



AUCTION SITE – FAQ

- Q1. What is the MCFC Auction site?
- A1. The MCFC Auction site is a new ‘members only’ auction site where supporters will be able to use ‘Auction Credits’ to bid for Club memorabilia and/or experiences. For those supporters familiar with Ebay, the concept is the same apart from the fact that bids for items do not involve money. Please visit the Auction website at www.mcfc.co.uk/auction for full details of the experiences and memorabilia available for auction and how to play.
- Q2. How do I earn Auction Credits?
- A2. There are lots of ways to collect auction credits, but really you only have to do one thing: participate with your Club. That’s why you can’t simply buy auction credits, they are always a reward for your involvement with City and a thank you for your loyalty.

When you become a Member we will automatically set up your Auction Credits account. Then you can earn credits in the following ways:

Joining Membership

You have to be a Member to bid in our auctions. So we’ll give you 500 auction credits just for joining, no matter which level of Membership you take out. MCFC Auctions is only open to the following adult members (aged 18 or over) of MCFC; Superbia, Platinum, Gold or Blue membership holders. **Members under the age of 18 are not allowed to accrue credits or participate in MCFC Auctions.**

Spending with City

You’ll earn one auction credit for every £1 you spend on your match tickets and membership. It’s another thank you for your custom.

Competitions

Every time we run a qualifying competition, you’ll earn credits just for entering.

Surveys

What our fans think is really important to us, that's why we'll award you auction credits every time you complete one of our qualifying surveys.

When you interact with the club in any of these ways, make sure you give us your Membership number so we can allocate your auction credits.

Q3. How do I play?

A3. It couldn't be easier. There are just two main rules to remember: you must be a Qualifying Member to play and you can only bid using auction credits.

That means you can't bid with cash and you can't buy credits. Of course, that also means playing won't cost you a penny.

The auctions work like eBay (only you don't spend any money). The first time you log in you will create a username that will be displayed when you are bidding. Then you simply bid on items, or lots, and the highest bidder wins. You can also watch items and whenever you win an auction lot, we'll contact you.

We'll also be ringing the changes every once in a while, just to keep you on your toes. Look out for our lowest unique bid auctions (where the highest bidder doesn't win) and team auctions that let you bid with friends to win a group prize.

Fun, thrills, once-in-a-lifetime prizes, our auctions give you lots! Click on the auctions link now to start bidding.

Q4. I am not a member how can I bid?

A4. This is a member's only auction site. Join Membership today and sign up. All membership products are sold out except Blue, which is just £10.

Q5. How do I know an item is authentic?

A5. If you win an item, and if appropriate, MCFC will provide a certificate of authenticity.

Q6. When do I start earning credits?

A6. We have been adding credits to your account from the day you brought membership, so dating back to June 2012.

Q7. How long do credits last?

A7. Credits are season specific and cannot be carried forward. Credits can be collected from 12:01am on 1st July and must be used by 11:59pm, 30th June each year. After that date, all credits on qualifying member's accounts are reset to zero.

Q8. Can I transfer my credits?

- A8. No, credits are just for you and are associated with your membership number.
- Q9. Are auction credits the same as loyalty points?
- A9. No, they are completely unrelated. Auction credits are solely for spending on our new auction site. Your loyalty points are totally unaffected by auction credits.
- Q10. How regularly will my auction credits be updated?
- A10. Auction Credits will be awarded to a qualifying members account as follows:
- a) For Qualifying Events. In respect of Qualifying Events that take place on Wednesday through to Sunday, auction credits will be credited to the relevant account on or around the following Tuesday. In respect of Qualifying Events that take place on a Monday or Tuesday, auction credits will be credited to the relevant account on or around the Tuesday of the following week.
 - b) For Qualifying MCFC Surveys. In respect of MCFC Qualifying Surveys, the rules set out above will apply and the Qualifying Survey will be deemed to have taken place when the survey closes.
 - c) For Qualifying MCFC Competitions. In respect of MCFC Qualifying Competitions, the rules set out above will apply and the Qualifying Competition will be deemed to have taken place when the competition closes.
- Q11. Who pays for post and packaging?
- A11. If an auction requires something to be delivered, the winning bidder will be responsible for paying the full cost of postage and packaging. The cost of postage and packaging will be displayed on the Lot before you bid. Alternatively auction Lots can be collecting in person at the Etihad Campus.
- Q12. How often will auctions run?
- A12. Throughout the season. We will put new lots up as quickly as we can secure new items and experiences for you to bid on.
- Q13. What do I do if I have a query about the number of my credits?
- A13. Please email auctions@mcfc.co.uk with your query and a member of Supporter Services will look into this for you.
- Q14. How much can I bid?
- A14. At any one time you can bid on multiple auctions, up to the total value of your auction credits. You can never bid more than your total number of auction credits.

Q15. Can I return my prize after winning an auction?

A15. Unfortunately we can't accept any returns.

Q16. How do I log in?

A16. Use the same supporter number or email and password that you use to log on to mcfc.co.uk or mcfc.co.uk/tickets

Q17. I am a Member but have never signed in online?

A17. OK. You need an email and password to log onto mcfc.co.uk, auctions or the ticketing website. If you don't have one of these call Supporter Services on 0161 444 1894 (Option 1) and they can help you out.

Q18. Can I get credits for food and beverage brought at the stadium?

A18. Unfortunately, not at this time.

Q19. I brought tickets for me and my family/friends do I get all the auction credits?

A19. When you purchase tickets for qualifying friends and family members, if you present your friends & family valid supporter numbers, auction credits will be divided amongst the qualifying friends and family group members and not allocated directly to you. However, if no other valid supporter numbers are presented, auction credits relating to the full value of the product purchase will be allocated directly to you. Please be aware that no credit adjustments are allowed after the transaction has completed so make sure you make the right choice at the time of purchase.

Q20. If I am a successful bidder, what happens after I receive my prize?

A20. As part of the Terms & Conditions for participating in the Auction, you give the Club permission to publish your name and also give your consent to having publicity photographs and/or video images taken which may be used by the Club. See the MCFC Auction Terms and Conditions on the website for full details.