



## **FAQ's**

### **Should I have received a confirmation email after purchasing membership?**

Yes, once your membership has been processed you will receive an email confirmation of your purchase. Please check your junk inbox if you didn't receive a confirmation email.

### **How long will it take to receive my membership pack?**

Membership packs will be available from the Red Energy Arena reception prior to the first game. We will contact you when the packs are available for collection.

### **Can children enter games for free?**

Children aged four years or younger will receive free entry to Bendigo Braves home games, however, they do not get allocated a seat or membership unless purchased.

### **How do I redeem my tickets for a 3 Game Membership?**

See instructions below.

#### **Step 1**

Purchase membership through the member portal.

#### **Step 2**

Shortly after purchase a unique ticket redemption password will be created and you will be contacted via email with this code.

#### **Step 3**

Log onto the member portal. Under the "my account tab" go to the "ticket redemption page" and select the game you wish to attend.

**Step 4**

Enter your unique password into the box marked “If you have a password, please enter it here”, this will unlock your ability to redeem your tickets.

**Step 5**

Digital tickets will be emailed to you shortly, and can be sent again, or forwarded through the order history tab.

If after you have redeemed, you are no longer able to attend the game, please contact the club prior to the game taking place and your booking will be reversed, allowing you to attend a different game.

**Do I get to choose which 3 games I attend for my 3 Game Membership?**

Yes. Access any 3 regular season games at Red Energy Arena. This does not include finals.

**Can I use one of my 3 games for finals?**

No, Access any 3 regular season games at Red Energy Arena.

**Does the 3 Game Membership include womens and mens matches?**

Yes, the 3 Game Membership covers access to both the womens and mens match on three separate dates.

**Can I get a refund on my membership?**

Refunds on memberships will not be accepted.

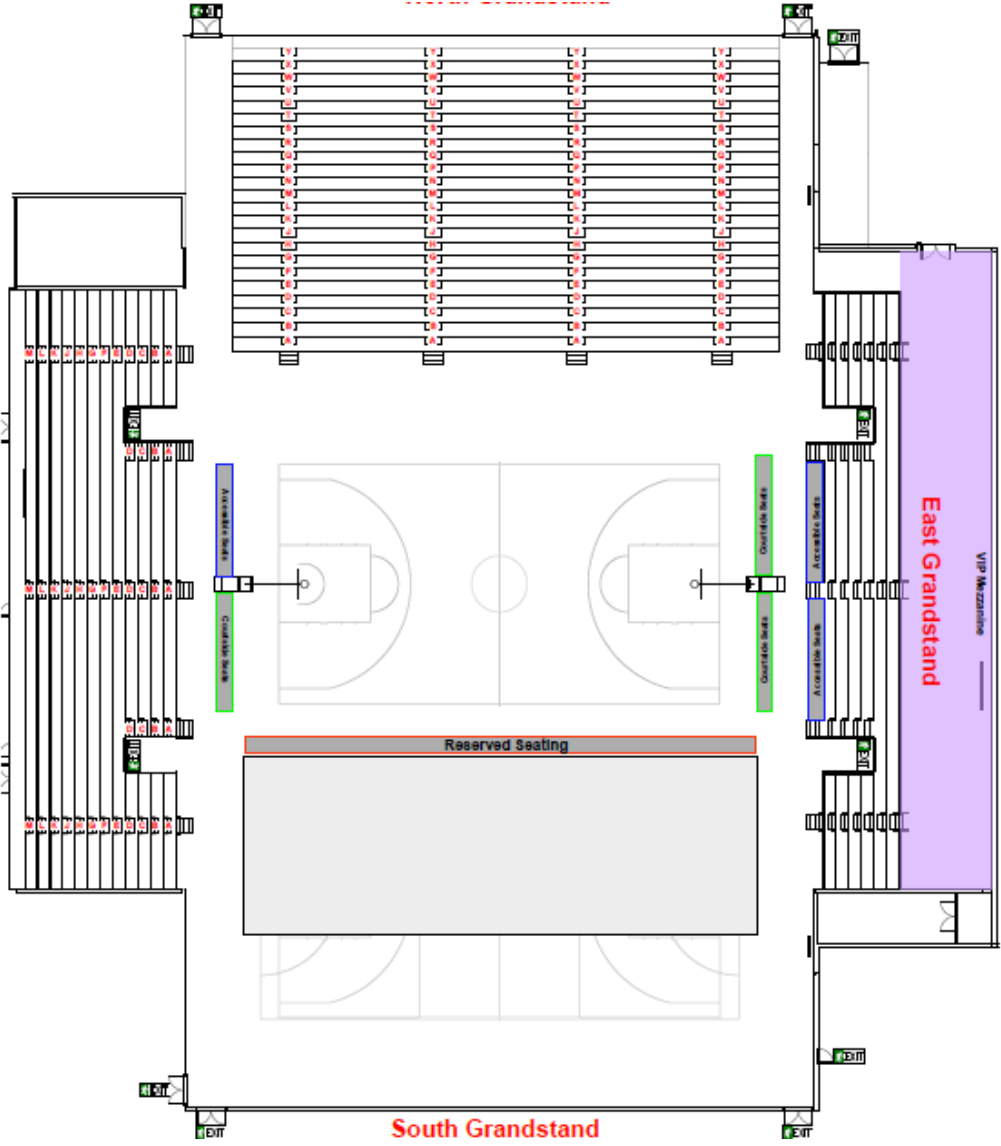
**Where can I find a baby change room?**

There is a baby change room located under the West Grandstand. See seating map below.

**How do I apply for accessible seating?**

Accessible seating is located at the ground level of the West and East Grandstands. See light blue area on seating map below. Members who require accessible seating can ring Red Energy Arena and talk to one of our friendly team who will organise your membership and accessible seat/s. Please call (03) 5440 6200

**West Grandstand**



**South Grandstand**

**East Grandstand**

VIP Mezzanine

Reserved Seating

Available Seats  
Concession Stand

Spine Entrance  
Spine Entrance

Spine Entrance  
Spine Entrance

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