



2021 NSW Swifts Membership Terms and Conditions

General

1. The below terms and conditions are relevant to the purchase of 2021 Membership of the NSW Swifts.
2. Terms and conditions of Membership are subject to change and are at the discretion of NSW Swifts and Netball NSW.
3. By purchasing a NSW Swifts 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. You acknowledge and agree that you are entering into an agreement on the terms set out in these terms and conditions with Netball NSW for the entire period of time covered by the Membership.
5. Netball Australia reserves the right, in conjunction with Suncorp Super Netball, to change dates, times and venues as appropriate prior or during the 2021 Suncorp Super Netball Season.

Membership

1. All prices quoted on the 2021 NSW Swifts Membership website are inclusive of GST but exclusive of Ticketek commissions and additional charges.
2. Any Members with an outstanding payment from their 2020 Membership will be ineligible to renew or purchase a new Membership until all outstanding balances have been paid.
3. Foundation Members are described as Members who have held their NSW Swifts Membership since 2008, including the entire Trans-Tasman Netball League period (2008 to 2016 consecutively) and the first three seasons (2017 to 2020) of Suncorp Super Netball.
4. Membership accounts are transferable upon receiving written authorisation from the original Member requesting to transfer the Membership into another name.
5. The NSW Swifts reserves the right to change all or any of the membership details enclosed on the 2021 NSW Swifts membership website and accompanying membership application forms. All packages are strictly sold subject to availability. The NSW Swifts reserves the right to decline or cancel memberships at any time.
6. The primary form of communication with Members will be via email and SMS. 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 Membership Portal or contact the NSW Swifts Memberships Team on (02) 9951 5000 during business hours.
7. Photography and Image use permission: In becoming a 2021 NSW Swifts Member, you and/or those using your Membership are granting Netball NSW, Netball Australia and Suncorp Super Netball permission to use images, footage and potential interviews, taken at NSW Swifts' events and/or games, to help promote the sport of netball and the NSW Swifts. This imagery/footage may be used in various ways, including but not limited to; Website, Facebook, Twitter, Instagram, YouTube, marketing collateral and other NSW Swifts' related materials, or to provide to media outlets and agencies with content for the purpose of promoting the sport and the NSW Swifts.

8. All Memberships are subject to the [Terms of Entry to Ken Rosewall Arena](#) and any other venue utilised by the NSW Swifts as a home game venue during the 2021 season.
9. All NSW Swifts Memberships are subject to the terms of ticket sale from Ticketek and any other ticketing agency utilised by the Club in 2021.
10. Privacy Policy: Netball NSW (NNSW) respects the privacy of the individuals of whom NNSW collects, uses, discloses and holds personal information. NNSW has a Privacy Policy that is based on the National Privacy Policy Principles contained in the Privacy Act. NSW Swifts may use your information for promotional and direct marketing purposes and other disclosures as specified in our Privacy Policy. By providing your personal information, you agree to such use by Netball NSW and NSW Swifts.
 - i. Members who purchase the Swifts & Swans Membership Package will have their data shared with the Sydney Swans for the purposes of fulfilling all membership benefits.

Membership Renewal

1. 2020 Members receive a priority renewal window to renew their 2021 Membership for the 2021 Suncorp Super Netball Season.
2. 2020 Members will have the ability to renew online through the NSW Swifts Membership Portal or by calling the NSW Swifts Membership Team.
3. 2020 Members may be eligible for rolling renewal and have their 2021 Membership renewed automatically without needing to make payment manually.
4. The 2021 membership renewal window is between 12 November to 29 November.
5. 2020 Members must renew during this membership renewal window to maintain their current membership package and member seats.
6. Any memberships not renewed during this window will be released to the public for sale.

Rolling Renewal

1. Members will have the option to opt in to our rolling renewal plan when purchasing a NSW Swifts Membership.
2. Rolling renewals are automatically applied to members who pay via the debit success payment plan.
3. Rolling renewals mean that your membership for the following season is automatically renewed into the same or corresponding package for the current season at the updated price without needing to make payment manually.
 - ii. Automatic payment will be made via the credit card or bank account saved on the members' account.
 - iii. If payment details are no longer valid, the NSW Swifts will members directly for new payment details.

4. 2020 Members who opted in to the rolling renewal plan will have their 2021 Membership rolled over automatically for the 2021 Season. Members will be given a 14-day notice period via email in which to make changes to the membership order, or to notify the NSW Swifts in writing that they do not wish to rollover. Requests for changes or cancellation after this notice period cannot be guaranteed and may be subject to cancellation fees.
5. Automatic renewal will take place for eligible members on 12 November 2020.
6. The 14-day notice period will be provided to members on 26 October 2020.
7. 2021 Members who opt in to the rolling renewal plan will have their 2022 Membership rolled over automatically for the 2022 Membership. Members will be given a 14-day notice period via email in which to make changes to the membership order, or to notify the NSW Swifts in writing that they do not wish to rollover. Requests for changes or cancellation after this notice period cannot be guaranteed and may be subject to cancellation fees.

2020 Membership Options

1. 2020 Members who had selected to retain their 2020 Membership will be required to pay for their 2021 Membership in full based on the amount they had paid for their 2020 Membership
2. 2020 Members who had selected to transfer their 2020 Membership to the 2021 Season will be required to pay an administrative fee at the time of renewing their membership which is \$30 for Juniors, \$35 for Concessions, \$40 for Adults or \$100 for a Family for 4.
3. 2020 Members who had requested a refund for their 2020 Membership will be required to pay for their 2021 Membership in full.
4. A \$3.95 service and handling fee applies to all transactions regardless of payment method or number of packages in one transaction.

COVID-19 Impact on 2021 Season and Memberships

1. The impact (if any) that the COVID-19 pandemic or any other unforeseen event may have on the 2021 Suncorp Super Netball Season is not known. If the 2021 season is interrupted, we will provide ticketed members who receive access to three or more games with options relating to their 2021 Membership.
2. Should the venue capacity at Ken Rosewall Arena be below 100% due to COVID-19 health and safety restrictions, members may be required to redeem tickets via a ticket redemption process which means that members may not have access to their usual member seats as stated on their membership card but will receive priority access to redeem tickets based on membership category.
3. If the 2021 Suncorp Super Netball season is impacted by Covid-19 resulting in a reduced seating capacity and physical distancing measures at Ken Rosewall Arena, seating will be managed via a ticket redemption basis for each home game. Members will receive priority to redeem tickets based on their membership category. Refer to Member Seating for further information.
4. We will continue to monitor the latest health guidelines as we approach the 2021 Season which will determine how member seating will be allocated at home games. Any changes to the 2021 season or member seating will be communicated to members via email and/or SMS.

Membership Payment

1. Members are able to pay for their 2021 Membership in full, or through monthly instalments. Accepted payment methods include cash, credit card and cheque.
2. Paying by instalments:
 - i. Members choosing to pay by monthly instalments enter into an agreement with Debit Success. View the Terms and Conditions [here](#).
 - ii. This payment plan provides members with the option to pay for their 2021 NSW Swifts Membership in six (6) monthly instalments.
 - iii. Monthly instalments run from January 2021 to June 2021
 - iv. The instalment will be charged on the 17th of each month
 - v. 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.
 - vi. Members will be charged a \$5 sign-up fee when registering for Debit Success monthly instalments.
 - vii. A 3.09% processing fee (including GST) will also be charged per transaction when paying via Debit Success.
3. A \$3.95 service and handling fee applies to all transactions regardless of payment method or number of packages in one transaction.

Membership Classifications

1. Membership Packages are available under the following classifications;
 - i. Adult: You must be 16 years or older as of 31 December 2021.
 - ii. Junior: You must be 15 years or younger as of 31 December 2021.
 - iii. Concession: To qualify as a concession you must hold 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. Health Care Cards are not accepted as a form of concession.
 - iv. Family: A family membership consists of two (2) Adults and two (2) Children (aged up to 15 years inclusive), or one (1) Adult and three (3) Children (aged up to 15 years inclusive).
2. Memberships are fully transferable via e-ticket or physical membership card but remain subject to the above classifications.

Membership Packages

1. 2021 Membership Packages are grouped into two classifications;
 - v. Ticketed Packages: Includes access to home games. The number of home games is dependent on each membership package.
 - vi. Non-Ticketed Packages: Does not include access to home games
2. 2021 Membership Packages can be viewed on our Membership Portal [here](#).
3. 2021 Add on Products are exclusively available to purchase by 2021 Members.
 - i. 2021 Member Scarf (\$25)
 - ii. Ladies in Red (\$50)
4. The NSW Swifts at their discretion reserve the right to create additional Membership packages

Member Seating

1. Member seating for NSW Swifts home games at Ken Rosewall Arena will be allocated as follows;
 - i. 2020 Full Season Members renewing into their existing package and seats
 - ii. 2020 Full Season members requesting a category upgrade
 - iii. Other 2020 Members requesting an upgrade to Full Season packages
 - iv. New 2021 Members
 - v. The NSW Swifts reserves the right to relocate a Members' seat by two seats
2. If the 2021 Suncorp Super Netball season is impacted by Covid-19 resulting in a reduced seating capacity and physical distancing measures at Ken Rosewall Arena, seating will be managed via a ticket redemption basis for each home game. Members will receive priority to redeem tickets based on the following order;
 - i. Platinum Members
 - ii. Red and Gold Members
 - iii. Silver Members
 - iv. 5 Game and 3 Game Members
 - v. Non-Ticketed Members (Purchase Only)
3. The NSW Swifts reserve the right to make changes to the ticket redemption process.

Member Benefits

1. Member benefits are as outlined on the 2021 NSW Swifts Membership website found [here](#). The Club reserves the right to alter member benefits and offer additional benefits throughout the season as they become available.
1. The Members-only newsletter other exclusive email communications are available to all members who provide a valid email address.
2. Members will have access to member only events throughout the 2021 Season dependent on the latest government and health guidelines.
3. Membership packs will begin to be dispatched to members in March 2021. Members will receive an email with tracking email once their pack has been lodged.
4. The Finals Series priority ticketing offer applies to any 2021 Suncorp Super Netball Finals Series games featuring the NSW Swifts. In the event the NSW Swifts contest an away Finals Series match, NSW Swifts members will be offered priority ticketing where available and at the discretion of Netball Australia.
5. A game day member draw will be conducted at each NSW Swifts 2021 regular season home game. Any member whom claims a prize will not be eligible for further draws.
6. All Member Benefits are only valid for NSW Swifts regular season home games during the 2021 Season

Refund & Cancellation Policy

1. NSW Swifts reserves the right to change all or any of the membership details enclosed on the 2021 NSW Swifts membership website and accompanying membership application forms.
2. NSW Swifts reserves the right to decline or cancel memberships at any time.
3. NSW Swifts will not issue refunds in the case of missed games as per membership entitlements, team performance or changes in your personal circumstances.
4. NSW Swifts will not issue refunds or credits as a result of individual 2021 Suncorp Super Netball matches being cancelled, postponed or changed (including venue change).
5. Requests for refunds may only be considered in exceptional circumstances and must be submitted in writing to the club by emailing membership@nswswifts.com.au