

Do I have to make my selection/s now?

No, you have until 1 September 2020 to make your final selection/s. Limits apply to some bonus options and are applied on a first-come-first-serve basis. We recommend you make your selection/s early to avoid disappointment.

When will my credit card be charged?

If you are not registered for City Opt-In auto-renewal we will be in contact with you regarding your payment. If you are registered for auto-renewal, we will be taking payments beginning in October 2020, based on the existing card details provided to the Club. We will contact new sign-ups to provide payment details.

Can I pay for my membership/s upfront?

Yes, if you select that option we will contact you with information about making your upfront payment.

Am I able to speak with someone about my options?

Yes, you can call our membership hotline between 9am – 5pm, Mon-Fri on 1300 255 432 or email our membership team at membership@melbournecityfc.com.au. Additionally, you may request a call back by using the call back facility at the top of this page.

I've changed my mind; how do I update my selection/s?

You can update your selections at any time before 1 September 2020 by calling our membership hotline between 9am – 5pm, Mon-Fri on 1300 255 432. Your new selection/s will be updated, and all previous selections overridden.

Do I have to join the auto-renew program?

No, but we highly recommend it. Auto-renewing your membership via City Opt-In not only eliminates the hassle of manually renewing your membership each year but it also guarantees your seat at AAMI Park each season. If you select the Multi-Season Offer, we'll also apply a price freeze – this means we'll lock in your new lower membership fee for season 2021/22 as well!

Why can't I select my auto-renew option?

If you are already enrolled in our City Opt-In auto-renew program, you are not required to make a selection at this stage. We will automatically roll over your membership/s into next season in accordance with your renewal benefit instructions and charge your nominated credit card beginning October 2020.

Do I have to join the auto-renew program if I select the Multi-Season Offer payment plan?

Yes. If you choose the Multi-Season Offer payment plan, you will be automatically enrolled into our City Opt-In auto-renew program to ensure continuity of your membership across season 2020/21 and season 2021/22.

If I choose to upgrade my membership, will I be able to select my new seats?

No, you won't be able to select your new seat/s as they will be automatically allocated. Members will be given the opportunity to change their allocated seat/s prior to the 2020/21 season by contacting the Club.

Will I get my original seat back after the upgrade period expires?

Whilst we will do everything within our power to place you back into your original seat, we cannot guarantee you will receive the exact same seat in season 2021/22 as you have previously enjoyed in season 2019/20.

If I select a seat upgrade for next season, what happens at the end of season 2020/21?

If you're eligible and you choose to upgrade your seat for season 2020/21 you will automatically revert to your original seating category from season 2019/20. Should you wish to maintain your upgraded seat you will be given the opportunity to do so at the rate for the upgraded membership category in season 2021/22.

If I am eligible and I select a seat upgrade, will I still be able to sit with the people I currently sit with?

If you can see them listed when you log in to the City Together website that means they are registered as part of your group. If so, you will all be moved together so long as everyone in your party selects the seat upgrade renewal offer – any member who does not select the seat upgrade renewal offer will remain in their original seat from season 2019/20. If you cannot see their name/s on the City Together website when you log in, it likely means they are not listed as part of your group. In this case, please call our membership hotline on 1300 255 432 for assistance.

Why can I see my friends' and family's memberships listed in addition to my own?

As the nominated purchaser, you will see all memberships listed in our database under your name.

Do I have to make selections for everyone within my group?

Yes, if you have been provided with a token to access this website it is because you are the nominated purchaser for your group. It is your responsibility to discuss all options with your group and make your selection/s accordingly.

Do all members of my group have to select the same options?

No. Each member of your group may choose the options that best suits them, which you then enter on their behalf as the nominated purchaser. However, if you are selecting a seat upgrade, we recommend that all members of your group select the same 'bonus' option to ensure you can continue to sit together.

I sit with other friends, are they entitled to the same upgrade?

If your friends, or a group of people that you attend matches with have the same type of membership as you in season 2019/2020, then these renewal offers will also apply to them. If you wish to continue sitting together as a group in season 2020/21, please call our membership team on 1300 255 432 for assistance.

Are all members of my family membership entitled to an upgrade?

Yes, all members of a family membership will be entitled to an upgrade/renewal bonus if they were members in season 2019/2020.

I've chosen a City Class ticket upgrade as I was a Platinum member last season, how do I redeem this?

You will be given access to an online portal to redeem your City Class ticket where you will have to ability to select the match you would like to attend in season 2020/21, subject to the Club's usual City Class attendance limitations.

I've chosen a Chairman's Club ticket upgrade as I was a City Class member last season, how do I redeem this?

A member of our team will contact you personally prior to season 2020/21 to discuss your options and eligibility.

Are there any changes to the stadium seating map for season 2020/2021?

Yes. We have made changes to the south end of the stadium to incorporate more GA seating. This has influenced the City Blue areas of the stadium. Please refer to the stadium map above for the new stadium seating map for season 2020/2021.

Can you tell me more about the warm-up top bonus option?

As a member, you're one of our most loyal supporters. You stand with us every game and you've shown your commitment to the club during the recent coronavirus pandemic. To show our gratitude, we're giving all members the membership renewal option to have their name emblazoned upon a commemorative warm-up top to be worn by our players next season. This special edition top will be retailed throughout the 2020/21 season at a discount for members to purchase in sizes S - 2XL. Space on the top is limited to the first 1,200 members, so we encourage you to get in quick, so you don't miss out!

Tell me more about the new Multi-Season Offer payment plan?

We have developed a unique payment plan in direct response to the coronavirus crisis to help our members who may be experiencing some short-term financial difficulties. The Multi-Season Offer payment plan is effectively a two-season membership that allows you to defer 50% of season one's membership (2020/21) fees to then be paid in season two (2021/22). The idea is to keep more money in your pocket in the short-term and then catch up down the track when things have stabilised.

Does it cost more to choose the Multi-Season Offer payment plan?

No, the total payable would be the same as if you purchased two consecutive seasons of membership. There are no additional fees or charges to take part in this plan. In fact, with this offer, you also obtain the benefit of a price freeze to lock in your new lower membership fee for season 2021/22 as well!

What happens if I select the Multi-Season Offer payment plan but I'm unable to continue my membership after the first season?

The new Multi-Season Offer payment plan was designed to make your life easier, not harder. If you're unable to continue with your Multi-Season Offer membership after season one you may choose to exit. You will however be required to repay any outstanding deferred payments from season one (to make up the deferred season one payments), along with a cancellation fee as per the terms and conditions.

Will I be entitled to these membership bonus offers in season 2021/22, if I decide not to renew for season 2020/21?

No, these offers are for season 2020/2021 only, and are only available to full fee paying members from season 2019/2020 who have no outstanding debts with the Club.

I've selected my options for next season, what's next?

Sit back, relax and let us take care of the boring stuff. At the conclusion of the City Together campaign your renewal offer selections will be recorded, and your new membership will be processed. If you are not registered for City Opt-In auto-renewal we will be in contact with you regarding payment. If you are registered for auto-renewal, we will begin taking payments beginning October 2020, based on the existing card details provided to the Club.

Do the normal membership terms and conditions apply?

Yes, in addition to the City Together Renewal Offer terms and conditions, the usual Melbourne City FC membership terms and conditions apply and, where the member is on an auto-renewal program, so do the City Opt-In terms and conditions. In the event of any inconsistency between the normal membership terms and the terms of these renewal offers, the City Together Renewal Offer terms and conditions take priority. View all terms and conditions [here](#).