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# *Cronulla Sharks*

## *Terms and Conditions*

# *Terms and Conditions*

All Cronulla Sharks Members are bound by the following 2026 Membership Terms and Conditions. The completed Membership application or purchase of Membership and these Terms and Conditions (including any incorporated terms) form a legally binding contract between the Member/s and The Cronulla Sharks.

The Cronulla Sharks reserve the right to change, amend or update these Terms and Conditions at any time. Upon deciding whether to purchase a 2026 Membership, it is the individual Member or Parent Account Holders (PAH) responsibility to ensure they have read and understood these Terms and Conditions.

Cronulla Sharks Members and Fans can purchase/renew a Membership;

1. Online – [www.sharks.com.au/membership](http://www.sharks.com.au/membership)
2. Over the phone – 1300 SHARKS (742 757)
3. In Person – Game Days, Events, or prescribed Member Activations

## **2026 Cronulla Sharks Terms and Conditions**

- Cronulla Sharks Memberships are available on a season basis and is valid from the date of purchase until October 31, 2026. By becoming a Cronulla Sharks Member, you agree to this period of Membership.
- Each Membership Card or unique code is valid for one (1) entry per NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Game, unless otherwise stated.
- NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games where Stadium Capacity is projected, Non-Full Season Members (Flexi, Country & Interstate, Shark Net, Reefsy Junior, Junior Registration) are not guaranteed entry if a ticket has not been redeemed using the issued unique code on the back of their Member Card.
- 2026 Cronulla Sharks Memberships do not include entry to Home Games outside of Sharks Stadium (excluding Country & Interstate – Magic Round) and NRL Telstra Premiership Finals Series where the Cronulla Sharks may be participating.
- The Cronulla Sharks reserve the right to cancel a Membership at any time if, in the Club's opinion, a Member engages in any offensive behaviour, including and not limited to behaviour, which is deemed disruptive, aggressive, or prejudicial, or likely to be prejudicial, to the interests or reputation to the Game, Club, Sharks Stadium, NRL or any of their Sponsors.
- Cronulla Sharks Members are responsible for ensuring all personal details (contact number, postal address, card details) you provide to the Cronulla Sharks are up to date. Cronulla Sharks accepts no responsibility for any consequences that flow on from the Members failure to keep their personal details up to date.

## **2026 Membership Key Dates**

- Friday, October 24 – 2026 Membership Renewal
- Friday, November 7 – Same Seat Renewal Deadline (5pm AEDT)
- Monday, November 17 – 24 Hour Expression of Interest Exclusive On-Sale
- Tuesday, November 18 – 2026 Membership On-Sale

## Definitions

- **Full Season Ticketed Member** – A Full Season Member has access to all Sharks Stadium Home games throughout the NRL and NRLW Telstra Premiership 2026 Season
  - ET Stand
  - Monty Porter Stand
  - Peter Burns Stand
  - Concourse
  - General Admission
- **Part Season Ticketed Member** – A Part Season Member has access to a limited number of Sharks Stadium Home Games throughout the NRL Telstra Premiership 2026 Season
  - Flexi 5
  - Flexi 3
  - Country & Interstate
  - Country & Interstate – Magic Round
  - Shark Net
  - Reefsy Junior
- **Non-Ticketed Member** – A Member who holds a Membership with the Cronulla Sharks however it does not provide access into Sharks Stadium
  - Shark Starter
  - International Shark
  - Pet
  - Baby
- **Country & Interstate Member** – Any Member who holds any one of our Country & Interstate Memberships
  - Country & Interstate
  - Country & Interstate – Magic Round
  - Country & Interstate - WA
- **Membership** – The rights and obligations that accrue to a person as a result of the person being accepted as a Member of the Cronulla Sharks
- **Renewing Member** – A person who was a Member of the Cronulla Sharks in 2025 and chooses to renew their Membership for the 2026 Season.
- **New Member** – A person who was not a Member of the Cronulla Sharks in the 2025 Season but becomes a Member for the 2026 Season.
- **Primary Account Holder (PAH)** – This is the main account holder in which the Membership was processed and is the main contact and person responsible for the Membership.
- **Secondary Account Holder (SAH)** – These are the subaccounts that are under the PAH.
- **Rollover** – The process where a Member's Membership is renewed, and funds debited automatically without the Member being required to take any action.
- **Locker Room** - The Locker Room portal is the platform to allow Cronulla Sharks Members to personalise and design their own Membership Packages.
- **General Public Ticketek** – This is the ticketing platform where Members and Fans are able to purchase tickets on a game-by-game basis.
- **Membership Ticketek** – This is the ticketing platform the Cronulla Sharks use to process all Football Club Memberships.

## 1.0 Membership

### 1.1 Full Season Membership

#### 1.1.1 ET Upper

- One (1) Reserved Seat to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- One (1) entry into all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Entry does not guarantee your same Reserved Seat you hold for NRL Telstra Premiership Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### 1.1.2 ET Lower

- One (1) Reserved Seat to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- One (1) entry into all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Entry does not guarantee your same Reserved Seat you hold for NRL Telstra Premiership Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### 1.1.3 Monty Porter

- One (1) Reserved Seat to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- One (1) entry into all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Entry does not guarantee your same Reserved Seat you hold for NRL Telstra Premiership Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### *1.1.4 Peter Burns*

- One (1) Reserved Seat to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- One (1) entry into all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Entry does not guarantee your same Reserved Seat you hold for NRL Telstra Premiership Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### *1.1.5 Concourse*

- One (1) Reserved Seat to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- One (1) entry into all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Entry does not guarantee your same Reserved Seat you hold for NRL Telstra Premiership Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### *1.1.6 General Admission*

- One (1) General Admission entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability.
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- One (1) entry into all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Ticket price types are unable to be upgraded once a Membership has been purchased. (A Junior Membership cannot be upgraded to an Adult ticket for individual Games)
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games.
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games.

## 1.2 Part Season Membership

### 1.2.1 Flexi 5

- One (1) General Admission Entry to five (5) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission ticket holders will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of five (5) tickets, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability.
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

### 1.2.2 Flexi 3

- One (1) General Admission Entry to three (3) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of three (3) tickets, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability.
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

### **1.2.3 Football Club**

- One (1) General Admission Entry to One (1) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of one (1) ticket, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability.
- Includes Voting Rights on all Cronulla Sharks Football Club matters.
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

### **1.2.4 Shark Net**

- One (1) General Admission Entry to One (1) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of one (1) ticket, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability.
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

### **1.2.5 Reefy Junior**

- One (1) General Admission Entry to One (1) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of one (1) ticket, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability.

- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

### 1.3 Country & Interstate Membership

#### 1.3.1 Country & Interstate

- One (1) General Admission Entry to one (1) NRL Telstra Premiership Cronulla Sharks Away Game
  - General Admission Tickets are unable to be upgraded to Reserved Seats
  - Away Game selections must be submitted in writing to [members@sharks.com.au](mailto:members@sharks.com.au) at least 14 days prior to the relevant game
- Two (2) General Admission entries to one (1) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Game
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of two (2) tickets, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### 1.3.2 Country & Interstate – Magic Round

- One (1) General Admission Entry to one (1) NRL Telstra Premiership Cronulla Sharks Magic Round Home Game
- Two (2) General Admission entries to one (1) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Game
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of two (2) tickets, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium
- Excludes entry to Finals Series Games

### **1.3.3 Country & Interstate – WA**

- One (1) General Admission Entry to one (1) NRL Telstra Premiership Cronulla Sharks Home Game in Perth
- Two (2) General Admission entries to one (1) NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Game
  - Redemption of the General Admission ticket to a Sharks Stadium Home Game is subject to availability and must be redeemed prior to a sell-out.
  - General Admission Members will receive access to the Standing Hill areas of Sharks Stadium.
  - Once General Admission Tickets have been redeemed through the Ticketek Website, they are deemed to have been used and will be removed from the allocation of two (2) tickets, regardless of if that ticket is used to enter Sharks Stadium for the relevant Game.
  - General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day or any other time due to availability
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium
- Excludes entry to Finals Series Games

### **1.4 Non-Ticketed Membership**

#### **1.4.1 Baby**

- Children under the age of three (3) are admitted to Cronulla Sharks Sharks Stadium Home Games free of Charge with a paying adult, when a Reserved Seat is not required
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### **1.4.2 International Shark**

- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### **1.4.3 Shark Starter**

- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games

#### *1.4.4 Pet*

- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round and Perth
- Excludes entry to Finals Series Games

### *1.5 Add Ons*

#### *1.5.1 Voting Rights*

- Must be purchased in addition to a valid 2026 Membership.
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games
- Excludes a 2026 Membership Package

#### *1.5.2 Platinum Upgrade*

- Must be purchased in addition to a valid 2026 Membership.
- These items may be delivered separately from the Membership Package
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games
- Excludes a 2026 Membership Package

#### *1.5.3 Diamond Upgrade*

- Must be purchased in addition to a valid 2026 Membership.
- These items may be delivered separately from the Membership Package
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRLW Telstra Premiership Cronulla Sharks Sharks Stadium Home Games
- Excludes entry to all NRL Telstra Premiership Cronulla Sharks Away Games
- Excludes entry to Cronulla Sharks Homes games not played at Sharks Stadium including Magic Round
- Excludes entry to Finals Series Games
- Excludes a 2026 Membership Package

## 2.0 Payment Methods

In 2026 Cronulla Sharks Members will have 2 payment options;

1. In Full, Upfront Payments – Available for all Memberships
2. Part Payments (8 instalments)– Available for all Memberships

Cronulla Sharks Membership only accepts contactless payment methods, Mastercard (debit/credit card), VISA (debit/credit card) and AMEX. Cash, Gift Cards and Cheque payments are not acceptable payment methods for Cronulla Sharks Memberships. Cronulla Sharks do not accept split payments all payments must be paid in 1 transaction, whether it be upfront or part payment instalments.

All Membership prices displayed are GST inclusive.

2025 Cronulla Sharks Members with outstanding debt are not eligible to renew/apply for Membership for the 2026 Season until the outstanding debt has been paid.

### 2.1 Upfront Payments

- All Cronulla Sharks Memberships will incur a Ticketek ‘Service and Handling Fee’ of \$4.50. The ‘Service and Handling Fee’ will be the same amount, regardless of the number of packages purchased in each order or method of payment.
- All Membership prices advertised are inclusive of GST.
- The upfront yearly Cronulla Sharks Membership will be deducted from the Members designated card in one instalment at the time of purchase.
- Memberships purchased after the first Cronulla Sharks Sharks Stadium will not be sold at a pro-rata basis unless advertised otherwise.
- The transaction will appear on the Members bank statement as “NRL Membership”.

### 2.2 Part Payments

#### 2.2.1 Introduction

- You have agreed to enter into a Contract with Cronulla Sharks for payment of your Facility Membership Agreement by instalment payments.
- This document is a Contract that outlines the rights and responsibilities you have with regard to the ability of Cronulla Sharks (and Debitsuccess acting as a third-party provider on behalf of the Cronulla Sharks) to directly debit your nominated bank account or credit card for any instalments or payments due by you under the terms and conditions of this Contract. A copy of the Debitsuccess Direct Debt Request (DDR) Service Agreement (attached) is incorporated into this Contract.
- All communication relating to this Contract is to be sent directly to the Cronulla Sharks.
- The transaction will appear on the Members bank statement as “NRL Membership”.

#### 2.2.2 Definitions

In this Contract, the words and phrases referred to below are defined as follows;

- **“Commencement Date”** means the date that the Club (facility) provides the part payment Services to the Customer, or such other date as agreed by the Facility and the Customer.
- **“Contract”** means these terms and conditions together with the conditions of instruction to accept direct debits.
- **“Customer”** or **“you”** means the person or party signing this Contract.

- “**Debitsuccess**” means Debitsuccess Pty Limited, a company incorporated in Australia. Debitsuccess is a third party who will directly debit your nominated bank account or credit card on behalf of the Cronulla Sharks in accordance with this Contract.
- “**Facility**”, “**Club**”, “**Business**”, “**Cronulla Sharks**” or “**Us**” means the organisation providing the Services.
- “**Facility Membership Agreement**” means any terms, conditions and contractual agreements made between the Club and the Customer.
- “**Services**” means the services to be provided by the Facility pursuant to which this Contract relates. For the purposes of this Contract, “Services” means an entitlement to use the Services provided by the Facility and does not mean the “actual” use of the Services.

#### **2.2.3 Term**

- This Contract will commence on the Commencement Date and will continue until all instalments and payments due have been paid in full, unless terminated earlier in accordance with clause 2.2.4.

#### **2.2.4 Early Termination**

- This Contract may be terminated at any time with the agreement of the Club. The Customer shall not consider that this Contract has been terminated until such time as termination is confirmed in writing to the Customer by the Club to the last address of the Customer that the Club has on record. Termination of this Contract will also terminate the instruction to accept direct debits.

#### **2.2.5 Further Customer Obligations**

The Customer agrees that;

- **Change in Facility details** – the Customer’s obligations under this Contract are not affected by a reasonable change in the normal location where the Services are ordinarily provided, a reasonable change in the location of the Facility’s premises, a change in the ownership of the Facility, or a change in the name of the Facility; and
- **Rights conditional** – the Customer’s rights to the Services are conditional upon he or she:
  - Complying with any rules and conditions of the Facility relating to the Services
  - Making any payments required under this Contract when due.

#### **2.2.6 Payments**

- As consideration for receipt of the Services, the Customer agrees to pay the instalment amount at the agreed payment frequency for the term of this Contract. The Customer may alter the payment frequency and/or day to debit by requesting a change directly with the Cronulla Sharks. However, any changes shall not affect the total amount of money the Customer would otherwise be required to pay. Should there be any payments in arrears, the Customer authorises the Cronulla Sharks (Debitsuccess on its behalf) to debit the outstanding balance in order to bring the account up to date.

#### **2.2.7 Debt Collection Action**

The Customer:

- Authorises the Club to notify any debt collection or credit reporting agency upon default by the Customer in regard to any obligation to:
  - Pay under this contract.
  - Agrees to immediately pay the full outstanding balance of the remainder of the payments due, including any current arrears, should a default occur prior to this Contract terminating.

- Authorises the club to add \$50.00 to the outstanding debt as its fee for dealing with the default.
- Agrees to pay any and all costs incurred as a result of debt collection by any third party including the commission, fees and costs charged by any debt collection; and agency (approximately 25% of the outstanding debt).

#### **2.2.8 Fees and Charges**

- A one-off administration fee of the amount indicated below is payable by the Customer on signing this Contract. The Customer authorises the adding of any fees owing under this clause, to the initial instalment to be paid by the Customer (as a separate payment or otherwise) or to such other instalments as the Club or Debit Success decide. The Club will make best efforts to provide as much notice as possible to the customer, when it is advised of any scheduled change of fees.
- A Service fee of \$14.95 is payable by the Customer for each reversal of a payment in accordance with this Contract (see below). The Customer authorises the Club to add any fees owing under this clause to any future instalments paid by the Customer (as a separate payment or otherwise), to be debited by the Cronulla Sharks.

<b>Fee</b>	<b>Amount</b>	<b>When Payable</b>
Administration Fee	\$5	Upon establishment of this contract
Service Fee	\$14.95	Upon dishonour of any instalment or payment
Debt Collection Fee	\$50.00 plus 25% of total outstanding balance	On cancellation of the Contract due to your failure to pay the required amounts under your Facility Membership Agreement resulting in the referral of your account to Debt Collection

#### **2.2.9 Prices**

The Customer acknowledges that:

- Debitsuccess is entitled to store his or her personal information (whether received from the Customer, the Club or otherwise) on its systems, and use it for the purposes of administering this Contract, providing its products and services, or offering alternative products and services;
- He or she has rights of access to, and correction of, his or her information under the Privacy Act 1988 (Cth); and
- Debitsuccess (or the Club) may contact the Customer for any purpose related to the provision of its products and services.

#### **2.2.10 Liability**

- The Customer agrees that, to the extent permitted by law, neither the Club (Facility), Debitsuccess or any of their related companies, directors or employees will be liable for any direct, indirect, or consequential injury, loss or damage to the Customer, or to the property of the Customer whatsoever, arising out of or in relation to this Contract.

#### **2.2.11 Contracts Pre-Emption**

- The Customer acknowledges that Debitsuccess has been contracted by the Club (Facility) to collect the instalments due under this Contract and the Customer acknowledges that all rights of the Facility pursuant to this Contract are able to be enforced by Debitsuccess as if it were the Facility, without any involvement on the part of the Facility or the consent of the Customer.

#### **2.2.12 Entire Agreement**

- This Contract and the Facility Membership Agreement (as applicable) constitutes the entire agreement, understanding and arrangement (express and implied) between the Customer and the Club (Facility) and Debitsuccess (acting on behalf of the Club), relating to the subject matter of this Contract, and supersedes and cancels any previous agreement, understanding and arrangement relating to the subject matter of these arrangements whether written or oral. In the event of any inconsistency between the terms of this Contract and the Facility Membership Agreement that specifically relate to the rights and obligations of the Facility (other than any right to unilaterally vary fees payable), the terms of the Facility Membership Agreement shall prevail.

#### **2.2.13 Severability**

- If any provision of this Contract is prohibited, invalid or unenforceable, that provision will be ineffective to the extent of the prohibition, invalidity or unenforceability without invalidating the remaining provisions of this Contract or affecting the validity or enforceability of that provision, unless it materially alters the nature or material terms of this Contract.

### **2.3 Terms and Conditions of the Direct Debit Request (DDR) Service Agreement**

- This DDR Service Agreement is designed to explain what your obligations are when undertaking a direct debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request.

#### **2.3.1 Initial Terms**

- I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) (Debitsuccess) APCA User ID 184534 to make periodic debits on behalf of the “Business” as indicated on Direct Debit Request. I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the Direct Debit Request, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the Direct Debit Request as instructed by the Business.

### **2.3.2 Relationship**

- I/we acknowledge that Debitsuccess has been contracted by the Business to collect the payments due under the agreement that I/we have entered into with the Business pursuant to which I/we have agreed to pay for goods/services provided by the Business (Agreement). All payments due by me/us to the Business shall be made to Debitsuccess. I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business. I/We acknowledge that Debitsuccess sole responsibility is to make periodic debits as set out in the Direct Debit Request

### **2.3.4 Cleared Funds**

- I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by, and at all times on, the due date of the payment (Day to Debit) to enable the direct debit to be honoured on the Day to Debit. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available when the debit is attempted, I/we agree that I/we will be responsible for any fees and charges that may be charged by my/our Financial Institution and by the Business.

### **2.3.5 Variations to Debit Terms**

- I/We authorise Debitsuccess to vary the amount of the payments upon instructions from the Business, and where such instructions from the Business are received by Debitsuccess, I/we do not require Debitsuccess to notify me/us of such variations to the debit amount. I/We acknowledge that Debitsuccess/or the Business is to provide 14 days' notice if varying the terms of the debit arrangements otherwise than as provided for herein. I/We acknowledge that my/our requests to vary, defer or stop the debit arrangement must be directed to the Business.

### **2.3.6 Cancelling These Debit Terms**

- I/We understand that I/we are able to cancel this DDR Service Agreement by requesting this of the Business or my/our Financial Institution, and I/we acknowledge that cancellation of the authority to debit my/our account will not terminate my/our agreement with the Business or remove my/our liability to make the payments I/we have agreed to.

### **2.3.7 Non-Working Day**

- When the Day to Debit falls on a weekend or public holiday the debit will be initiated on the next working day.

### **2.3.8 Dishonoured Payments**

- I/We acknowledge that:
- If a debit is returned by my/our Financial Institution as unpaid, I/we will be responsible for any fees and charges charged by the Business as a result, in addition to any Financial Institution charges and collection fees
- Debitsuccess may attempt to re-process any unsuccessful payments as advised by the Business and/or add such unsuccessful payment to any future payments.

### **2.3.8 Accuracy of Information**

- I/We acknowledge that it is my/our responsibility to ensure that the details entered on the Direct Debit Request are correct and that Debitsuccess is not liable to the extent that any such details are incorrect, and this causes a required payment to be missed. In addition, where I/we are paying the required payments by credit card and have entered the details of the credit card on the Direct Debit Request, I/we agree that Debitsuccess may continue to debit from the credit card in accordance with the terms of this DDR Service Agreement to the extent that the credit card has expired, and that it is wholly my/our responsibility to provide details of any replacement credit card to Debitsuccess via the Business. DISPUTES I/We acknowledge that any disputes regarding debit payments will be directed to the Business. If no resolution is forthcoming, I/we understand that I/we are to direct any such dispute to my/our Financial Institution.

### **2.3.9 Other Authorisations**

- I/We authorise:
  - Debitsuccess to verify details of my/our account with my/our Financial Institution
    - The Financial Institution to release information allowing Debitsuccess to verify my/our account details.
    - Any notices to be given to me/us by electronic mail to the email address on the Direct Debit Request (or any other email address notified in writing by me/us).
- I/we acknowledge that:
  - This DDR Service Agreement will remain in force and effect in respect of all direct debits passed to my/our account in good faith notwithstanding my/our death/bankruptcy or other revocation of this DDR Service Agreement until actual notice of such event is received by the bank. Xplor Technologies –
  - CONFIDENTIAL - Any dispute as to the correctness or validity of an amount debited to my/our account shall not be the concern of the bank except in so far as the direct debit has not been paid in accordance with this DDR Service Agreement. Any other dispute lies between me/us and the Business.

### **2.3.10 Information Security**

- We are collecting your personal information for the sole purpose of completing this direct debit arrangement. Debitsuccess agrees that it will make reasonable efforts to keep your information contained in the Direct Debit Request (including account details) and any other information that we have about you confidential and secure and will ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction, or disclosure of that information. You may request access to, and correction of, any personal information held by Debitsuccess by writing to Debitsuccess at the address below. You acknowledge that your personal information will be collected, used, held and disclosed in accordance with the Debitsuccess Limited Privacy Policy found at <https://www.debitsuccess.com.au/privacy-policy> Debitsuccess will only disclose information that we have about you:
  - To the extent specifically required by law
  - To Financial Institutions participating in the direct debit payment system in connection with a claim made on it relating to an alleged incorrect or wrongful debit
  - For the purposes of this Agreement (including disclosing information in connection with any query or claim). Should you have any queries in relation to these terms and conditions contact Debitsuccess Pty Ltd. P.O. Box 577 Mt Waverley, VIC, 3149 Phone: 1800 148 848 E-mail: [customerservice@debitsuccess.com](mailto:customerservice@debitsuccess.com)

## 2.4 Other Payment Methods

- The Cronulla Sharks reserve the right to provide additional online payment methods at any time.
- If a new method of payment is offered to Cronulla Sharks Members, you are unable to alter your existing agreement that may already exist with an alternate provider.
- Cronulla Sharks Members are bound by the Terms and Conditions of any new payment method that is introduced.

## 3.0 Membership Classifications

It is the responsibility of each Cronulla Sharks Member to ensure they are eligible for their Membership Classification at the time of renewing or purchasing each season. Any Member who knowingly purchases an incorrect Membership Classification risks their Membership being changed to the correct classification (at the cost to the Member or Parent Account Holder) or Membership being suspended or cancelled for the remainder of the 2026 Season.

### 3.1 Junior

- To be eligible for a Junior Membership, Juniors must be aged up to 16 years of age (at the time of renewal or purchase), the name of the Junior and date of birth are compulsory for all Junior Memberships.
- Children aged zero (0) to three (3) may enter Sharks Stadium free of charge but must not take up a reserved seat and must be seated on the lap of an accompanying adult.
- The Cronulla Sharks Membership department may request proof of age identification (birth certificate, passport, student identification)

### 3.2 Family

- A Family Membership is comprised of one (1) or two (2) adults and one (1) to four (4) Juniors up to sixteen (16) years of age (or if a Reserved Seat is required) at the time of renewal or purchase.

### 3.3 Concession

- The following Concession Card Holders are eligible to purchase a Concession Membership;
  - Department of Social Services
  - Pensioner Concession (aged/single parent/disability)
  - Veteran Affairs
  - Full Time Student
- Senior and benefit cards do not qualify for a Concession Membership.
- Appropriate proof of Concession must be available for display upon entry to Sharks Stadium if required

### 3.4 Companion Card

- Companion Card holders are eligible for Complimentary entry to Cronulla Sharks Sharks Stadium Home Games, with paying 2026 Concession Members.
- Appropriate proof of Concession must be available for display upon entry to Sharks Stadium if required.
- Once a Cronulla Sharks Membership has been purchased, the Member is required to send through proof of your Companion Card to the Cronulla Sharks. Then, you will be issued with the Companion Card Membership, in the same Category the Concession Membership was purchased.
- Members who hold a Companion Card Membership, will automatically be issued a Member Card and Lanyard. They will not receive Credit into the Locker Room Portal or a Membership Package.

## 4.0 Hardship Policy

- Cronulla Sharks have processes in place to ensure that Members experiencing financial hardship are treated fairly. The Club is committed to working with Members where possible to help them respond to financial difficulty, whether temporary or long-term. Special consideration and flexibility will depend on individual circumstances and will be assessed in a case-by-case basis.
- Members facing financial difficulty are encouraged to contact the Cronulla Sharks via phone, email or in person.

## 5.0 Member Benefits

### 5.1 Sharks Store Discount

- The Cronulla Sharks Merchandise discounts are tiered according to your level of Membership and is as follows;
  - Member – 10%
  - Platinum Member – 15%
  - Diamond Member – 20%
- The Cronulla Sharks Member Merchandise discount is available for the 2026 Season. Members must be able to show proof of Membership at all Sharks Store or Game Day Merchandise outlets if required (eg. 2026 Membership Card).
- 2026 Cronulla Sharks Members are eligible to redeem their discount through the online Sharks Store platform after logging in to the Sharks Store account.
- The Cronulla Sharks Member Merchandise discount only applies to full price Merchandise.
- The Cronulla Sharks Member Merchandise discount excludes and does not apply to sale items.
- The Cronulla Sharks Member Merchandise discount excludes and does not apply to Memorabilia.

### 5.2 Member Events

- Cronulla Sharks Member events are subject to change and cancelation and in accordance with NRL Protocols, NSW Government guidelines and what is in the best interest of the Cronulla Sharks Staff, Players, the Club, and its Stakeholders.
- The Cronulla Sharks reserve the right to use any images taken for promotional purposes and or marketing at any location where the Cronulla Sharks host a Member Event including but not limited to Sharks Stadium, Sharks at Kareela, Sharks Leagues Club, Cronulla Sharks Academy Field or any other venue, including any venue that the Cronulla Sharks own, operate, lease or manage.
- The Cronulla Sharks reserve the right for any of their Sponsors or Corporate Partners to use any images taken for promotional purposes and or marketing material at any location where the Cronulla Sharks host a Member Event including but not limited to Sharks Stadium, Sharks at Kareela, Sharks Leagues Club, Cronulla Sharks Academy Field or any other venue including any venue that the Cronulla Sharks own, operate, lease or manage.
- The Cronulla Sharks are not liable for any injury, damage, or loss that may occur when attending a Member event including but not limited to Sharks Stadium, Sharks at Kareela, Sharks Leagues Club, Cronulla Sharks Academy Field or any other venue including any venue that the Cronulla Sharks own, operate, lease or manage.

### 5.3 Membership Benefit Pack

- The Locker Room is not connected to the Sharks Store. Membership Pack Credits can only be used for the Locker Room portal and is not transferable to the Sharks Store.
- Member Pack Credits are not transferable and cannot be exchanged for cash.
- 2026 Members are responsible for redeeming their entitlements and customising their own 2026 Membership Package through the Locker Room Portal.
- The Cronulla Sharks value the Membership Packages at \$60 per adult/concession and \$45 per Junior, this includes the admin costs, mail house expenses and postage of the Membership Pack. This component of a Members total price is non-refundable once the Membership Package has been sent for dispatch and fulfilment at the Yetimo Warehouse.
- Cronulla Sharks Members will be given 14 days to log-in and access the Locker Room Portal and to select the items in their Member Benefit Items.
- The Cronulla Sharks will not issue credit refunds to Members who do not select their items and are sent a default package.
- If the Member is satisfied with the “default” or “recommended” pack, this will automatically be sent to their address on their Ticketek profile.

Membership Category	Inclusions
Full Season Adult / Concession	Lanyard, Card, Cap, Beanie, Bumper Sticker, Coin, Box
Full Season Junior	Lanyard, Card, Beanie, Scarf, Box
Flexi 3, 5, Country & Interstate Adult	Lanyard, Card, Cap, Bumper Sticker, Coin, Box
Flexi 3, 5, Country & Interstate Junior	Lanyard, Card, Beanie, Box
Football Club and Shark Net	Lanyard, Card, Cap, Bumper Sticker, Box
Reefy Junior	Lanyard, Card, Beanie, Box
Baby	Lunch Box
Pet	Pet Tag
Shark Starter & International Shark	Lanyard, Card, Pen, Bumper Sticker, Coin, Box
Junior Registration	Lanyard, Card, High bounce ball

- Membership Merchandise will be issued to Members based on the date your Membership Application is processed. If Membership Product stock is exhausted, Packages will be fulfilled with existing stock that is available. The Cronulla Sharks reserves the right to decline swap requests.
- The Cronulla Sharks may introduce new promotions and Membership Offers through the Season. Any Member who has any Membership or other item prior to these offers being made available will not be able to request a refund or upgrade their Membership.
- The Cronulla Sharks do not take any responsibility for Member Benefit Packs that are sent to the incorrect postal address. It is the responsibility of the Member to ensure their personal details are correct and up to date.
- If a Membership Package has been sent to the incorrect address at no fault to the Cronulla Sharks, Yetimo, Australia Post or any supplier or mailer involved, the Member will have to purchase a new pack at their own cost.
- The Cronulla Sharks, under no circumstance, take responsibility for any injury, damage, loss or expense for that may have been caused by any of the Member Benefit Items produced by Yetimo.

#### *5.4 Newtown Jets*

- 2026 Cronulla Sharks Members get free entry into all Newtown Jets Henson Park Home Games
- Free entry into Newtown Jets Henson Park Homes Games excludes entry into the Beer Footy & Food Festival. If a 2026 Cronulla Sharks Member wishes to attend this game, they must purchase tickets at an additional cost to the Member.

#### *5.5 Pre-Purchased Tickets*

- All 2026 Cronulla Sharks Members are eligible to receive 10% off additional tickets purchased to Sharks Stadium Home Games.
- The purchase of these additional tickets is subject to availability, no seats will be held for Cronulla Sharks Members.
- Flexi, Country & Interstate, Shark Net, Football Club and Reefsy Junior Members who are required to redeem a ticket must do so via the Ticketek Website and prior to a game being sold out.
- The Cronulla Sharks do not and will not take responsibility for Members who do not redeem tickets to their desired game once the game is sold out.

#### *5.6 Sharks Stadium Food and Beverage Outlets*

- 2026 Cronulla Sharks Members Receive a 10% discount on Food and Beverages at all GEMA outlets.
- 2026 Cronulla Sharks Members must be able to provide proof of Membership if required. (Member Card)

#### *5.7 Leagues Club Membership*

- Leagues Club Membership is included in all 2026 Cronulla Sharks Memberships.
- Cronulla Sharks Members must be over the age of 18 to redeem the Membership.
- If a Cronulla Sharks Member wishes to redeem their Leagues Club Membership, they must go to the Venue to redeem and activate the Membership.

### 5.8 Voting for 2026 Members Player of the Year.

- Voting in the Members Player of the Year Award is open to all 2026 Cronulla Sharks Members Only.
- The votes will be counted via the Aramex Man of the Match and Quest Woman of the Match.
- Limit of one vote per Member

### 6.0 Membership Packages – The Locker Room

- The Locker Room portal will be made available shortly after the 2026 Membership Renewal period.
- Primary Account Holders (PAH) will receive an introductory email with further details from November 2026 onwards.
- 2026 Cronulla Sharks Members will be assigned entitlements and credits according to their Membership Package category and Price Type, eligible Membership Packages and credit values include;

Full Season Credit	
Adult	\$60
Concession	\$60
Junior	\$45
1 Adult + 2 Juniors	\$125.50
1 Adult + 3 Juniors	\$172.50
1 Adult + 4 Juniors	\$217.50
1 Adults + 1 Junior	\$142.50
2 Adults + 2 Junior	\$187.50
2 Adults + 3 Junior	\$232.50
2 Adults + 4 Junior	\$277.50

Part Season				
	Adult	Junior	Baby	Pet
Flexi 5	\$40	\$40		
Flexi 3	\$40	\$40		
Football Club	\$40			
Shark Net	\$40			
Reefy Junior		\$40		
Baby			\$20	
Country & Interstate	\$40	\$40		
International	\$20			
Pet				\$30
Shark Starter	\$20	\$20		
Junior Registration		\$20		

- 2026 Members can use the assigned credit value for Locker Room postage and products only.
- Locker Room is not connected to the Sharks Store. Membership Pack Credits can only be used for the Locker Room portal and is not transferable to the Sharks Store.
- Member Pack Credits are not transferable and cannot be exchanged for cash.
- 2026 Members who hold a Complimentary, Companion Card, Corporate or Perpetual Membership are ineligible to receive Locker Room credit.
- 2026 Members are responsible for redeeming their entitlements and customising their own 2026 Membership Package through the Locker Room Portal.
- All 2026 Member Pack Credits will expire August 1, 2026.
- The Locker Room Portal items purchased are made to order and unless the item is faulty or damaged, they cannot be returned or exchanged.
- The Cronulla Sharks value the Membership Packages at \$60 per adult/concession and \$45 per Junior, this includes the admin costs, mail house expenses and postage of the Membership Pack. This component of a Members total price is non-refundable once the Membership Package has been sent for dispatch and fulfilment at the YETIMO Warehouse.

- Cronulla Sharks Members will be given 14 days to log-in and access the Locker Room Portal and to select the items in their Member Benefit Items.
- The Cronulla Sharks will not issue credit refunds to Members who do not select their items and are sent a default package.
- If the Member is satisfied with the “default” or “recommended” pack, this will automatically be sent to their address on their Ticketek profile.

Membership Category	Inclusions
Full Season Adult / Concession	Lanyard, Card, Cap, Beanie, Bumper Sticker, Coin, Box
Full Season Junior	Lanyard, Card, Beanie, Scarf, Box
Flexi 3, 5, Country & Interstate Adult	Lanyard, Card, Cap, Bumper Sticker, Coin, Box
Flexi 3, 5, Country & Interstate Junior	Lanyard, Card, Beanie, Box
Football Club and Shark Net	Lanyard, Card, Pen, Bumper Sticker, Coin, Box
Reefy Junior	Lanyard, Card, Beanie, Box
Baby	Lunch Box
Pet	Pet Tag
Shark Starter & International Shark	Lanyard, Card, Pen, Bumper Sticker, Coin, Box
Junior Registration	Lanyard, Card, High bounce ball

## 7.0 Yetimo

### 7.1 Order Confirmation

- Subject to these Terms and Conditions, any Order Confirmation accepted by Yetimo will constitute a contract between the Customer and Yetimo
- Yetimo reserved the right to re-submit pricing to the Customer where the Customer, licensor, manufacturing process requires changes, amendments, modifications or adjustments.
- The customer accepts that where an Order Confirmation is varied, they may be liable for any incurred costs.
- The Member will not cancel an Order Confirmation or change the Delivery Date without the written consent of YETIMO.
- The Member accepts Yetimo the finished goods may vary from approved artwork or sample due to colour, dye lot, material or manufacturing variations.

### **7.2 Delivery**

- Yetimo will make every endeavour to deliver the goods by the delivery date but will not accept liability for Force Majeure, shipping, wharf or transport delays that are beyond Yetimo control.

### **7.3 Liability**

- Yetimo in conjunction with the Cronulla Sharks, is in no circumstance (whatever the cause) liable in contract, tort (including without limitation, negligence or breach of statutory duty) or otherwise to compensate the customer for:
- Any increased costs or expenses
- Any special, indirect or consequential injury, loss, damage or expense

## **8.0 2026 Renewing Members**

- A renewing Member is a person who held a 2025 Cronulla Sharks Membership and renews or rolls over automatically for the 2026 Season.
- 2025 Members will be able to renew their Membership from Monday October 28, 2025.
- 2025 Members wishing to renew their current reserved seat for the 2026 Season must ensure their Membership payment has been completed by no later than 5pm (AEDT) on Friday 8 November 2025.
- After 5pm (AEDT) Friday 8 November 2025, any seats previously belonging to 2025 Members who have not renewed will automatically be made available for allocation to upgrading and/or new Members.
- 2025 Reserved Seat Members wishing to change to a different seat for the 2026 Season, must renew during the renewal period to secure their 2026 Reserved Seat. If a Member's requested seat is not available, they will have the option to retain their 2025 Reserved Seat or move to the next best available option.
- 2025 Reserved Seat Members who renew during the renewal period, but make a request to change seat, will have their 2025 Reserved Seat put on hold until it is determined if the change is possible.
- Renewing 2025 Reserved Seat Members who renew after the Renewal Period may not be able to access their 2025 Seats. 2025 Members wishing to renew after the Same Seat deadline, will receive the best available seating option in their Membership category.
- If a 2025 Reserved Seat Member does not purchase the Membership Renewal and purchases the Membership as a new order, they will automatically be issued the best available seating in their category and therefore will not retain their 2025 Reserved Seat.
- Cronulla Sharks cannot, and does not, promise that every Seat Request will be fulfilled or accepted.

## **9.0 2026 New Members**

- A New Member is a person who did not hold a 2025 Cronulla Sharks Membership and purchases a Membership for the 2026 Season.
- It is the responsibility of the purchaser to ensure that your Membership application (along with others you may be submitting) is complete, accurate and legible.
- New 2026 Cronulla Sharks Members will be able to purchase a Membership from Tuesday November 19, 2025.
- New 2026 Cronulla Sharks Reserved Seat Members will be allocated their seat on a best available basis according to which category of Membership and time of purchase.
- New 2026 Cronulla Sharks Reserved Seat Members are eligible to make a Seating Request at the time of purchase, however the Cronulla Sharks cannot and will not guarantee that this request will be granted.

## 10.0 Seat Allocation and Requests

### 10.1 Renewing Members

- 2026 Reserved Seat Renewing Cronulla Sharks Members will have up until 5pm (AEDT) Friday 8 November 2025 to renew their Reserved Seat.
- After 5pm (AEDT) Friday 8 November 2025, any seats previously belonging to 2025 Members who have not renewed will automatically be made available for allocation to upgrading and/or new Members.
- All Seating requests must be provided to the Cronulla Sharks in writing and sent via email to [members@sharks.com.au](mailto:members@sharks.com.au) or provided at the time of purchase.
- 2025 Reserved Seat Members who wish to upgrade or change their current seat for the 2026 Season must renew their current Reserved Seat so if their request is unable to be met, they are able to retain their current seat.
- 2025 Reserved Seat Members who renew during the renewal period, but make a request to change seat, will have their 2025 Reserved Seat put on hold until it is determined if the change is possible.
- 2025 Reserved Seat Renewing Members who make a Seating Request, should be advised that the allocation of Seating Requests is based on time of purchase.
- If after attending a home game, a Member is unhappy with the seat they have been allocated, they should contact the Cronulla Sharks, we will endeavour to arrange a new seating request based on availability. The Member should also be aware that if they would like a new Physical Membership Card, they will incur a \$10 card reprint fee per new Membership Card that has to be reprinted.
- 2025 Renewing Reserved Seat Members must ensure they 'renew' their Membership rather than purchase as new. If a Member purchases as a 'new' Member, they are not guaranteed to retain their 2025 Seat. The Cronulla Sharks take no responsibility for a Member not renewing their Membership correctly and not retaining their same seat.

### 10.2 New Members

- New 2026 Cronulla Sharks Reserved Seat Members will be eligible to purchase Reserved Seat Memberships from Tuesday November 19, 2025.
- 2026 New Reserved Seat Members who make a Seating Request, should be advised that the allocation of Seating Requests is based on time of purchase.
- New 2026 Cronulla Sharks Reserved Seat Members should be aware that once all Seating Requests have been finalised for 2026 Renewing Cronulla Sharks Reserved Seat Members, New 2026 Cronulla Sharks Reserved Seat Member Requests will be actioned.
- If a New 2026 Cronulla Sharks Reserved Seat Members has a Seating Request, this should be made at the time of purchase, otherwise the Member will receive the best available allocation in their Membership Category.
- If after attending a home game, a Member is unhappy with the seat they have been allocated, they should contact the Cronulla Sharks, we will endeavour to arrange a new seating request based on availability. The Member should also be aware that if they would like a new Physical Membership Card, they will incur a \$10 card reprint fee per new Membership Card that has to be reprinted.

## 11.0 Seat Resale

- The 2026 Cronulla Sharks Resale Program is eligible to 2026 Cronulla Sharks Full Season Members Only. (Including Reserved Seat and General Admission Memberships)
- Full Season Members can place their Reserved Seat/s or Full Season General Admission Membership up for resale to all Cronulla Sharks Sharks Stadium Home Games.
- Once a Reserved Seat or General Admission Ticket has been placed up for resale, via the Ticketek Portal, it is final, and the process cannot be reversed by the Member.
- Once a Reserved Seat or General Admission Ticket has been placed up for resale, the Membership will not be valid and will therefore not allow the Member access to the respective game that it has been placed up for resale.
- Once a Reserved Seat or General Admission Ticket has been placed up for resale, the Cronulla Sharks will work with Ticketek in placing the Reserved Seat or General Admission Ticket available for purchase via Ticketek.
- Members will only be notified the following week, via their Ticketek Portal, if their Reserved Seat or General Admission Ticket has successfully resold following the respective game. Reserved Seats and Full Season General Admission Members will not be notified if their seat was not successfully sold.
- If a Member's Reserved Seat or General Admission Ticket has been successfully resold via Ticketek, the Member will receive credit to be deducted off their 2026 Membership (inc GST).
- General Admission Memberships put up for resale will only be sold once the initial allocation of General Admission tickets have been exhausted for the chosen game.
- Only Members who have their Reserved Seat or General Admission Ticket resold via Ticketek are entitled to receive the Membership credit benefit.
- The Membership Credit benefit is as follows (Per successful Reserved Seat or General Admission Ticket sold):

	<b>Adult</b>	<b>Concession</b>	<b>Junior</b>
<b>General Admission</b>	\$15	\$13	\$9
<b>Concourse</b>	\$17	\$15	\$11
<b>Peter Burns</b>	\$23	\$21	\$14
<b>Monty Porter</b>	\$23	\$21	\$14
<b>ET Lower</b>	\$29	\$26	\$20
<b>ET Upper</b>	\$31	\$29	\$24

- Upon notification of a Reserved Seat or General Admission Ticket being successfully resold, the respective Membership Credit will be deducted from the Members 2026 Membership prices.
- The Cronulla Sharks will contact Members following the conclusion of the 2026 Season with details on credit value and fulfilment.
- The Cronulla Sharks reserves the right to reject a request for a Reserved Seat or General Admission Ticket being placed up for resale if deemed suspicious in any manner. In this instance, the Cronulla Sharks will notify the Member of the Club's decision.
- Your privacy is important to the Cronulla Sharks and there are procedures in place to ensure that your information remains confidential. We are mindful that your personal details are private and as such we will only disclose your information in accordance with the Privacy Act 1988.
- Any information disclosed about a Membership account or any requests in relation to a Membership account can only be done with the Primary Account Holder (PAH).
- The Cronulla Sharks reserves the right to amend these Terms and Conditions as may be reasonably necessary from time to time in absolute discretion.
- By placing my Reserved Seat or General Admission Ticket up for resale, I acknowledge that I accept the above Terms and Conditions. All Members are bound by these Terms and Conditions regardless of how the application was submitted.

## 12.0 Cancellations and Refunds

- The Cronulla Sharks will not issue refunds for games that Members are unable to attend, due to changes in personal circumstances nor requests made based on team performance and/or staff and/or player appointments or losses and transfers
- 2026 Cronulla Sharks Members who are required to redeem a ticket as part of their Membership (Flexi, Country & Interstate, Football Club, Shark Net and Reefsy Junior) but do not by the end of the 2026 Season, will not be provided a refund nor will their unique code rollover into the 2026 Season.
- The Cronulla Sharks are not liable to Members for any loss or damage a Member may incur as a result of the 2026 NRL Telstra Premiership Season games being cancelled, postponed or changed (including venue or scheduling change).
- Once a Membership has been purchased, the Cronulla Sharks are under no obligation to provide a cancellation or refund. Refund requests may only be considered in exceptional circumstances and must be submitted in writing to the club by email [members@sharks.com.au](mailto:members@sharks.com.au)
- The Cronulla Sharks are under no obligation to refund any Membership/s to Members who have not opted out of Automatic Renewal.
- It is the Members responsibility to ensure that they have checked their account, to either opt in or opt out of Automatic Renewal.
- Approval of Membership refunds is wholly at the discretion of the Cronulla Sharks. Good, services and cancellation fees will apply.
- If a Refund is approved, Cronulla Sharks Members should be aware that they will not receive a refund of the \$4.50 Ticketek 'Service and Handling Fee'.
- Should a cancellation or refund request be approved, the Member will incur a cancellation fee proportionate to the value of the goods and services delivered by the Cronulla Sharks prior to the refund or cancellation.

- The Cronulla Sharks will do their best to accommodate the seating requests of our 2025 Renewing Members and our New 2026 Members, however if the Members request is unable to be met you will be allocated the next best available seating at the time of allocation. Memberships will not be refunded based on specific seat allocation or dissatisfaction with the provision of individual elements of the entitlements.
- The Cronulla Sharks have the right to cancel Memberships for breaches of the Conditions of Entry to Sharks Stadium, Member behaviour or Code of Conduct or Membership Terms and Conditions.
- Cancelled Memberships will not be reimbursed, and no compensation will be provided. In circumstances where your Membership is suspended or cancelled for inappropriate conduct you will not be entitled to a refund of any ‘unused’ portion of your Membership elements.

### 13.0 Member Conduct

- The Cronulla Sharks ask all Members to respect all Players, Staff and other Spectators at Cronulla Sharks Sharks Stadium Home Games and Cronulla Sharks Away Games.
- Cronulla Sharks Members are ambassadors for the club and the game of Rugby League, as such should conduct themselves in a way that reflects the Cronulla Sharks Values.
- Cronulla Sharks Members agree to welcome away team fans and assist the Club in delivering an enjoyable experience at our Sharks Stadium Home Games.
- Members are encouraged to assist the Club to ensure the Code of Conduct at Cronulla Sharks Home and Away games throughout the NRL Telstra Premiership Season and to inform the Club of Members or Fans who do not abide by the Code of Conduct
- The Cronulla Sharks will not tolerate any behaviour which embarrasses or inhibits others from enjoying the viewing of a Cronulla Sharks Game.
- The Cronulla Sharks reserve the right to suspend or cancel the Memberships of any Member who breaches the code of conduct by behaving in a manner that jeopardises the safety and enjoyment of themselves or others.
- The Cronulla Sharks have a zero-tolerance policy towards racism and discrimination for any Member that racially vilifies Players, Officials, Staff and or other Spectators or Supporters.
- Anti-Social behaviour causing offence by words, actions or intoxication will not be tolerated.
- When entering Sharks Stadium, Cronulla Sharks Members will;
  - Conduct themselves in an appropriate manner
  - Respect all Members and fans regardless of age, gender, race, religion, team, ethnic origin, and beliefs
  - Vocally support the team in an appropriate manner, whilst always being mindful of those around them
  - Inform Sharks Stadium Staff of any Member(s)/supporters who they believe are acting inappropriately
  - Comply with the Conditions of entry to Sharks Stadium
- In the event a Member passes their Membership Cards onto family or friends for a game, the Member will be held liable for the actions of that person, and they must also abide by the Members Code of Conduct.
- Members are at risk of having their Membership suspended and or cancelled if the family or friend does not abide by the Members Code of Conduct.

## 14.0 Ticketek

- Ticketek provides ticketing services, including the sale and distribution of tickets, as agent for the venue, promoter or person responsible for holding the event (Cronulla Sharks).
- In providing these services, Ticketek owns and operates Ticketek.com and Ticketek.com.au (the site).

### 14.1 General Terms and Conditions

- Ticketek acts as an agent for the Seller (Cronulla Sharks) in the sale of all tickets. As such, except as specified in these Terms and Conditions, all claims in connection with tickets or events are the sole responsibility of the seller and, except to the extent required by law (including the Australian Consumer Law) Ticketek otherwise has no liability to you.
- Without limiting other remedies, Ticketek may limit, suspend or terminate the MyTicketek account of users who are acting inconsistently with these Terms and Conditions, including in particular the accounts of users who we believe are harassing, threatening or abusing our employees or other users or who act in an unlawful or inappropriate manner. For clarity, Ticketek may limit, suspend or terminate the MyTicketek account of a user which has been activated primarily to circumvent temporary or permanent suspensions already in place with respect to a different account.

### 14.2 Refunds, exchanges and replacements

- Unless otherwise provided under the Refundable Tickets Terms and Conditions of Sale (if applicable):
- Ticketek does not offer refunds or exchanges as a result of a change in your personal circumstances or due to external factors such as, for example, adverse weather. Ticketek will only provide a refund or exchange a ticket if any event is cancelled, rescheduled or significantly relocated by the seller (and you cannot or do not wish to attend the rescheduled or relocated event), or to the extent otherwise required by law (including the Australian Consumer Law). Of an event is cancelled, you do not need to apply for a refund Ticketek will automatically attempt to process a refund back to the original payment method used to purchase the ticket. Otherwise, you must apply for a refund by the earlier of
  - Four (4) weeks after notification or the reschedule or relocation.
  - 72 hours prior to the event
- If you do not request a refund by that date, you will have agreed to the reschedule or relocation and will not be entitled to claim a refund.
- If an event is cancelled, rescheduled or significantly relocated by the seller, all liability is limited to the amount for which the ticket was purchased (including any fees or charges unless otherwise notified at time of purchase). Proof of purchase may be required for any refund or exchange. Unless required by law (including the Australian Consumer Law), neither Ticketek nor the seller will be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.
- Tickets will only replace lost, stolen, damaged or destroyed tickets if the authenticity of the tickets if the authenticity of the ticket can be verified, including proof of purchase, and if you give reasonable notice before the event. Ticketek may charge a reasonable fee for the replacement of tickets, Ticketek may not replace tickets where seating is unallocated (general admission tickets).
- You should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at an event. You may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation.

#### *14.3 Variation to Performances or Events*

- The seller reserves the right to add, withdraw, reschedule or substitute artists, performers, teams or players and/or vary advertised programs, prices, venues, seating arrangements (including ticket categories) and audience capacity.

#### *14.4 Conditions of Entry*

Admission to an event is subject to the Seller's Term. In particular, the following from part of the Seller's terms unless otherwise specified:

- You may be denied entry into, or removed from, an event where the seller has reasonable ground to do so, including if you breach these Terms and Conditions or the Seller's Terms, or you are intoxicated, under the influence of illicit drugs, inappropriately attired or adversely affecting the enjoyment of the event by others.
- If you arrive late, you may not be admitted until a suitable break in the event.
- You may not be permitted to take into the event, or use, cameras or the photographic or recording equipment (including mobile phones).
- You may be required to submit to a search of your person and/or possession before entering the event.
- By attending the event, you and each attendee in your group acknowledge and agree that you each may be filmed, and/or recorded and you each give permission to the Seller and Ticketek to use your image, likeness and voice obtained at the event in all media throughout the world for any purpose without any compensation.
- You agree to comply with all Government directions, orders and regulations relevant to attending live events, which may be in place at the time of the event.
- You are responsible for knowing the contact details of all attendees in your group. In the event you are contacted directly by the Government, including the Department of Health for the purposes of contact tracing, you must,
  - Make the contact details of your group available to the Government (if you have consent from each group member to do so)
  - Contact each Member of your group, and request that they provide their contact details to the Government directly.
- When attending the event, you and each attendee in your group agree to assume all risks associated with COVID-19 or other such communicable diseases.

#### *14.5 Authenticity and Validity of Tickets*

- Entry to an event may be refused if the authenticity or validity of a ticket is questionable, including because the ticket has been damaged or defaced in any way, or has not been purchased from Ticketek or other authorised points of sale.

#### *14.6 Authenticity and Validity of Tickets*

- Tickets may not, without the prior written content of Ticketek and the seller, be resold or offered for resale at a premium (including via on-line auction or other unauthorised resale sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticketholder of the ticket may be refused admission. Ticketek will use reasonable efforts to notify you of such action.

**SCALPING WARNING:** The resale of tickets in certain circumstances is governed by ticket sales legislation and may attract criminal penalties.

#### *14.7 Collection and Delivery of Tickets*

- You must allow adequate time for collection or delivery of tickets. Methods of collection and/or delivery will be available when choosing your collection/delivery details. In the interests of minimising ticket scalping, Ticketek may change your delivery method to “venue collect” at its discretion.
- Where concessions are applicable, suitable and valid identification must be provided for collections of tickets and at the event.

#### *14.8 Limitations of Number of Tickets Purchased*

- When purchasing tickets for a particular event you may be limited to a specified number of tickets. If you exceed the stated ticket limit, you may have any or all of your orders and tickets cancelled without notice by Ticketek at its discretion. This includes orders associated with the same name, e-mail address, billing address, credit card number or other information. Ticket Limits apply to ensure fair access to tickets for fans and as a measure to minimise ticket scalping.

#### *14.9 System Errors*

- While Ticketek takes all reasonable care to ensure that tickets are correctly priced and only available for sale when intended, sometimes errors may occur. Ticketek may cancel an order made as a result of any such error, although in the case of a pricing error Ticketek will endeavour to contact you to give you the option of purchasing the ticket at the correct price.

#### *14.10 Customer Errors*

- If an error on your behalf results in Ticketek reprocessing the ticket transaction at your request, Ticketek may charge to you the actual costs incurred in reprocessing the ticket transaction, including any chargeback or postage fees charged to Ticketek by a third party.

#### *14.11 General Ticketing*

In relation to General Tickets purchased or redeemed

- All 2026 Cronulla Sharks Members agree to be bound by the Ticketek Terms and Conditions of Sale
- All 2026 Cronulla Sharks Members agree to be bound by the Refundable Tickets Terms and Conditions of Sale

### **15.0 On-Selling**

- Cronulla Sharks Membership Cards and Tickets issued in lieu of a Membership Card (this includes and tickets that must be redeemed) may not be on sold (including via online auction sites), used for advertising, promotion, or other commercial purposes (including competitions and trade promotions), to enhance the demand for other goods or services either by the original purchaser or any subsequent bearer.
- If a Membership Card or ticket is on sold or used in breach of this condition, the Membership Card or ticket may be cancelled without a refund and the bearer of the Membership Card or ticket may be refused entry into Sharks Stadium.

## 16.0 Social Media

- **2026** Cronulla Sharks Members should be respectful on all Social Media platforms towards the Club, Staff, Players, and key stakeholders.
- The Cronulla Sharks are entitled to use their discretion in judging if a Member is acting in an inappropriate manner.
- Any Cronulla Sharks Member who is seen to be disrespectful on Social Media towards the Club, Players, Staff or Contractors risks their Membership being cancelled or suspended.
- If a Member's behaviour results in their Membership being cancelled or suspended, funds will not be reimbursed, and no compensation will be provided. In circumstances where your Membership is suspended or cancelled for inappropriate conduct you will not be entitled to a refund of any 'unused' portion of your Membership elements.

## 17.0 Force Majeure Policy

- As a Cronulla Sharks Member, you agree and accept that you must adhere to any NRL, Cronulla Sharks, Federal and State Governments protocols in relation to a force majeure event which may change from time to time.
- Under the discretion of the NRL, Cronulla Sharks, Federal and State Governments, if the event conditions cause disruption to the 2026 NRL Telstra Premiership Season, including but not limited to:
  - The 2026 Season is abandoned.
  - Home Games (s) are played behind closed doors, resulting in no Members having access to any Home Game (s)
  - Cronulla Sharks Home Game (s) are relocated due to a force majeure event, without Member access or reduced capacities.
  - Use of function rooms, private boxes and the like, at grounds may be subject to use restrictions such as capacity limits or requirements that limit mixing with others.
- The Cronulla Sharks reserves the right to implement and enforce any measures it deems appropriate for health and safety purposes in response to a force majeure event whether or not required by Government instruction, order, or requirements, including requiring attendees to wear facemasks at Cronulla Sharks NRL Telstra Premiership games and implementation of social distancing which may affect Member Reserved Seating.
- It is the responsibility of the Primary Account Holder to keep their contact details up to date, to remain informed through the Cronulla Sharks official email communication and to communicate all measures and changes to the other Secondary Account Holders of their account.
- In the event a force majeure event does affect the 2026 NRL Telstra Premiership Season, once the Cronulla Sharks have been notified of changing restrictions and has an overview on how this will affect the 2026 Season, Cronulla Sharks will inform the Parent Account Holder via email of these changes to their purchased Membership.

## 18.0 Member Final Series and Grand Final

- All Cronulla Sharks Members will be given priority access to NRL Telstra Premiership Finals Series and the NRL Telstra Premiership Grand Final tickets prior to the General Public.
- Entry into the NRL Telstra Premiership Finals Series is not included in your Membership. If a Member would like to attend either the NRL Telstra Premiership Finals Series or Grand Final, they must purchase tickets at their own cost.

## 19.0 NRLW

- **2026** Cronulla Sharks Members will be granted entry into NRLW Telstra Premiership Games that are played prior to NRL Telstra Premiership Games being hosted at Sharks Stadium with a valid Membership or ticket.
- 2026 Cronulla Sharks Members will be given an exclusive pre-sale ticket window when NRLW Telstra Premiership standalone Games go on sale where they will be able to purchase tickets.
- 2026 Full Season Cronulla Sharks Members (Reserved Seat and General Admission) will be granted access into standalone NRLW Telstra Premiership hosted by the Cronulla Sharks at Sharks Stadium.
- 2026 Full Season Reserved Seat Members will be granted General Admission entry into standalone NRLW Telstra Premiership hosted by the Cronulla Sharks at Sharks Stadium.
- 2026 Full Season Reserved Seat Members will not be guaranteed their Reserved Seat that they hold for the 2026 NRL Telstra Premiership Season at standalone NRLW Telstra Premiership hosted by the Cronulla Sharks at Sharks Stadium.
- 2026 Part Season and Non-Ticketed Members will not be granted entry into standalone NRLW Telstra Premiership hosted by the Cronulla Sharks at Sharks Stadium.
- 2026 Part Season and Non-Ticketed Members will be required to purchase tickets to 2026 Part Season and Non-Ticketed Members.

## 20.0 Membership Competitions

The Promoter of the Membership competition may refer to the Cronulla Sharks, Sponsor or key Stakeholder. If the Cronulla Sharks hold a competition for Members, the following will apply;

- All 2026 Cronulla Sharks financial Members will be automatically entered into the competition.
- To be eligible for the competition you must be a Financial 2026 Member by the date specified for the close of the competition.
- Winners will be selected at random.
- The competition draw will take place at 461 Captain Cook Drive, Woolooware, NSW, 2230 or any place the Cronulla Sharks own, operate, lease and or manage.
- Competition winners will be notified by phone call and or via email.
- Membership competitions are open to all financial 2026 Cronulla Sharks Members. Employees and their immediate families of the Cronulla Sharks and suppliers, providers and agencies associated with the club and the promotion are ineligible.
- If the competition prize is unavailable, for whatever reason, the promoter reserved the right to substitute the prize for a prize of equal or greater value, subject to state regulation.
- The promoter reserves the right to validate and check the authenticity of any prize claim or entry before awarding the prize.
- If the winner (for whatever reason) is unable to attend or does not take an element of the prize within the time stipulated by the promoter, then the prize will be forfeited, and cash will not be awarded in lieu of the prize.
- The prize must be taken as offered and cannot be varied. Prize values are GST inclusive and are in Australian dollars and are the recommended retail value as provided by the supplier and are correct at time of printing. The Promoter accepts no responsibility for any variation in prize value.

- The Promoter shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or for any personal injury suffered or sustained in connection with any prize/s except for any liability which cannot be excluded by law.
- The Promoter will not be responsible for any incorrect, inaccurate, or incomplete information communicated during or in connection with this promotion if the deficiency is occasioned by any cause outside the reasonable control of the Promoter including without limitation technical malfunctions or failures.
- The Promoter reserves the right in its sole discretion to disqualify any individual who the Promoter has reason to believe has breached any of these conditions or engaged in any unlawful or other improper misconduct calculated to jeopardise the fair and proper conduct of the promotion. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.
- The Promoter's decision in relation to any aspects of the competition is final and binding on every person who enters, and no correspondence will be entered into.

## 21.0 Sharks Stadium Conditions of Entry

- For the Comfort, safety and enjoyment of all patrons, the Cronulla Sharks reserve the right to refuse entry to;
  - Persons deemed to be intoxicated and or disorderly
  - Unauthorised persons
  - Persons with items that have the potential to cause injury or public nuisance
  - Persons who purchase event tickets from an unauthorised source or ticket scalper
- Members can find the full Sharks Stadium Conditions of Entry via the link.

## 22.0 Code of Conduct

- Members can find the Membership Code of conduct at [sharks.com.au/membership/member-information](http://sharks.com.au/membership/member-information).

## 23.0 Privacy Policy

- Members can find the Cronulla Sharks Football Club Privacy Policy at [sharks.com.au/membership/member-information](http://sharks.com.au/membership/member-information).

## 24.0 Frequently Asked Question

- All details outlined in the Cronulla Sharks Frequently Asked Questions, also form part of the Terms and Conditions. The Cronulla Sharks FAQs can be found at [sharks.com.au/membership/member-information](http://sharks.com.au/membership/member-information)

## 25.0 Right to Amend Terms and Conditions

- The Cronulla Sharks reserve the right to amend these Terms and Conditions as may be reasonably necessary from time to time in absolute discretion.
- The Cronulla Sharks do not warrant that every request for Membership, Ticketing or Seating Allocation can or will be complied with.

## **26.0 Acceptance of Terms and Conditions**

- By applying for a 2026 Cronulla Sharks Membership, I acknowledge that I can carefully read and accept the above Terms and Conditions. All Members are bound by these Terms and Conditions regardless of how the Membership was submitted.

## **27.0 Cronulla Sharks**

- Cronulla Sharks Means Cronulla Sutherland Sharks or any of its related entities and includes 'the club' where the context implies.
- Any failure by Cronulla Sharks to insist on strict compliance with these Terms and Conditions will not constitute a variation or waiver of these Terms and Conditions.

These Terms and Conditions were updated by the Cronulla Sharks on October 1, 2025