

2018 Lorna Jane Queensland Firebirds Membership Terms and Conditions

GENERAL TERMS AND CONDITIONS

1. The below terms and conditions are relevant to the purchase of 2018 Membership of the Lorna Jane Queensland Firebirds.
2. Terms and conditions of Membership are subject to change and are at the discretion of Netball Queensland.
3. By purchasing a Membership you agree to these terms and conditions. Any individual purchasing a Membership on behalf of a third party shall be deemed to be acting with the consent of such third party to agree to these terms and conditions on their behalf.
4. By purchasing the Membership you acknowledge and agree that you are entering into an agreement on the terms set out in these terms and conditions with Netball Queensland for the entire period of time covered by the Membership.
5. Renewal Period: 2017 Lorna Jane Queensland Firebird Members wishing to renew their seats or apply for a seating change must renew their Membership between 12:00noon (AEST), Thursday 19 October 2017 and 5:00pm (AEST), Wednesday 1 November 2017. Any seats not renewed by this date will be made available to new members.
6. All prices quoted on the 2018 Lorna Jane Queensland Firebird Membership website are inclusive of GST but exclusive of Ticketek commissions and additional charges.
7. Any Members with an outstanding payment from their 2017 Membership will be ineligible to renew or purchase a new Membership until all outstanding balances have been paid.
8. Child, Concession and Family Memberships:
 - a. Child: to qualify you must be aged twelve (12) years or younger as at 31 December 2018.
 - b. Concession: may be purchased by persons holding a current Seniors Card, Pensioners Card or Full-Time Student Card. It is a condition of these concessions that if requested you agree to present your concession identification card upon entry to the venue. Note: Health Care Cards are not accepted as a form of concession.
 - c. Family: may consist of two (2) Adults and two (2) Children (aged up to 12 years inclusive), or one (1) Adult and three (3) Children (aged up to 12 years inclusive). Details of all Members must be completed when applying for 2018 Membership.
9. Membership accounts are transferable upon receiving written authorisation from the original Member requesting to transfer the Membership into another name.
10. Membership Cards/Tickets:
 - a. Ticketed Members will be issued a Membership card for all seven (7) regular season Qld Firebird home games held at Brisbane Entertainment Centre and The Gold Coast Sports & Leisure Centre.

Your Firebirds Membership Card is your ticket to Brisbane Entertainment Centre and Gold Coast Sports & Leisure Centre home games and must be presented upon entry.

b. Firefan Members (non-ticketed) will be issued a Membership Card without a barcode printed on it. This card will NOT provide access to any Qld Firebird home games; details on the 2018 Membership Card will include Members' name and Membership number. Firefan members are eligible to purchase discounted match tickets via the Ticketek website.

11. The Club does not accept responsibility for any lost or stolen Membership Card/s. A \$10.00AUD fee will be charged for the replacement of each Membership Card. Reminder: for all Membership categories, excluding Firefan Memberships, your 2018 Membership Card provides Members with access to Qld Firebird regular season home games.

12. If you are unable to make it to a scheduled Lorna Jane Queensland Firebirds home game, you are permitted to give your Membership Card to another person to utilise. Members are advised that the transferring of match Membership Cards is subject to the class (e.g. concession) of the Membership, and Memberships cannot be upgraded to gain entry to the venue.

13. All Memberships are subject to the terms of entry to Brisbane Entertainment Centre and the Gold Coast Sports and Leisure Centre and any other venue utilised by the Qld Firebirds as a home game venue during the 2018 season.

14. All Qld Firebirds Memberships are subject to the terms of ticket sale from Ticketek (visit www.ticketek.com.au for full terms and conditions) and any other ticketing agency utilised by the Club in 2018.

15. Privacy Policy: Netball Qld (NQ) respects the privacy of the individuals of whom NQ collects, uses, discloses and holds personal information. NQ has a Privacy Policy that is based on the National Privacy Policy Principles contained in the Privacy Act. NQ uses the information it collects to administer the sport of netball in QLD, to provide netball activities and netball-related services, to register, select and insure participants, and to assess the level of interest in Netball.

16. Communication: The primary form of communication with Members will be via Firebirds Member Mail. It is the responsibility of the Member to ensure all contact details are kept up-to-date. To update your Membership contact details log in to your account via the Firebirds Membership Portal or contact the call centre on 1300 066 056 during business hours.

17. Member Benefits:

a. Member benefits are as outlined on the 2018 Qld Firebird Membership website. The Club reserves the right to alter Member benefits and offer additional benefits throughout the season as they become available.

b. The Members-only eNewsletter and other exclusive email communications are available to all Members who provide a valid email address.

c. Member discounts to certain Netball Queensland events will be communicated to 2018 Members via Member Mail. For more information about Netball Queensland and Queensland Firebird events please visit <http://www.firebirds.net.au/> or email firebirdmembership@netballq.org.au

d. Member Only Events: Members will have access to Members-only events throughout the 2018 season. These events are for 2018 Members only and are not transferable to non-Members, except where specified in advance by the Club.

e. Membership packs will be available from December 2017. Details will be sent to the primary account holder when the packs have been mailed allowing them to track its delivery. Whilst the Club will endeavour to ensure Membership packs are available pre-Christmas, this is not guaranteed and subject to change depending on suppliers. If this is the case, printable gift vouchers will be available for Qld Firebird Members should the Membership be a Christmas gift.

Note: The Qld Firebirds reserve the right to change all or any of the Membership details enclosed on the 2018 Qld Firebird Membership website and accompanying Membership Application Forms. All packages are strictly sold subject to availability. The Qld Firebirds reserve the right to decline or cancel Memberships at any time.

18. Payment Plan - DEBIT SUCCESS

a. Debit Success provides Members with the option to pay for their 2018 Qld Firebird Membership in seven (7)-monthly instalments.

b. Debit Success does not accept Diners Card for any transactions. All other major credit cards are accepted but surcharges do apply. Direct Debit is also available as a payment method via Debit Success. For a full list of Debit Success terms and conditions, [CLICK HERE](#).

c. Members will be charged a \$5 sign-up fee when registering for Debit Success monthly instalments. Members will only be required to pay the \$5 sign-up fee when renewing or purchasing their 2018 Membership during the months of October 2017 to May 2018.

d. A 3% processing fee (including GST) will also be charged per transaction when paying via Debit Success.

e. Monthly instalments run from December 2017 to June 2018 (inclusive).

21. Photography and Image use permission: In becoming a 2018 Qld Firebirds Member, you and/or those using your Membership are granting Netball Qld, Netball Australia and Suncorp Super Netball permission to use images, footage and potential interviews taken at Qld Firebird events and/or games, to help promote the sport of netball and the Qld Firebirds.

This imagery/footage may be used in various ways including but not limited to; Website, Facebook, Twitter, Instagram, YouTube, marketing collateral and other Qld Firebird related materials, or provide to media outlets and agencies for the purpose of promoting the sport and the Qld Firebirds.

22. The Finals Series Priority Ticketing offer applies to any Suncorp Super Netball Finals Series games hosted by the Qld Firebirds. In the event the Qld Firebirds contest an away Finals Series match, Firebird Members will be offered priority ticketing where available and at the discretion of Netball Australia.

ADDITIONAL MEMBERSHIP OFFERINGS

1. The Lorna Jane Queensland Firebirds at their discretion reserve the right to create additional Membership packages relevant to availability.
2. The Lorna Jane Queensland Firebirds will use best endeavours to ensure offerings of new Membership to market are communicated to current members prior to general public sale and where possible offer first right to purchase.