

HOW TO ACCESS THE SEAT CHANGE WINDOW

(Glass House Club, 11 Game, 8 Game, 5 Game packages)

1. Go to the [MyDolphins](#) home page and click **Sign In** located in the top right corner.



2. Enter the email address associated with your account then click **Next**.
This is the email address you nominated at the time of sign up. Please note only the primary account holder is set up to access the MyDolphins Account.

My Dolphins NRL Account

Sign In

Email Address *

membership@dolphinsnrl.com.au

Make sure you sign in with your Dolphins NRL Account Manager email and password. This may be different from your personal Ticketmaster account.

Don't have a Dolphins NRL Account? [Create Account](#)

Next

3. Enter your password then click **Sign In**.

My Dolphins NRL Account

Sign In

Password *

.....|

SHOW

Remember Me

[Forgot Password?](#)

Sign In

4. Click **Access Now** on the pop-up window the dashboard.



5. Select **Change Seat** for each membership seat you wish to change, then click **Next**


If you hold a membership which covers you at Suncorp Stadium & Kayo Stadium, you can choose to only change seats at one venue. If you wish to change seats at both venues, you will need to change your Suncorp Stadium seat first, then complete the process again for Kayo Stadium.


Home 2024 Membership Packages Member Zone My Account

Select the current seats you would like to change

The seat blocks on your account that you are eligible to change are listed below. You may be able to select multiple blocks based on the locations listed. When you select a seat block, if you have other available seat blocks to select, they will remain enabled. Any seat blocks you can't select, will be grayed out. Once you select the seat block(s), click Next.

Next >

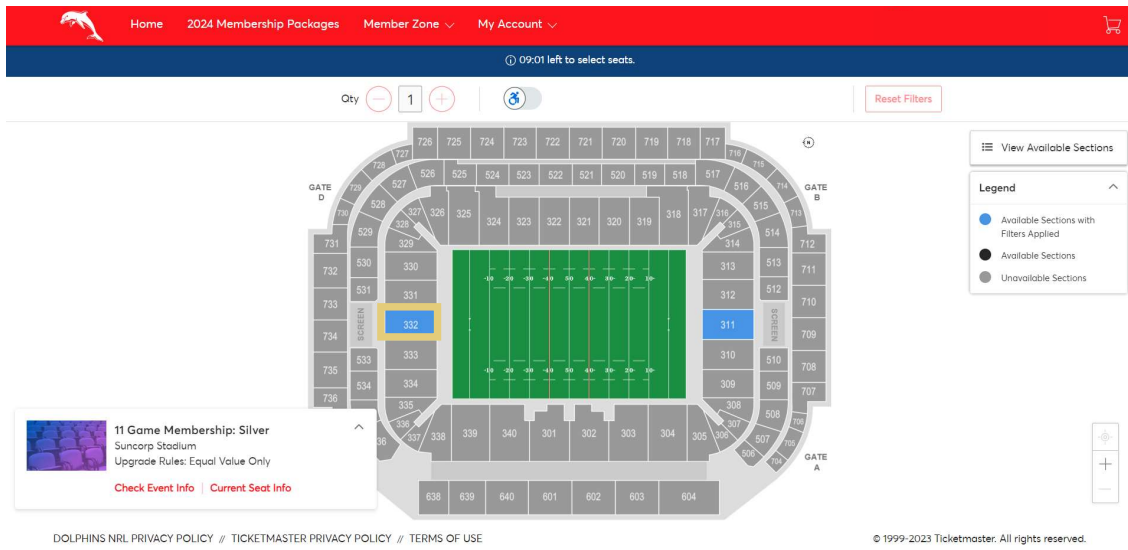
11 Game Membership: Silver  Section 332, Row 1, Seat 13 Adult - Renewal	Cost of Seats: AUD 325.00 X 1 Seat = AUD 325.00	Paid Amount: AUD 325.00	<input checked="" type="checkbox"/>
Upgrade until Fri • 27 Oct 2023 • 11:59 PM			

Kayo Stadium Seats  Section POD7, Row L, Seat 18 Adult - Renewal	Cost of Seats: AUD 0.00 X 1 Seat = AUD 0.00	Paid Amount: AUD 0.00	Change Seat
Upgrade until Fri • 27 Oct 2023 • 11:59 PM			

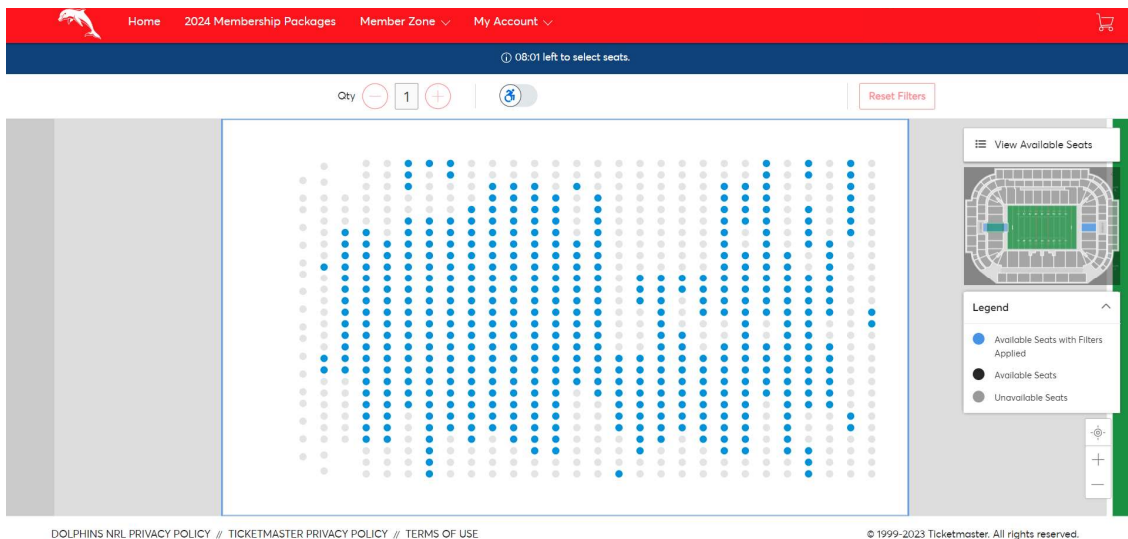
DOLPHINS NRL PRIVACY POLICY // TICKETMASTER PRIVACY POLICY // TERMS OF USE

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6. You can select your new seat from the Interactive Seating Map. Firstly, **select your desired section**. Available options are highlighted in light blue. Please note there is a 10 minute countdown timer to finalise your change.



7. Once you select the section, available seats are shown as the blue dots on the seating map. **Click to choose your new seat.**



8. Once you have selected your new seat, click the **Shopping Cart** in the top right corner and select **Continue**.

The screenshot shows the Ticketmaster website interface. At the top, there is a navigation bar with links for Home, 2024 Membership Packages, Member Zone, and My Account. Below this is a blue header with a search bar and a notification icon. The main content area features a grid of seats with the number '332' highlighted in the center. A 'Shopping Cart' overlay is visible on the right side, displaying the following information:

- 11 Game Membership: Silver
- Suncorp Stadium
- Section 332, Row 14, Seat 12
- Adult - Renewal: 1
- AUD325.00
- Cost of Seats: AUD325.00
- Paid Amount: -AUD325.00
- Total Amount: AUD0.00

A red 'Continue' button is located at the bottom of the shopping cart overlay. Below the seat grid, there are links for 'DOLPHINS NRL PRIVACY POLICY', 'TICKETMASTER PRIVACY POLICY', and 'TERMS OF USE'. At the bottom right, there is a copyright notice: '© 1999-2023 Ticketmaster. All rights reserved.'

9. If you are happy with the seat change, confirm the changes by selecting **Checkout**.

The screenshot shows the 'Shopping Cart' page. The navigation bar at the top is the same as in the previous screenshot. The main content area is titled 'Shopping Cart' and includes the instruction: 'Review the items added in your shopping cart below and proceed to checkout in order to confirm them.'

The cart is divided into two sections:

- New Seats (1)**: Contains one item: '11 Game Membership: Silver' for 'AUD 325.00 x 1 Seat' at a total of 'AUD 325.00'. The item details are 'Section 332, Row 14, Seat 12'.
- Current Seats (1)**: Contains one item: '11 Game Membership: Silver' for 'AUD 325.00 x 1 Seat' at a total of 'AUD 325.00'. The item details are 'Section 332, Row 1, Seat 13'.

Each item has an 'Edit' button. To the right of the cart items is a 'Summary' box with the following information:

- Cost Difference: AUD 0.00
- Cost of Seats: AUD 325.00
- Previously Applied Payments: -AUD 325.00
- Total Amount Due: AUD 0.00

A red 'Checkout' button is located at the bottom of the summary box. A note below the summary states: 'Note: This total does not include service fees if any. Any applicable fees will be added in the next step at checkout.'

10. To finalise, tick that you accept the Terms & Conditions and select **Place Order**.
If your seat change is successful, you will receive a confirmation email.

A red horizontal bar at the top of the page. On the left, there is a white icon of a hand holding a pen. On the right, the text "Time Remaining 07:43" is displayed in white.

Complete the checkout steps and submit your request

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click "Submit".

Delivery & Shipping ✓

11 Game Membership: Silver: Mail

Payments ✓

Payment Not Required
Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.

Order Summary AUD 0.00

I accept the **Terms and Conditions**

Place Order

Cart items

1 Items Summary AUD 0.00

11 Game Membership: Silver
Section 332, Row 18, Seat 12
AUD 0.00

Total Value AUD 0.00

11. All done! Once your order has been placed you will receive a confirmation email of your change.

You're All Set!

You have changed your tickets successfully!

Below are the details of your seat change. A confirmation and receipt has been sent to your email

[My Account](#)

A graphic with a white background. On the left, the text "2024 SEAT CHANGE CONFIRMED" is written in bold red letters. In the center, there is a photograph of a rugby player in a red jersey with "SUNCORP" and "SUNSHINE COAST" logos, kneeling on a red field. To the right, there is a blurred image of a fan in a red shirt cheering.

11 Game Membership: Silver

Suncorp Stadium