are recognised as full Richmond members and receive the same benefits as Richmond members.

After paying your membership fee with the AFL, the AFL will send us the details of AFL members with Richmond Club Support. You will then be sent your Richmond membership package.

Are AFL members with Richmond Club Support recognised in the Reward and Recognition program?

Yes.

If I take out an absentee membership with the AFL does my Reward and Recognitions status remain at Richmond?

An AFL Absentee membership allows you to place your AFL membership number on hold for a season and allows you to return to the same AFL membership status and number when your circumstances change. This does not hold your membership and Reward and Recognition status with Richmond Football Club. Some form of Richmond membership (match-access or non match-access) must be purchased to retain your status.

As an AFL member how much of my membership fee goes to the Club?

Approximately \$130 (including GST) (adult) goes to the Club by nominating Richmond as your Club of support.

As an AFL member can I upgrade to a reserved seat package?

AFL Members with Richmond Club Support can purchase a Richmond season reserved seat for the cost of the seat only. Please see our Premium Plus, Premium and Access Plus packages in the membership brochure.

I have not received my Club fulfillment pack from Richmond Football Club. When am I likely to receive this?

Selected Clubs have elected to send their fulfillment packs directly through the AFL. AFL members with Richmond Club Support will receive their membership fulfillment pack directly from the Club. Once you have renewed your AFL membership with the AFL, the AFL notifies the Club of your renewal. This can take up to a week. From there, please allow up to two weeks delivery from RFC.

SEATING

Where do members sit at home games?

Members without a reserved seat sit in general admission areas (Level 3 at Etihad Stadium/Ponsford & Southern Stands at MCG). Season reserved seat members sit in their allocated seat printed on their membership card.

Where do members sit at away games?

Richmond Football Club does not have reserved seating at away games. Richmond season reserved seats are for Richmond home games only.

Seating will be in the general admission areas at away games unless you purchase a reserved seat through Ticketek (MCG games) or Ticketmaster (Etihad Stadium games).

To purchase seats for an away game, please contact Ticketek on 132 849 or Ticketmaster on 1300 136 122.

What are the reserved seating allocations at the MCG & Etihad Stadium?

[Click here](#) to view a map of Richmond's seating allocations at the MCG and Etihad Stadium.

How are reserved seats processed/allocated?

2009 reserved seat holders have until Wednesday 2nd December to secure the same seats for season 2010. After this date all unrenewed seats will become available for general sale.

Seat allocations will be made in the following order:

1. Renewing members who are renewing the same seat as 2009.
2. Renewing members who have requested to relocate/add/upgrade their current membership.
3. 2010 new members.

Renewing seat holders requesting a change and new seat requests will be placed on a waiting list and allocated seats after the seat renewal cut off date of Wednesday 2nd December. Reserved seats are allocated in order of date received.

To get the best chance of securing your preferred seats, it is advised that you purchase your membership as early as possible to go on a waiting list. Seat requests will not be taken unless payment has been received.

We will make every effort to accommodate all requests; however all seat changes are subject to availability. We ask that members list multiple seating preferences.

I had a reserved seat in 2009 but I signed up after the seat renewal cut off date, will I get to keep my same seat?

If you sign up after the seat renewal date, we cannot guarantee that the seat you had in 2009 will still be available. If your 2009 seat is still available when your payment is received we will then allocate it to you. If it is no longer available, you will be allocated the closest seat/s possible.

What if I'm not happy with the reserved seat I've been allocated?

If you are unhappy with your allocated seating please contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) to discuss alternative options available.

Can I sit with my friends/family who are not members?

A non member is not able to sit in a Richmond reserved seat area but you may sit together in the general admission areas. While a member can enter through the turnstiles using their membership card, a non member must purchase a daily general admission ticket.

How do I access tickets and/or daily reserved seats for individual games?

Tickets and/or reserved seating for Victorian games can be purchased through the following ticketing agencies:

MCG games - Ticketek - 132 849

Etihad Stadium games - Ticketmaster - 1300 136 122

Skilled Stadium games - Ticketmaster - 1300 136 122

Members with entry entitlements can quote the 12 digit barcode number on the back of their membership card, and will not be required to pay for the entry, just the reserved seat.

Entry to games is subject to capacity and therefore membership does not guarantee entry unless a reserved seat has been purchased. It is strongly advised that members reserve seats in advance to avoid disappointment, particularly for matches where there is a high demand for reserved seating.

INTERSTATE TICKETING

How do I buy tickets to interstate games?

Tickets for interstate matches can be purchased through the following ticketing agencies:

Brisbane (GABBA) - Ticketek - 132 849

Sydney (SCG) - Ticketek - 132 849

Perth (Subiaco) - Ticketmaster - 1300 136 122

Adelaide (AAMI Stadium) - BASS - 131 246

Launceston (Aurora Stadium) - Centertainment - 03 6234 5998

Canberra (Manuka Oval) - Ticketmaster - 1300 136 122

Gold Coast (Carrara) - TBC

I am a Country/Interstate 5 member - how do I nominate to attend interstate games?

Country/Interstate 5 members wishing to attend an interstate match are required to submit the Interstate Ticket Nomination Form (mailed with your membership pack or available online at richmondfc.com.au) no later than four weeks prior to the game. Entry to these games is available only by nominating to Member and Supporter Services (you cannot scan your Richmond membership card at the gate). Tickets are limited and cannot be guaranteed.

I am a Country/Interstate 5 member, how do I get into games?

Country/Interstate 5 members receive admission to five home games in Melbourne of their choice. C/I 5 members also have the option to substitute up to two games for admission to interstate Richmond games (one ticket per game & subject to availability).

Richmond home game in Melbourne - Scan your membership card at the turnstiles for admission (subject to capacity if no reserved seat is purchased). Daily reserved seating can be purchased through Ticketek (MCG games) on 132 849 or Ticketmaster (Etihad Stadium games) on 1300 136 122. We recommend that members upgrade to a daily reserved for matches where there is high demand.

Richmond Interstate games - Members must nominate to attend interstate Richmond games by submitting the Interstate Ticket Nomination Form (mailed with your membership pack or available online at richmondfc.com.au). Nominations must be received by Member and Supporter Services no later than four weeks prior to the game.

Member and Supporter Services will contact you to advise that your nomination has been received and will then organise tickets for you on your behalf. We will post the tickets to you prior to the game. Entry to these matches is available only by booking through the Club (you cannot scan your Richmond membership card for admission).

The Club may in some instances be able to provide you with the option of purchasing additional tickets for family and/or friends (subject to availability). A processing/handling fee applies. Please contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) for further information.

Note: Due to limited ticket allocation, tickets to interstate games cannot be guaranteed. Tickets cannot be ordered without notice of at least 4 weeks.

FINALS TICKETING

Does my membership include access to the 2010 Finals Series and/or the Grand Final?

FINALS SERIES

Richmond Football Club match access members (including Country/Interstate 5 members and MCC Tigers) are given priority access (over non members) to purchase a ticket to finals during the first three weeks of the finals series*.

AFL Finals Matches are administered by the AFL with the core advantage to the Richmond Football Club members being a priority access period for the opportunity to purchase a ticket to the game* before the general public. The priority access period is also extended to members of the other competing club.

Match access members are entitled to purchase one finals ticket per membership held. A membership does not guarantee Richmond finals tickets. The Social Club membership guarantees access to purchase tickets for finals in which Richmond participate. Neither the Club nor its members have the same rights as they receive for the home and away games - 2010 reserved seat members will be unable to retain their annual reserved seat for the finals series.

The AFL administers all finals series matches and will publish information about ticket sales in the daily newspapers and on afl.com.au. If Richmond is participating in finals, members will be advised of the purchasing process.

To be eligible for finals tickets you must join as a member prior to 30 June 2010. Non match-access memberships do not receive member access to finals tickets.

IMPORTANT: These arrangements are subject to change.

*subject to participation

GRAND FINAL

The sale of AFL Grand Final tickets is administered and managed by the AFL.

Tickets will be made available to Richmond Football Club members* on a priority basis depending on the membership type held.

The order of allocation of Grand Final tickets to Richmond members* will be as follows:

Priority 1 (Guaranteed access) - Legends' Club, Richmond Executive, Players' Club, Locker Room, Social Club members and Grand Final Ticket Guarantee holders

Priority 2 - All remaining match-access members and Silver AFL Club Support members

Match access members are entitled to purchase one AFL Grand Final ticket per membership held.

All finals information will be communicated to members in the lead up to the 2010 Finals Series and advertised nationally by the AFL.

To be eligible for a Grand Final ticket you must join as a member prior to 30 June 2010.

IMPORTANT: These arrangements are subject to change.

Please note that 'a ticket' includes standard reserved seating, restricted view reserved seating and standing room tickets.

*subject to participation

How can I guarantee access to the Grand Final (if Richmond is participating)?

The following Richmond memberships include guaranteed access to purchase a Grand Final ticket should Richmond compete:

Coterie/Premium Memberships - Contact Rachael Duncan on (03) 9426 4486 or rduncan@richmondfc.com.au.

Legends' Club

Richmond Executive, Players' Club

Locker Room

Membership Upgrades - Contact Member and Supporter Services on 1300 RICHMOND (1300 742 466) or membership@richmondfc.com.au

Social Club

Grand Final Ticket Guarantee

Note: Grand Final Ticket Guarantee and Social Club must be purchased in conjunction with a 2010 match-access membership.

What is the Grand Final Ticket Guarantee?

Launched in 2009 the Grand Final Ticket Guarantee secures you access to purchase a 2010 ticket should Richmond participate in the Grand Final. The GFTG costs \$75 and must be purchased in conjunction with any match-access membership. Numbers are limited.

Note: The Grand Final Ticket Guarantee does not include the cost of the Grand Final ticket. You must still purchase your Grand Final ticket. A 'ticket' includes standard reserved seating, restricted view reserved seating and standing room tickets. For full terms and conditions visit richmondfc.com.au.

Disclaimer

Please note: All information was correct at the time of publish and is subject to change.