

## **What is my FFA Cup Final 2019 Password?**

Club Members and Football Family Members have been sent email communication outlining these details.

For Adelaide United Members, your password is your surname followed by your Member number (no spaces).

## **How do I purchase tickets for the presale?**

- Online at Ticketek
  - If you are an Adelaide United reserved seat member and would like to purchase your same seat click [here](#)
  - If you do not wish to purchase your same seat, or are purchasing in the Football Family or general public window, click [here](#)
- Via the telephone on 132 849 or
- Visit a **Ticketek agency**

## **Who do I contact if I'm having trouble purchasing tickets?**

If you are having issues please contact FFA.

Email: [\*\*help@ffa.com.au\*\*](mailto:help@ffa.com.au)

Phone: (02) 8020 4000

Call centre open from 8.30am to 4.30pm Monday-Friday

## **SAME SEAT MEMBERS**

Q: How do I purchase my same seat that I will have in the 2019/20 Hyundai A-League season?

A: Enter your member password which was sent via email into the password box displayed on the event page by clicking [here](#)

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Q: I am a member and have not received the email, what is my password?

A: The password is your surname followed by your member number (no spaces).

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Q: I am a non-ticketed member and have not received the email, what is my password?

A: The password is your surname followed by your member number (no spaces).

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Q: How long do I have to purchase my same seat?

A: You will be able to purchase your same seat from 12pm Friday October 4 through to 12pm Tuesday October 8.

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Q: Can I purchase tickets on behalf of other reserved seat members?

A: Yes, you will need to enter each members password into the password box for each seat you wish to purchase in the one transaction (to a maximum of 10 per transaction).

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Q: Can I purchase my same seat during the Football Family pre-sale?

A: No, your same seat can only be purchased during the same seat Member presale. You will still have access to the Football Family presale using your password if you would like to purchase additional tickets during this time.

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Q: How do I purchase additional tickets?

A: Additional tickets must be purchased in a separate transaction via clicking [here](#). Additional tickets are unlikely to be seated next to your reserved member seat.

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Q: I do not want to purchase my same seat, can I purchase other tickets?

A: Additional tickets must be purchased in a separate transaction via clicking [here](#). Additional tickets are unlikely to be seated next to your reserved member seat.

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Q: My receipt of purchase does not state that I have purchased my same seat

A: The ticketing system will not display your seat numbers on your email confirmation; it will only display the dollar amount of your purchase. Once the General Public tickets go on sale (9am Wednesday

October 9) you will receive a \$0.00 confirmation showing your same seat information with your tickets.

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Q: I purchased my same seat and I still have not received my ticket

A: All tickets will be sent after the General Public on sale which is 9.00am Wednesday October 9.