

HOW TO REDEEM YOUR SUNCORP STADIUM GAMES (3 & 5 Game Membership)

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?](#)

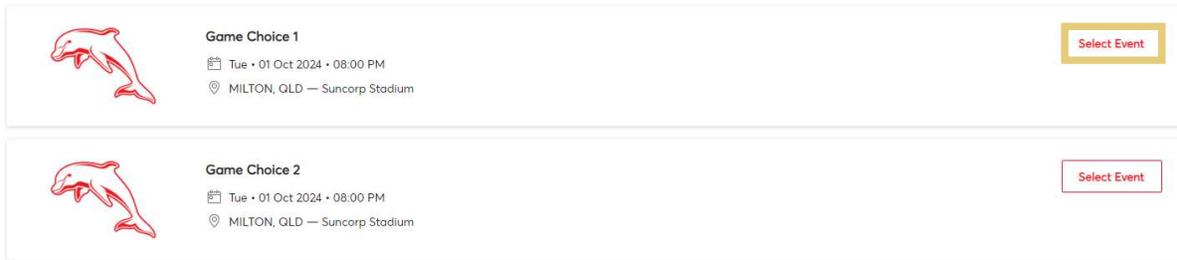
Sign In

4. Select **Member Zone** then select **Redeem 3 and 5 Game Tickets** from the drop-down menu



5. Displayed are your tickets which you can select a game for. For your first game, click **Select Event** next to **Game Choice 1**.

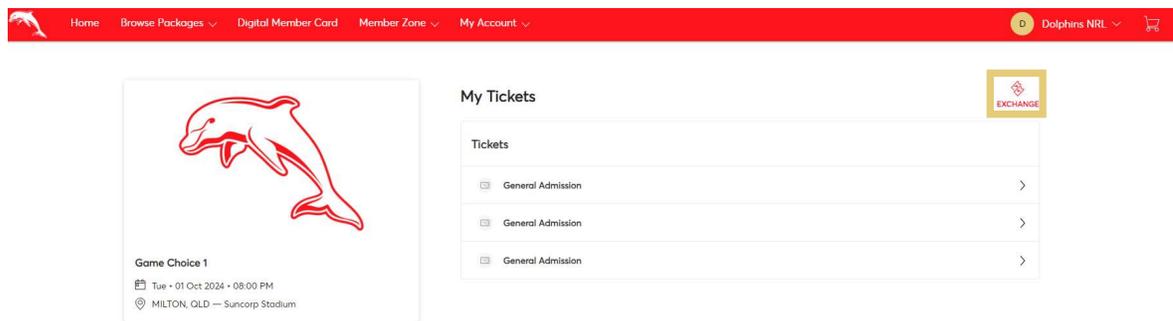
Once you finalise your first game selection, you can select Game Choice 2 and Game Choice 3 to choose your second and third games.



The screenshot shows two identical 'Game Choice' cards. Each card features a red dolphin logo on the left. To the right of the logo, the text reads 'Game Choice 1' (or 'Game Choice 2'), followed by a calendar icon, 'Tue • 01 Oct 2024 • 08:00 PM', and a location pin icon, 'MILTON, QLD — Suncorp Stadium'. A yellow 'Select Event' button is positioned in the top right corner of each card.

6. Select Exchange

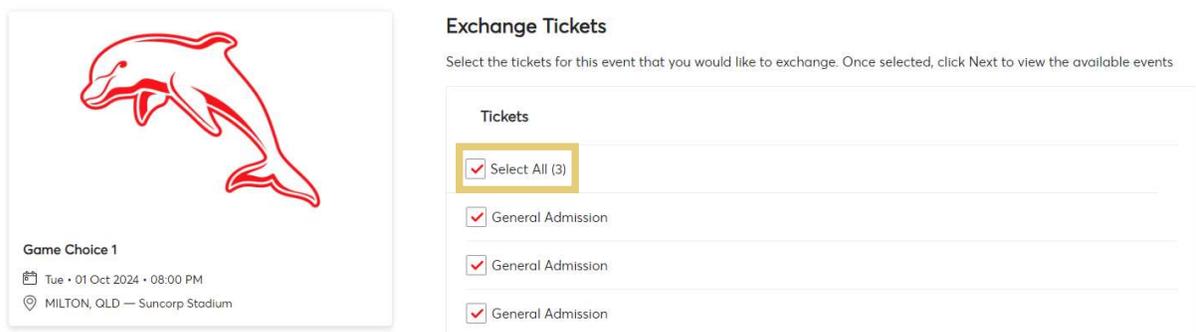
Your tickets will be listed as General Admission as the seats have not yet been selected. If you hold multiple 3 or 5 Game Memberships, General Admission will be listed for each membership held.



The screenshot shows the 'My Tickets' page. On the left, there is a card for 'Game Choice 1' with the dolphin logo and event details. On the right, under the heading 'My Tickets', there is a list of three 'General Admission' tickets. A yellow 'EXCHANGE' button is located in the top right corner of the ticket list area. The top navigation bar is red and contains links for Home, Browse Packages, Digital Member Card, Member Zone, and My Account, along with a user profile icon and 'Dolphins NRL'.

7. Tick **Select All** to redeem a ticket for each of your 3 or 5 Game memberships. Then select **Continue**.

If you hold multiple 3 or 5 Game memberships and only want to redeem a ticket for one of them, only tick one of the General Admission boxes.



The screenshot shows the 'Exchange Tickets' page. On the left, there is a card for 'Game Choice 1' with the dolphin logo and event details. On the right, under the heading 'Exchange Tickets', there is a list of three 'General Admission' tickets. The 'Select All (3)' option is checked and highlighted with a yellow box. Below it, each of the three 'General Admission' options is also checked. A note above the list says: 'Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events'.

8. You will now see each of the games you are eligible to redeem your tickets for. Click **Select Event** next to the game you wish to attend.

Exchange Tickets

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

Available Events Sort By: Event Date

- Dolphins NRL v Cowboys**
Sun - 10 Mar 2024 - 03:05 PM
MILTON, QLD - Suncorp Stadium [Select Event](#)
- Dolphins NRL v Wests Tigers**
Sat - 06 Apr 2024 - 06:35 PM
MILTON, QLD - Suncorp Stadium [Select Event](#)
- Dolphins NRL v Knights**
Sun - 28 Apr 2024 - 02:00 PM
MILTON, QLD - Suncorp Stadium [Select Event](#)
- Dolphins NRL v Sea Eagles**
Thu - 09 May 2024 - 07:50 PM
MILTON, QLD - Suncorp Stadium [Select Event](#)

Game Choice 1
Tue - 01 Oct 2024 - 08:00 PM
MILTON, QLD - Suncorp Stadium

TICKETS SELECTED FOR EXCHANGE [EDIT](#)

- General Admission
- General Admission
- General Admission

9. You can select your seat/s from the Interactive Seating Map. Firstly, **select your desired section**. Available options are highlighted in light blue.

ISM | Dolphins NRL

am.ticketmaster.com/dolphinsnrl/exchange/ism

Home Browse Packages Digital Member Card Member Zone My Account

D Dolphins NRL

05:23 left to select seats

City 1

Reset Filters

View Available Sections

Legend

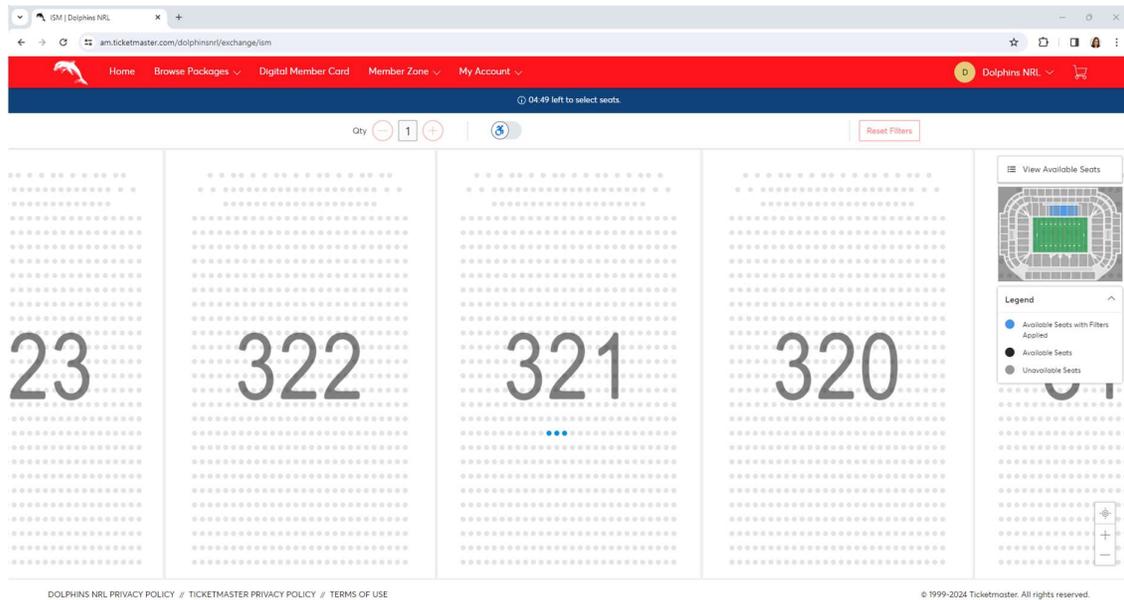
- Available Sections with Filters Applied
- Available Sections
- Unavailable Sections

Dolphins NRL v Cowboys
Sun - 10 Mar 2024 - 03:05 PM - Suncorp Stadium
Exchange Rules: Specific Price Points
[Check Event Info](#) [Current Seat Info](#)

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

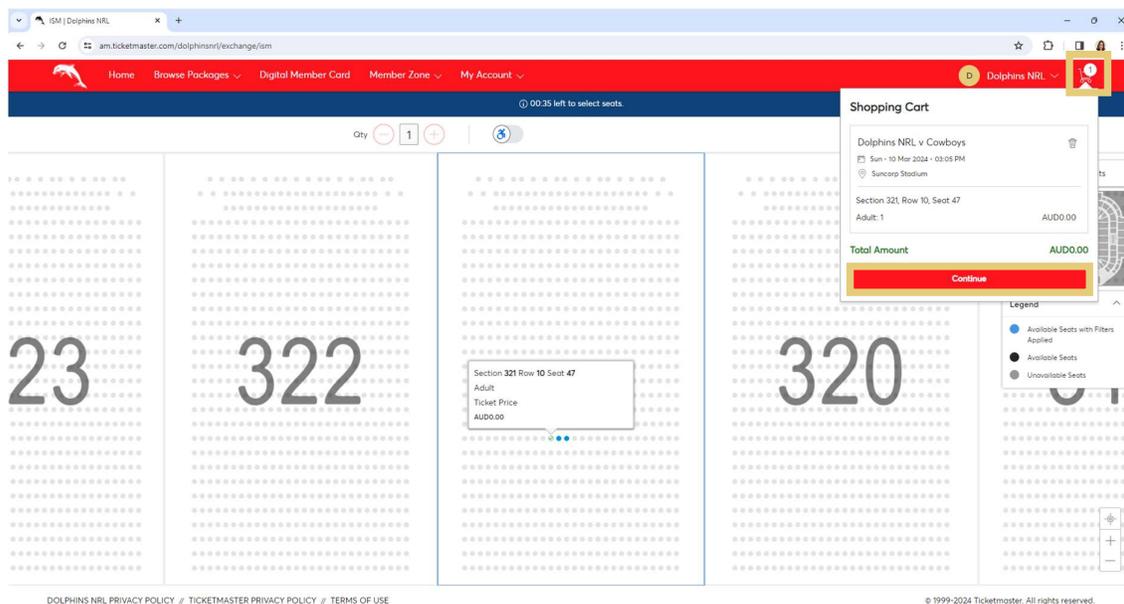
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10. Once you select the section, available seats are shown as the blue dots on the seating map. **Click to choose your seat/s.**



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

If you would like to purchase additional seats for family and friends, you can click on additional seats on the map which will be at the Member discounted rate.



12. If you are happy with your selection, confirm by selecting **Submit**.

Review the details of your exchange

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Submit.

New Event Edit

Dolphins NRL v Cowboys
QTY: 1 Ticket
Sun - 10 Mar 2024 - 03:05 PM
Suncorp Stadium

New Tickets

- Section 321, Row 10, Seat 47

Event selected for Exchange Edit

Game Choice 1
QTY: 1 Ticket
Tue - 01 Oct 2024 - 08:00 PM
Suncorp Stadium

Tickets Selected for Exchange

- General Admission

Summary

Cost of New Seats:	AUD 0.00
Section 321, Row 10, Seat 47	
Applied Credits:	AUD 0.00
Total cost of new seats: AUD 0.00	
Applied Credits: AUD 0.00	
Total Amount Due:	AUD 0.00

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

Submit

13. To finalise, tick that you accept the Terms & Conditions and select **Place Order**.

Complete the checkout steps and submit your payment

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 ✓

Dolphins NRL v Cowboys: Will Call
Will Call

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**

- Dolphins NRL v Cowboys**
Section 321, Row 10, Seat 47
AUD 0.00

Total Value **AUD 0.00**

14. All done! You will receive a confirmation email of your selection.

If you wish to select your other included games now, select **Go Back to My Events** and complete the process again. You do not need to select each game immediately, and you can wait during the season as your schedule allows.

