

2020 Membership Arrangements Terms and Conditions

INTRODUCTION

As advised in previous communications from the club, as a result of the interruption to the 2020 Suncorp Super Netball Season due to the COVID-19 pandemic, West Coast Fever has developed a range of options for our members and their 2020 Memberships. These options are detailed below.

2020 ACCESS MEMBERSHIP OPTIONS

The options listed in this document are available to members where their 2020 season match access entitlements have been negatively impacted in relation to matches played without spectators permitted to attend.

This document contains information detailing the terms and conditions relating to each option, and it is important that all eligible members take the time to review the information carefully, prior to choosing an option. Selection of an option will be considered acceptance of the relevant terms and conditions.

OPTION	WHAT DOES THIS MEAN?	HOW TO ACTIVATE THIS OPTION
#1 - PLEDGE	Donate your 2020 membership to the club*	The option to participate in the <i>Loyalty Membership Pledge</i> closed on 25 th September 2020
#2 - CREDIT	Receive credit towards your 2021 membership renewal	Default option; credits will be automatically applied to your 2021 renewal
#3 - REFUND	Discontinue with your membership with the club	Click here to complete your request before 1st November 2020

2020 ADMINISTRATION AND PACK FEE

In option (#2 and #3), a 2020 Administration and Pack Fee is retained by West Coast Fever which represents the costs to deliver 2020 membership services already provided to members, such as servicing your membership, any events or functions you have received as part of your membership, pack items and card.

The 2020 Administration and Pack Fees per membership are detailed below, Inc GST;

- Flight Centre Circle Memberships - \$200 per membership
- Box Memberships - \$70 per membership
- Emerald Memberships - \$65 per membership
- Green Zone, Middle Tier and Wings Memberships - \$60 per membership
- Fever Supporter Plus Memberships - \$15 per membership

Fever Supporter members are not eligible for either Option 1, 2 or 3 as they have received their full 2020 member entitlements.

(Any Postage and Handling fees of \$4 and Ticketek Service and Handling Fees of \$3.95 paid per transaction cannot be credited or refunded).

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PLEASE NOTE: Options 1, 2 and 3 must be made at an Order Level. For example, if you have several memberships which sit under the same order, your preference will apply across all members which reside under your membership order.

Option #1 – PLEDGE (Loyalty Membership Pledge)

Full donation of your 2020 membership

West Coast Fever wishes to sincerely thank all members who have Pledged their 2020 membership to the Club in this challenging year,

Members who have completed the Loyalty Membership Pledge before 25th September, have committed their 2020 membership to the Club despite games being played outside of WA.

These members will receive a Loyalty Membership Pack, which includes a scarf, loyalty pin, poster, certificate and will secure Loyalty pricing on their 2021 season renewal.

The option to participate in the *Loyalty Membership Pledge* closed on 25th September 2020.

Members who have Pledged their 2020 membership will receive notification of the 2021 season renewal period and a 28-day opt-in/out period to either opt in, or opt out of the annual autorenewal process and secure Loyalty pricing on their renewal.

Terms and Conditions agreed by members of the Loyalty Membership Pledge;

- *As a Primary Account Holder, I agree to pledge my 2020 West Coast Fever membership and that of any Secondary Account Holder memberships associated with my West Coast Fever membership account. I understand that by participating in the Loyalty Membership Pledge, I will continue to receive member benefits which West Coast Fever is able to deliver in 2020, which includes access to any West Coast Fever regular season home games held in Perth. I agree that if home games are reduced, or do not take place at all, I waive all rights to home game benefits included in the 2020 West Coast Fever Membership Terms and Conditions* and any future right to seek compensation for any games not able to be held in Perth during the 2020 Suncorp Super Netball Season. By making my commitment to West Coast Fever as a Loyalty Membership Pledge, I accept these conditions.*

Option #2 – CREDIT (default option)

Credit towards your 2021 season renewal

This is the default option and requires no action if you wish to apply credit to your 2021 membership renewal.

This credit applied will include the total value of the game portion of your 2020 membership which could not be delivered during the 2020 Suncorp Super Netball Season.

Your renewing 2021 renewing membership fee will be frozen, therefore you will only pay for your 2021 season Administration and Pack Fee, which covers the cost of your 2021 member pack, card, servicing your membership and any other benefits you receive outside of games at RAC Arena.

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Example credit for 2021 season renewal;

- Mark paid \$287.95 in 2020 for his Renewing Adult Emerald Membership (*this included a \$4 Postage and Handling and \$3.95 Ticketek Service and Handling Fee*)
 - o Mark received \$65 of value in 2020 for his membership pack, card and the servicing of his membership.
- Mark's credit put towards his 2021 renewal will be **\$215**
 - o $(\$287.95 - \$65 \text{ for 2020 Membership and Pack Services Delivered}) = \222.95
 - o $(\$222.95 - \$4 \text{ Postage and Handling and } \$3.95 \text{ Ticketek Service and Handling Fee}) = \215
- West Coast Fever applied a price freeze on all credit renewals; therefore, Mark's total membership value will be the same as his 2020 renewal (in this case this price freeze is a value of \$280 for a Renewing Adult Emerald membership).
 - o $(\$280 - \$215 \text{ of credit}) = \65
 - o 2021 Card Service Fee of \$4 and Ticketek Service and Handling Fee of \$3.95
 - $(\$65 + \$7.95) = \$72.95$
- **Mark will therefore pay \$72.95, towards his 2021 membership renewal**

PLEASE NOTE: The \$7.95 fee (inclusive of \$4 Card Service Fee and \$3.95 Ticketek Service and Handling Fee), is applied per transaction only. Therefore, if you are purchasing several memberships in one transaction, you will only pay this fee once.

CONDITIONS: Credit can only be applied to your 2021 membership renewal. If you choose not to renew your membership for the 2021 Suncorp Super Netball Season, please select the refund option as this credit cannot be carried over to a subsequent season or issued as a refund at a later stage.

There is no need to take action if a Credit is your preferred option; your credits will be automatically applied to your 2021 membership renewal.

Option #3 - REFUND

Discontinue your membership with the Club

If you seek to discontinue your membership with the club, the club will issue a refund, retaining a 2020 Administration and Pack Fee (refer below).

In this instance you will forfeit any claim to your current seating allocation for the 2021 season and should you re-purchase a membership in the future, an additional waiting period will be required to be eligible for loyalty or renewal pricing.

If you select a refund, the balance of your 2020 membership fee will be refunded in the same method as payment was made. If payment was made by credit card, and that card has since been cancelled, please specify this within your request form and the club will contact you to obtain new details. If you did not pay via credit card, the club will contact you to arrange your refund.

Due to the number of members affected and the volume of responses expected, please note that it may take up to 20 business days to process **REFUND** requests. Once processed, any refund may take up to three to five business days to appear in your account.

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IMPORTANT

If you seek to **REFUND** your membership, please make your request to the club no later than 1 November 2020. If we have not heard from you prior to this date, your account will default to the **CREDIT** option (option #2) and credit will be applied to your 2021 renewal.

ADDITIONAL INFORMATION

Eligible memberships

The below membership packages are eligible for options 1, 2 and 3 that hold match access entitlements for the 2020 season, being:

1. Flight Centre Circle members
2. Box members
3. Emerald members
4. Green Zone members
5. Middle Tier members
6. Wings members
7. Fever Supporter Plus

Fever Supporter members

Fever Supporter memberships (those with no match access entitlements forming part of their benefits), are not eligible to activate the options contained in this document and have received their 2020 entitlements.

Subject to change

West Coast Fever continues to be guided by government advice and that of the Super Netball Commission as it becomes available and the information contained in this document may be subject to change as required by updated information.

West Coast Fever reserves the right to amend terms and conditions relating to the content of this document, without written notice. Members will have no claim against the club by reason of any change made to the content of this document or related terms and conditions, except as required by law.

Acknowledgement and agreement

Upon selection of one of the available options listed here, you acknowledge that you have read the information contained in this document, and agree to the terms and conditions it contains, in conjunction with the [West Coast Fever Membership Terms and Conditions](#).

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