

FREQUENTLY ASKED QUESTIONS

I have purchased a Family Pass, do we only receive one pass for our family or do all members of our Family receive their own pass?

All members of the family will receive their own pass. So if you purchase a Family Pass for Two Adults and Two Children you will all receive your own pass with your name on it.

What if the team I will be supporting is selected after the PSG Supporter Pass Price rise?

Supporter Passes will become more expensive after October 9. However if you are supporting a team that is selected after this date than you will receive a discount code that entitles you to the Early Bird Price

I am a carer of a person who holds a Government Companion Card. Do both of us require a PSG Supporter Pass?

Yes, but the PSG Supporter Passes will be free of cost. There will be a separate registration process for this. Please email buffon.edward.j@edumail.vic.gov.au for more information on this. You will be required to enter card details and present the Government Companion Card at the Adelaide Airport Accreditation Centre.

Can someone collect my PSG Supporter Pass on my behalf?

Yes, but the person who is collecting it on your behalf must have a copy of the attachment you received in an email to show at the Adelaide Airport Accreditation Centre. Furthermore, if you hold a Concession/Pension Pass and someone is collecting it on your behalf they must also have a copy of your Concession/Pension Pass.

I purchased a PSG Family Pass for only Two Adults, but now I want to add a Child to my Family Pass, can I do this?

Yes, if you purchased a PSG Family Pass that didn't include two children and now you would like to add a child to your Family Pass than you can do so by emailing buffon.edward.j@edumail.vic.gov.au . If you do not receive a reply to your email within 48 hours than please call Edward on 0408 853 549. In the email you must include:

- The names of the child/children you would like to add to your Family Pass
- The Date of Birth of the child/children you are adding to your Family Pass

**Please remember that your Family Pass is a maximum of Two Adults and Two Children.*