

MANCHESTER UNITED TOUR 2019 FREQUENTLY ASKED QUESTIONS

MATCH EVENTS

- **WHAT ARE THE DETAILS FOR EACH MATCH DURING THE TOUR?**

Manchester United FC will play Perth Glory FC on Saturday 13 July 2019 at Optus Stadium.

Manchester United FC will play Leeds United FC on Wednesday 17 July 2019 at Optus Stadium.

TIMINGS

- **WHAT ARE THE EVENT TIMES?**

The event times are yet to be confirmed. An update will be provided as soon as available.

TICKETING

- **WHAT DOES THE SEATING PLAN LOOK LIKE?**

To view the seating map for both matches please visit the following pages and click on the seating map link on the right hand side of the page:

- [Manchester United vs Perth Glory](#)
- [Manchester United vs Leeds United](#)

- **HOW DO I PURCHASE TICKETS?**

Visit www.ticketmaster.com.au or phone 136 100. Ticketmaster is the only authorised ticket seller for both matches.

- **WHEN CAN I BUY A TICKET?**

You can register for the Optus Stadium Pre-Sale via the waitlist registration on unitedinperth.com

The pre-sale waitlist **closes on Tuesday 27 November 2018 at 9pm AWST** and the pre-sale starts on Wednesday 28 November 2018 at 10am AWST via ticketmaster.com.au Those that have registered for the pre-sale will receive a pre-sale link on Wednesday 28 November before the on sale via the email address they have registered.

The general public on sale starts at 10am AWST on Thursday 29 November 2018 via ticketmaster.com.au

- **WHAT IS A PRE-SALE?**

A pre-sale is an opportunity to secure tickets from an allocation of seating before on sale to the general public, however it does not provide preferential seating over the general public. A pre-sale allocation is available from the times listed or until allocations are exhausted.

Due to anticipated demand, we encourage buyers to try to purchase tickets at the start of their allocated sale period.

- **WHAT IS THE TICKET LIMIT?**

Due to anticipated demand, the ticket limit is 8 tickets per patron.

- **WHAT ARE THE TICKET CATEGORIES AND PRICING?**

Price Category	ADULT	CONC/JUNIOR**	FAMILY***	MATCH 1 & 2 BUNDLE^
A	\$182.41	\$151.83	\$516.72	\$335.26
B	\$131.44	\$100.87	\$363.82	\$202.75
C	\$100.87	\$70.29	\$272.08	\$172.17
D	\$70.29	\$49.90	\$190.54	\$121.20

**Refer to Venue Seating map for location. Additional handling and delivery fees may apply.*

***Junior ticket is classed as 3-16 years. Proof of Concession is required at the time of purchase and entry into the venue:*

- Full-time Australian student card
- Department of veteran affairs and TPI
- Commonwealth Senior Health Card
- Pensioner Concession Card
- Health Care Card

****Family purchase includes 2 x adult tickets and 2 x junior tickets for the same match.*

^Match 1 and 2 Bundles have a limited allocation and are subject to availability. Bundles include the same ticket category for Match 1 and 2. If you would like to purchase different price categories for each match, then you need to make a purchase for Match 1 and a separate purchase for Match 2.

- **HOW DO I PURCHASE PREMIUM PACKAGES / SEATS?**

Match Day Premium Experiences are on sale from 9am AWST, 21 November. Visit unitedinperth.com for more information and to book.

- **DOES EVERYONE NEED A TICKET TO ENTER THE STADIUM FOR THE MATCH?**

Everyone aged 3 years and over require a valid match ticket to enter the Stadium. Children under the age of 3 years are admitted free but must not occupy a seat.

- **HOW DO I KNOW WHAT END OF THE STADIUM IS MY TEAM'S SUPPORTER'S END?**

Supporters Areas (including any relevant Active Supporters areas) are clearly marked on the seating map for each match. To view the relevant seating map please visit the following pages and click on the seating map link on the right hand side of the page:

- [Manchester United vs Perth Glory](#)
- [Manchester United vs Leeds United](#)

Supporters purchasing in the Active Supporters' Areas – Please note the area will be active during the course of the match. Viewing may be restricted by patrons standing or equipment including flags, banners and musical instruments.

- **WHAT ARE THE SEATING BOWL LEVELS?**

Level 1 is the lower seating bowl tier from Aisles 101 – 150.

Level 3 is the mid seating bowl tier from Aisles 301 – 354. Aisles 301 – 309 are accessed from Level 1 East. Aisles 326 – 333 are accessed via Level 1 West.

Level 5 is the upper seating bowl tier from Aisles 501 – 550. Access to Level 5 is via the stairs at Lobby 101, 107, 126 and 135.

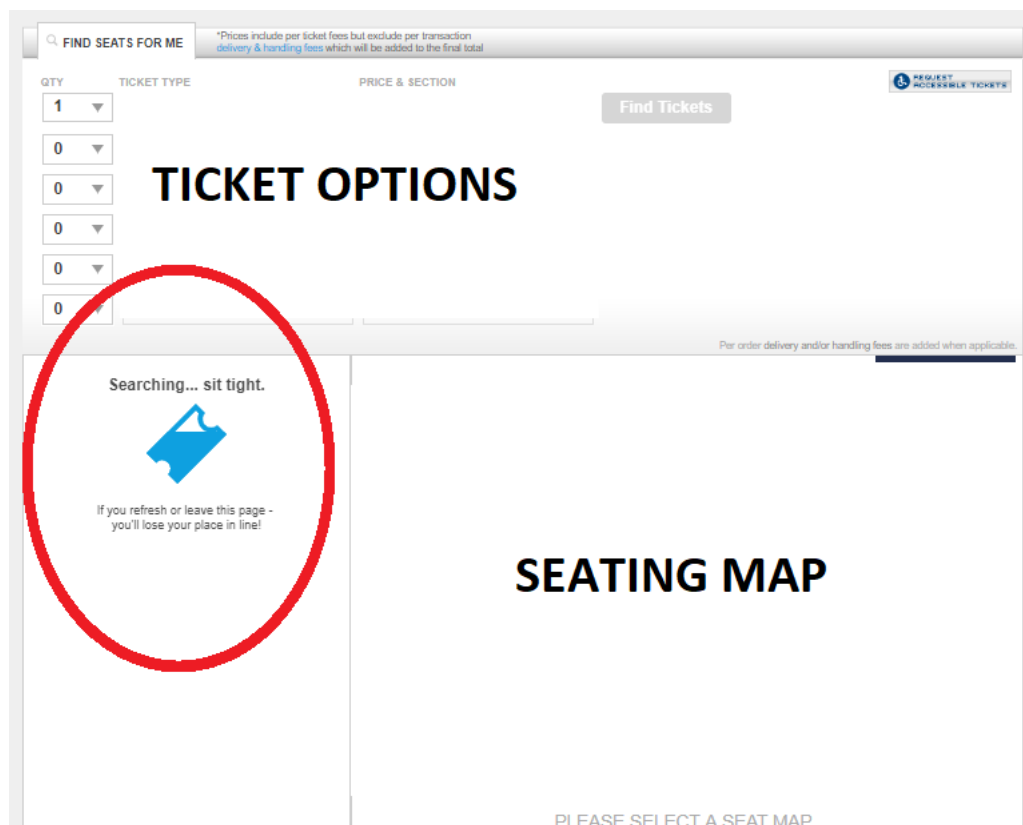
- **CAN I SELECT MY SEATS?**

The Ticketmaster website works on a "best available" seating system. This means that at the time you make your ticket request, the best available seats will be offered to you. If you are booking via the Ticketmaster Call Centre or a Ticketmaster agency, subject to availability and demand, you can request a specific seating location. However, as demand for tickets is expected to be very high, it is unlikely that you will obtain the specific seating that you request. We recommend that you ask for a best available ticket offer.

- **I AM TRYING TO BUY TICKETS ONLINE VIA TICKETMASTER BUT I AM GETTING A MESSAGE ‘SEARCHING... SIT TIGHT’ OR ‘YOU HAVE BEEN QUEUED – WHAT DOES THIS MEAN?’**

Due to high demand for tickets, the Ticketmaster system is designed to queue people fairly in order of landing on the initial page. This is designed to stabilise the site to cope with a large number of transactions.

If you receive one of these messages (see below example), DO NOT refresh or leave the page as you will lose your place in line. Sit tight and wait for the system to let you in to transact. If you suspect your internet browser has frozen, open a separate browser window and try queuing in that window at the same time.



- **HOW DO I PURCHASE ACCESSIBILITY SEATING TICKETS?**
Please call Ticketmaster's Accessible Seating Line if you have Wheelchair, Companion Card or Special Needs booking requirements. **Telephone:** 1300 446 925 or **Email:** Email your Accessible Seating request to mail.bookings@ticketmaster.com.au and please ensure you include the Event Name, Venue, Date and Time along with your contact details.
Service Hours: Monday - Saturday 9am - 8pm; Sunday 9am - 5pm AEST (closed Christmas / Boxing Day)
- **WHEN WILL MY TICKETS BE PRINTED / DELIVERED?**
Tickets for the event will be available for printing from 13 May 2019. Further details will be provided closer to the date.
- **IS IT SAFE TO BUY TICKETS FROM SCALPERS OR NON-AUTHORISED TICKETING SELLERS? WILL MY TICKET BE VALID FOR THE SHOW?**
The selling of tickets via non-authorised sellers is a breach of the conditions of sale of that ticket and those doing so are knowingly breaching this policy. Ticketmaster and the Stadium recommend that you do not buy tickets from non-authorised sellers. The venue has the right to refuse your entry.
- **I'VE LOST MY TICKET – CAN I REPLACE IT?**
Yes, please contact Ticketmaster on 136 100 for information on lost or damaged tickets.

- **MY TICKET HAS BEEN STOLEN, WHAT CAN I DO?**

Please contact Ticketmaster on 136 100 for information on stolen tickets.

VENUE & EVENT INFORMATION

- **WILL MY BAG BE CHECKED?**

Yes. All bags will be subject to a security check. To help avoid delays, it's best to leave your bag at home.

- **WILL OTHER PATRON SECURITY CHECKS BE CONDUCTED?**

Security staff may ask patrons to submit to a pat-down search and wandling to ensure illegal or prohibited items are not brought into the venue. Refusal by a patron to comply with a search request may result in the patron not being admitted into the Stadium for the event.

- **WILL THERE BE FOOD AND DRINK AVAILABLE TO PURCHASE?**

Food and beverage, including gluten free items will be available for patrons to purchase throughout the Stadium. Patrons are permitted to bring their own food and beverage for personal consumption only. Patrons are advised that food and beverage items must comply with the Stadium's Conditions of Entry – no glass, knives, or cans.

- **WHERE ARE THE MEETING POINT LOCATIONS?**

There are no designated meeting point locations. Please use the Gate on your ticket as a meeting point.

- **ARE CLOAKING FACILITIES AVAILABLE?**

A limited cloaking service will be available for small items only. We recommend you leave bags and other large items at home so you don't get held up coming into the Stadium.

- **IS THE STADIUM A SMOKE FREE VENUE?**

Yes. Smoking internal to the Stadium is not permitted. Smoking is available external to the Stadium Entry Gates / fence line.

GETTING TO OPTUS STADIUM

- **HOW DO I GET TO THE EVENT?**

Public transport is the most efficient way to get to and from an event at the Stadium.

- **IS PUBLIC TRANSPORT INCLUDED?**

Tickets for both events include entry and travel on Transperth bus and train services pre and post event. Patrons are urged to leave the car at home and take advantage of the special event public transport services.

- **WHERE CAN I PARK?**

There is no public parking located at the stadium. Patrons are urged to leave the car at home and take advantage of the special event public transport services. It is strongly recommended you arrive early to find your seat to ensure you don't miss a minute of the match.

CONDITIONS OF ENTRY

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[Click here](#) for further information on the Optus Stadium Conditions of Entry.