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Seat Return Instructions

Step 1: Log in to your Swan-e Account

Step 2: Click on 'My Events'

Step 3: Select the match you wish to return your seat for by clicking 'Select Event'

Step 4: Click 'Return'

Step 5: Select the seat you wish to return and click 'continue'

Step 6: Select 'Seat Return' and click 'continue'

Step 7: Review your details and click 'submit'.

Step 8: You'll receive a confirmation email to advise of your return.

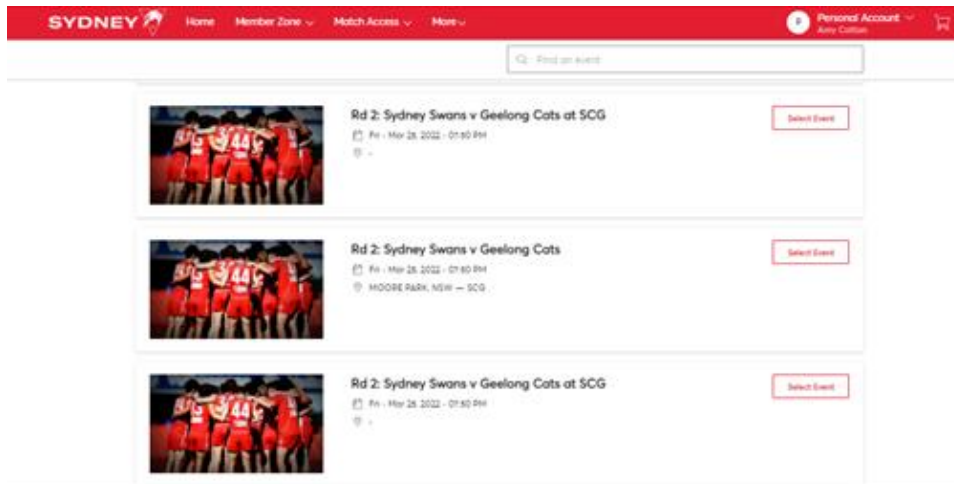
Please Note: Seat return cannot be undone. Only return your seat if you are 100% sure you will not be attending this match. Your Mobile Member ticket will no longer allow you access to the match once seat return has been submitted

Credits will be issued per match where the seat is sold to the general public. Discount will be applied to 2025 membership payment.

Seat Return Instructions (with screenshots)

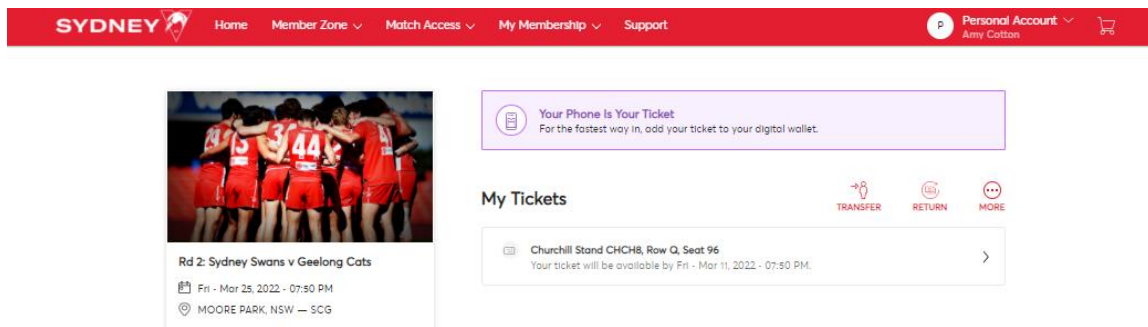
Step 1: Log in to your Swan-e Account

Step 2: Click on 'My Events'



Step 3: Select the match you wish to return your seat for by clicking 'Select Event'

Step 4: Click 'Return'



Step 5: Select the seat you wish to return and click 'continue'



Rd 2: Sydney Swans v Geelong Cats
Fri - Mar 25, 2022 - 07:50 PM
MOORE PARK, NSW — SCG

Return Tickets

Select the tickets for this event that you would like to return. Once selected, click Next to continue to the next step.

- Select All (1)
- Churchill Stand CHCH8, Row Q, Seat 96

Cancel Continue

Step 6: Select 'Seat Return' and click 'continue'



Rd 2: Sydney Swans v Geelong Cats
Fri - Mar 25, 2022 - 07:50 PM
MOORE PARK, NSW — SCG
TICKETS SELECTED FOR RETURN EDIT
Churchill Stand CHCH8, Row Q, Seat 96

Return Tickets

Select a reason for your return. After selection click Continue to proceed.

- Seat Return

Cancel Continue

Step 7: Review your details and click 'submit'.

Step 8: You'll receive a confirmation email to advise of your return.

Please Note: Seat return cannot be undone. Only return your seat if you are 100% sure you will not be attending this match. Your Mobile Member ticket will no longer allow you access to the match once seat return has been submitted

Credits will be issued per match where the seat is sold to the general public. Discount will be applied to 2025 membership payment.



Review the details of your Return

Below is a final review of your return. Please review the event and ticket details. Once you review, click Submit.

Return Summary [Edit](#)

Rd 2: Sydney Swans v Geelong Cats
QTY: 1 Ticket
Fri - Mar 25, 2022 - 07:50 PM
SCG

Tickets selected for return

Churchill Stand CHCH8, Row Q, Seat 96

Return Payment
You will receive an account credit for the return total listed in the summary section. Please note, you will not receive a credit for any service fees you previously paid with these tickets.

Review

Total Return AUD 0.00
Churchill Stand CHCH8, Row Q, AUD
Seat 96 0.00

Note: Review your selections, your current seats won't be returned until you click submit.

Submit

Seat Return FAQs

What is seat return?

Our Seat Return program provides Sydney Swans members the opportunity to 'return' their seat for game they are unable to attend. The members seat is then released back to Ticketek to provide general ticket buyers and other members the opportunity to purchase and attend. If the seat is successfully purchased, members will receive credits which will be applied to the 2025 membership payment.

How much credit will I receive if my seat is purchased via Ticketek?

Credits will be issued per match where the seat is sold to the general public. Discount will be applied to 2025 membership payment.

Platinum

Adult: \$35.00

Concession: \$25.00

Youth: \$17.00

Junior: \$10.00

Gold

Adult: \$25.00

Concession: \$17.00

Youth: \$7.50

Junior: \$5.00

Should venue capacity be required to be below 100% due to COVID-19 government health and safety restrictions or for any other health or safety restriction, the 2024 Seat Return and credit will not be available.

SYDNEY SWANS LIMITED

ROYAL HALL OF INDUSTRIES, 1 DRIVER AVENUE, MOORE PARK, NSW 2021
T: 02 9157 5020 | SYDNEYSWANS.COM.AU



PRINCIPAL PARTNER



How do I return my seat?

Members can return their seat by logging in to their Swan-e Account.

Click on 'My Events' and select the match they wish to return their seat for by clicking 'Select Event'.

Click 'Return' and select the seat to return and click 'continue'.

Select 'Seat Return' and click 'continue'. Review the details and click 'submit'.

Please Note: Seat return cannot be undone. Members should only return the seat if they are 100% sure they will not be attending this match. Mobile Member ticket will no longer allow you access to the match once seat return has been submitted.

How close to the match can I return my seat?

Seat Return will be switched off at midday the Friday prior to the game (midday Wednesday/Thursday if the game is on a Thursday/Friday night).

What happens if my seat is not purchased via Ticketek?

Credits will only be applied to 2025 membership payment if the member seat is successfully purchased/sold via Ticketek.

I've returned my seat however I now want to attend the match?

Once members have submitted their seat return through their Swan-e account they will be unable to use their mobile member ticket for this match.