



## **Football Account Plus (FA+) Membership FAQ**

### **About (FA+)**

FA+ is Football Australia's premium membership program. For over a decade, fans have enjoyed access to the free Football Account tier. FA+ is a paid upgrade available to fans that offers enhanced benefits and priority access to exclusive football experiences.

More than just a gateway to the FIFA World Cup 2026™, FA+ gives members exclusive access to Football Australia's limited ticket allocation for CommBank Socceroos matches. For \$99 (inc. GST) per year, members receive 15% off tickets to CommBank Socceroos and CommBank Matildas home matches, plus discounts for the Hahn Australia Cup and Australian Championship games.

FA+ unlocks a range of exclusive benefits, including:

- Special access at open training sessions
- A \$20 official merchandise voucher to spend at the FA online store.
- Priority access to exclusive merchandise drops
- Invitations to Football Australia events
- Football Australia Partner discounts

We're also developing insider content to bring fans closer to the action and their favourite players. No matter what's happening in football, FA+ members enjoy year-round priority access, keeping them connected and rewarded for their support.

### **Payment**

Q: How much does FA+ cost?

A: To upgrade from Football Account free tier, the cost is \$99 (inc. GST) with benefits up to 12 months depending on when you join. This covers the opportunity to access Football Australia's FIFA World Cup 2026™ ticket allocation for the three CommBank Socceroos group stage matches and ongoing benefits. For the launch year, the membership will run until 31 October 2026. If the CommBank Socceroos progress beyond the group stage, you will be afforded the opportunity to access and purchase tickets for those matches.

Q: Are there any additional fees on top of the \$99 FA+ membership?

A: No. There are no additional fees.

Q: What payment methods are accepted for FA+ membership and ticket purchases?

A: FA+ memberships and ticket purchases are processed through Shopify's secure payment gateway. Accepted Shopify payment methods include:

- Credit and debit cards: Visa, Mastercard, American Express, and UnionPay
- Digital wallets: Apple Pay, Google Pay, and Shop Pay
- Other methods: Depending on your location, additional options like Bancontact and iDEAL may also be available

All transactions are processed in Australian Dollars (AUD).



## Member Benefits

Q. What benefits do I get beyond the opportunity to access Football Australia's FIFA World Cup 2026™ ticket allocation?

A:

- 15% off tickets to CommBank Socceroos and CommBank Matildas home matches as well as other National team events\*
- Exclusive FA+ member bay at open training sessions (best spot for autographs) \*
- A one-off \$20 merchandise voucher (more to come) \*
- Access to Football Australia Partner Discounts. (more to come) \*
- Priority access to Football Australia hosted fan experiences and events outside of match experiences\*

*\*Subject always to availability, venue capacity, seating plans, available home and away teams and any other applicable access or capacity constraints as communicated by Football Australia to you from time to time.*

Q. How do I claim my ticket discounts?

Once a match involving the CommBank Socceroos and/or CommBank Matildas (excluding FIFA World Cup 2026™ and AFC Women's Asian Cup Australia 2026™ matches) is announced and ticket sale dates are confirmed, FA+ members will receive an email containing a unique code and a designated timeframe to purchase tickets. Members will enjoy **15% off** ticket prices for a limited time before tickets are released to the public.

The number of tickets available for purchase will depend on venue size and demand. All ticket access is subject to availability, venue capacity, seating plans, participating teams (home and away), and any other access or capacity constraints as communicated by Football Australia from time to time.

Q. Do I have to purchase tickets in certain areas to be eligible for the discount?

Football Australia is working to provide the best experience for FA+ members. In most cases and depending on venue size and any planned member-specific activities, ticket discounts will apply across a broad range of ticket categories—not limited to specific seating areas.

Q. How do I access training sessions and exclusive fan events?

When an open training session or fan event is confirmed for a home or away match, FA+ members will receive an invitation to attend. Attendance may be limited due to venue size, and FA+ members will receive priority access. Invitations are non-transferable, and access will only be granted to members who have registered their expression of interest. A digital membership card will be introduced soon to help identify FA (free) and FA+ members.

Access to training sessions and fan events is always subject to availability, venue capacity, seating plans, participating teams (home and away), and any other access or capacity constraints as communicated by Football Australia from time to time.

Q. How do I access merchandise offers?

Merchandise offers will be available exclusively through the online Football Australia store which is currently being redeveloped. FA+ members will receive regular email updates with details on how to redeem their one-off \$20 merchandise voucher. Additional exclusive merchandise offers will also be made available to FA+ members throughout the year. Stay tuned for more.



Q. How do I access partner offers?

Partner offers from Football Australia will be communicated to FA+ members via their preferred communication method following the launch of the FA+ program. Stay tuned for updates and exclusive deals.

Q. Are there additional membership tiers?

A: There is a Football Account free tier, which provides members with basic benefits, and one paid tier known as FA+. We have kept the launch simple and focused to ensure members get the best possible experience from day one. Football Australia is continuously reviewing feedback and demand, and additional membership tiers are being planned for future phases. These may include enhanced benefits or tailored packages to suit several types of fans.

Q. Can I upgrade my FA+ membership if new tiers are introduced later?

A: Yes. However, there will be no additional tiers within the first 12 months. FA+ members will be notified via their chosen form of communication when new tiers are added.

Q. When will the other tiers be available?

A: Football Australia will be actively exploring additional tiers and expect to expand the program in future phases based on member feedback and demand.

Q. Is FA+ available internationally?

A: Yes. Certain benefits (such as domestic match discounts) only apply to events in Australia. However, access to Football Australia's FIFA World Cup 2026™ ticket allocation is only available to FA+ Australian citizens, regardless of location, and Australian permanent residents. Other benefits are available to FA+ members regardless of location.

Q. Can children have an FA+ membership?

A: FA+ memberships are available to fans aged 18 years and over. Parents and guardians are welcome to join FA+ themselves to unlock benefits for their families, including discounted match tickets and access to special events.

## **Football Australia's FIFA World Cup 2026™ Ticket Allocation**

Q: How do I get the opportunity to access Football Australia's FIFA World Cup 2026™ ticket allocation?

A: By becoming an FA+ member for \$99 (including GST), you'll gain access to 12 months of exclusive benefits, valid until 31 October 2026, including the opportunity to apply for tickets to CommBank Socceroos matches at the FIFA World Cup 2026™.

Once the official tournament draw is completed on 6 December 2025 (AEST) and Football Australia receives confirmation of its ticket allocation from FIFA, details will be shared with FA+ members about how to apply or enter a ballot through their chosen communication channel. Access will be based on supply and demand, and all eligible FA+ members will have an equal opportunity to participate.

Q: Do different members have different chances?

A: No. The opportunity to access Football Australia's allocation is not available to members of the Football Account free tier.

For Football Australia's FIFA World Cup 2026™ ticket allocation, all FA+ members have the same chance and opportunity. All entries are equal, creating a fair and transparent process.

Q: When is the deadline to secure my opportunity to access Football Australia's FIFA World Cup 2026™ ticket allocation?

A: You must join FA+ *before the published closing date* (aligned with FIFA's official ticket timeline) to be eligible. Please check the Football Australia website and social media pages for regular updates.



Q: Is there a waiting period after joining FA+ before I can apply for tickets?

A: Once you become an FA+ member and the ticket application or ballot process opens (following the FIFA World Cup 2026™ draw on 6 December 2025), you will be eligible to apply, provided you joined before the published closing date. Make sure to check Football Australia's website and social channels for updates on timelines.

Q: What happens if I don't secure tickets?

A: Even if you miss out on tickets, your FA+ membership still delivers value through to 31 October 2026. You'll continue to enjoy benefits such as discounted tickets to National Teams, Hahn Australia Cup, and Australian Championship matches, access to exclusive FA+ events, merchandise savings, and priority opportunities for future marquee matches.

Q: How many tickets can I purchase if my application or ballot entry is successful?

A: Each FA+ member can apply for or enter the ballot for multiple CommBank Socceroos matches during the Group Stage, and for additional matches if the team progresses beyond it. However, there is a limit of two tickets per successful application or ballot entry per match, in line with [FIFA's Household Terms and Conditions](#). This ensures fair access for all members and gives more fans the opportunity to attend.

Q: What if I want more tickets for my family? Do I need additional FA+ memberships?

A: Each FA+ membership allows you to request up to two tickets per application or ballot entry per match. If you'd like to access more tickets, for example, for family or friends, you'll need to purchase additional FA+ memberships under separate accounts. This is subject to FIFA's Household Terms and Conditions and helps ensure a fair process that gives more fans the opportunity to attend.

## **Eligibility**

Q: Can I still have the opportunity to access Football Australia's FIFA World Cup 2026™ ticket allocation if I live outside of Australia?

A: Yes, but only if you are an FA+ member and an Australian citizen.

Q: Can I access the ticket allocation if I live in Australia but am not an Australian citizen?

A: Yes, if you are an FA+ member and a permanent Australian resident.

Q: Can I access the ticket allocation if I am not an Australian citizen or resident?

A: No. While non-citizens and non-residents can still purchase FA+ and enjoy its benefits, they are not eligible for access to Football Australia's FIFA World Cup 2026™ ticket allocation. Priority is given to Australians living in Australia or abroad, and to permanent residents.

## **Successful Applicants**

Q: When will successful applicants be notified if they've secured tickets?

A: Successful applicants will be notified immediately after the ticket allocation process is complete by FIFA. Notifications will be sent to the contact details provided during your FA+ membership registration or ticket application. Members are responsible for ensuring their contact information is accurate and up to date.

Q: Can I choose specific seats or sections within the stadium?

A: Seating is subject to FIFA's ticketing and stadium allocation terms and conditions.

Q: Are tickets refundable or transferable if I can no longer attend?

A: Please refer to FIFA's official ticketing terms and conditions.



Q: Will there be a resale platform for unused tickets?

A: Please refer to FIFA's official ticketing terms and conditions.

[FIFA Ticket Terms & Conditions](#)

## **Travel and Logistics**

Q: Does FA+ provide any travel packages or partnerships for flights and accommodation?

A: Football Australia is currently working on official travel packages for fans attending the FIFA World Cup 2026™. These may include flights, accommodation, and other fan experience options. Details will be shared with FA+ members once confirmed. Packages are not guaranteed and are subject to availability and third-party terms.

Q: Will there be support or guidance for visa applications for Australian fans?

A: Fans who purchase official travel packages through Football Australia will receive guidance and support regarding visa requirements for the host countries through Football Australia's third-party travel provider. While Football Australia cannot process visas on behalf of fans, we aim to provide helpful resources to support the application process. More information will be shared with FA+ members once travel packages are confirmed.

Q: Are there any official fan zones or meet-up points for Australian supporters in host cities?

A: Planning is underway to establish official fan zones and meet-up points in host cities for FA+ members and fans who purchase official travel packages. These spaces will offer a safe and exciting environment for Australian supporters to gather, celebrate, and connect. Further details will be shared with FA+ members as plans are finalised.

## **General Support**

Q: I am not receiving any emails

Emails may sometimes end up in spam or junk folders. Please ensure you are subscribed at [Football Account](#), and marked Football Australia as a safe sender. If our emails aren't in any of these folders, please contact the support team here: [Support](#)

Q: How can I update my contact details?

Please contact [Support](#) if you need to change your personal details. If you need to update your payment details you will be notified on how to update these before the renewal dates.

Q: Where can I find my Membership number?

After you join you will be provided with a digital membership, your number is located on the membership which can be added to your phone wallet. You will receive an email to download your unique digital ID membership. Once you've done this, it will sit in your phone wallet. It will be accessible for all Apple and Android users.

Q: How long does the Membership last?

Your FA+ membership commences on the date your membership is accepted by Football Australia and will expire on 31 October 2026. You'll receive notification and information on how to renew your membership prior to the expiration date.

Q: Can I cancel my Membership?

Please refer to our Terms and Conditions which provide details on cancellation and refunds.

Q: I have lost my digital membership card; how can I get a replacement?



Please contact the support team here: [Support](#)

Q. I am unable to attend an invited event, is my memberships transferrable?

No. If you are unable to attend an event, please notify the organiser through the invitation provided. If you have RSVP'd to an event and have failed to attend multiple functions without sufficient reason or notification, Football Australia reserves the right to withhold future invitation.

Thank You