MCC Reserve Seat Returns

Frequently Asked Questions

Will I be able to return my ticket for all events at the MCG?

Ticket Return via the Ticketek App is currently only available for selected events at the MCG. If ticket return is available, it will be communicated on mcc.org.au

Can I return more than one ticket in my order?

Yes you can return more than one ticket, however you will only be able to return one ticket at a time.

How early can I return my ticket?

You will be able to return you ticket any time after tickets go on-sale up to 5pm, one business days prior to an event.

Business days are Monday-Friday, excluding Victorian public holidays.

When will I receive the refund of my ticket price?

The ticket price will be automatically refunded back to the card used to purchase within 7-10 business days.

If you purchased your ticket in person at the MCC Membership Services Office, please contact the club on (03) 9657 8888 to arrange your refund.

How much will be refunded?

You will be refunded the full value of your ticket, less any service & handling fees that were charged at time of purchase.

If the ticket you are returning was $0.00, no refund will be issued.

I returned the wrong ticket. Can I get this back?

Unfortunately, no. All ticket returns and refunds are final. Before finalising your ticket return, you will be prompted to confirm the details of the ticket you are returning.

If you accidentally return the wrong ticket, you may not be able to purchase this again due to demand for tickets. Please check www.ticketek.com.au for current availability.

I have been successful in the ballot for MCC Members' dining. Should I return my reserved seat ticket(s) via the Ticketek app?

No, separate instructions to obtain a refund for your reserved seat(s) will be provided in your Members' Dining confirmation email.

The ticket I want to return is in the middle of my group. How do I keep my group together?

To ensure your group remains seated together, please contact Ticketek to facilitate this return on 1300 665 915.

What are the steps to return my ticket?

Step 1: Open the Ticketek app on your smartphone, and tap the *Tickets* icon

Step 2: In your *Ticket wallet*, scroll to the ticket/seat you wish to return, and tap *Return ticket*.
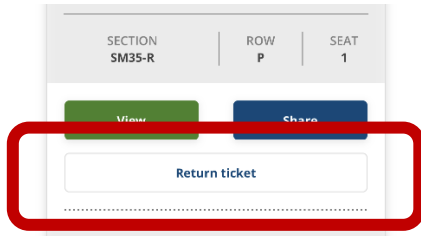
Step 3: A notification will appear, confirming you wish to return your ticket. It is important to check the correct barcode/seat is being returned, as this cannot be undone. To return your ticket, tap *Return ticket*.
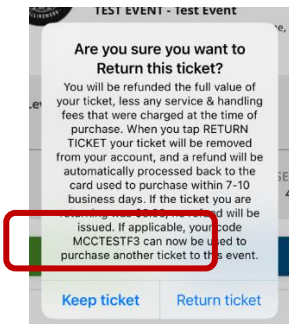
Step 4: Once returned, the ticket will be marked *No longer valid*.