

West Coast Fever Frequently Asked Questions

Key Timelines 2021	When
Opt in / out period (Annual Renewal Payment Plan) <i>This is the 28 day period when renewing members can opt in, or out of Auto Renewal for the 2021 season</i>	5 October 2020 – 1 November 2020
Annual Renewal Payment Plan (Auto-Renewal) <i>This is when Auto-Renewal payments will take place for 2020 members</i>	From 12 November 2020
New Memberships on Sale	From 16 November 2020
Seating allocations <i>Note: Seating allocations for new members to take place following the allocation of renewing member seats.</i>	Renewing members' current seating allocations will remain on hold until 18 December 2020. After which seating allocations will commence.

Terms and Conditions

A full copy of the West Coast Fever Terms and Conditions is available on the members tab at www.westcoastfever.com.au

Contacting the West Coast Fever Membership Team

Email

membership@westcoastfever.com.au

Phone

1300 540 233 from 9am to 5:30pm AEST, Monday to Friday (excluding NSW Public Holidays)

How do I log into my account?

Primary Account Holders can visit their membership account on the below link. Please click on 'members' in the top right corner of the page.

www.westcoastfever.com.au

Forgotten your password?

Simply click on the 'Forgotten your password?' link located next to the Password field when you visit the 'My Account' tab. From here you will receive an email and can change your Password

Once in your account you can update your contact details, create secondary members for your account, update payment details and view your transaction history.

Which West Coast Fever memberships include entry into home games?

The categories that include guaranteed entry to all West Coast Fever home games are Flight Centre Circle Membership, Box Membership, Emerald Membership, Green Zone Membership, Middle Tier Membership and Wings Membership. The Fever Supporter Plus Membership guarantees entry to one West Coast Fever home game, with the preferred game nominated upon membership application and purchase.

What age is considered a Junior?

A Member is considered a Junior when they are 16 years and under.

What is included in a Family membership?

A Family Membership includes membership for two adults and two juniors (16 and under).

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Am I eligible to receive Concession rates?

Those who are holders of a current Pensioner Concession Card, Veteran Affairs, WA Seniors card, Companion Card, or a current full-time Student Card are eligible to receive concession membership rates.

West Coast Fever must be notified of the concession type and relevant card number upon submitting a Membership Application. The concession card must be available for presentation upon entry to match day venues. Concession rates do not apply to West Coast Fever family membership packages.

When will seating allocations commence for the 2021 Season?

Seating allocations for new members will commence from 18 December 2020.

Renewing member seating allocations and requests will be finalised first, followed by new members.

Existing seating preferences for 2020 members will retain on hold until 2pm WST on 18 December 2020.

How can my group guarantee seats together?

To ensure your group is seated together, Memberships should be purchased in one transaction at the time of booking. When booking seats, Members may request that a group of fellow Members to be seated together by providing the names at the time of booking. If Memberships are not purchased together, West Coast Fever cannot guarantee Members will be seated together.

I have left my ticket or membership card at home, what do I do?

If you have left your members pass or ticket at home you can approach the Members Box Office, located at the main entrance of RAC Arena along Wellington Street, Perth, on game days. Staff there will be able to re-print your ticket for that game. Alternatively, Members can log into their members account and request a digital ticket be immediately emailed to them. This digital ticket can be scanned on any mobile device and does not need to be printed.

I can't attend one of the home games, can my friend use my pass instead?

Yes, where a member is unable to attend a home game, the Member may temporarily transfer their Membership card to another person, provided the temporary holder is at an equivalent level to the Member. Concession or junior holders cannot transfer their membership onto an adult.

I have lost my membership card, what do I do?

If your membership card has been lost or stolen (if printed member card issued), it must be immediately reported to West Coast Fever. Upon notification West Coast Fever will cancel the lost card and a new membership card will be issued at a cost of \$20.00, payable at time of request.

As a Member will I have priority access to finals tickets?

Yes, if West Coast Fever qualify for the Suncorp Super Netball Finals Series, Members will be granted priority access to purchase tickets prior to general public sale. Members will be notified when tickets will be available for purchase. Finals tickets are managed by Netball Australia.

What is included in my Membership pack?

All members will receive a members pack which includes a members card/pass. Members who hold Box, Emerald, Green Zone, Middle Tier, Wings or Fever Supporter Plus Memberships will receive an additional merchandise item to be confirmed at a later date. Flight Centre Circle members will receive an exclusive Flight Centre Circle merchandise item to be confirmed at a later date. Packs will be available for collection on match days and will not be posted to members with the exception of the members card/pass. Fever Supporter and Fever Supporter Plus membership packs will be posted prior to the start of the 2021 Suncorp Super Netball season.

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When will I receive my membership card?

West Coast Fever is working towards delivering all member cards from March 2021. Members will receive further communication from West Coast Fever closer to the date. Should a digital membership card replace a printed membership card, this will be communicated to members.

I have opted to pay my Membership in monthly instalments, when will my account be debited?

Members who purchase their Memberships through monthly instalments will be debited on the **12th of the month** unless the 12th falls on a weekend or public holiday, in which case the account will be debited on the next business day. The Members account will be debited a one-off plan establishment fee of \$5.00 on the date the membership is processed. Memberships purchased using Debit Success **MUST** be paid off in full by **31 March 2021**.

Members who choose to pay their membership in instalments can contact Debit Success on 1800 148 848 for any questions regarding their payments.

Auto Renewal

As per the West Coast Fever Membership Terms and Conditions all members agree to opting in to the Annual Renewal Payment Plan, meaning that your membership will be automatically renewed and payment will be deducted from your account each season. You can opt out of this process at any time, by visiting the 'Manage Renewals' tab once logged into your account.

I am a Flight Centre Circle Member and wish to park at RAC Arena in 2021.

Reserved parking is an additional benefit, able to be purchased by Flight Centre Circle members. The purchase of a parking pass for all 7 home games at RAC Arena, can be processed when securing your 2021 Flight Centre Circle memberships online or over the phone.

Reserved parking passes for all 7 home games are available at \$210 each. Due to limited availability, passes are only available to Flight Centre Circle members.

Will I still get my same seat for the 2021 season if I renew?

West Coast Fever will allocate members same seats for 2021 as normal, however, if we are directed by the State or Federal Government to reduce capacity of home games, members same seats may be affected and West Coast Fever will communicate with members directly.

What arrangements has the club offered West Coast Fever members for their 2020 membership?

West Coast Fever has offered members three options for their 2020 membership. Members had the option to either Pledge their membership to support the club (closed 25 September 2020), apply for a credit for the 2021 season or apply for a refund of their membership (less a 2020 Administration and Pack Fee). If applying for a refund, the member acknowledges they forfeit their seating and loyalty discount if purchasing a new membership after the refund has been processed. Additional information on the 2020 Membership Arrangement Terms and Conditions is [available here](#).

I'm unsure on whether to credit or refund my membership, what are my options?

To view the full list of options for your 2020 membership, please click this [link](#)

I have opted for a refund, when will I see the credit in my account?

Refunds can take up to 20 business days to process after acknowledging the receipt of your refund request.

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When will membership auto renewal payments commence?

Payments for membership auto renewals will commence from 12th November 2020.

I have more questions regarding my West Coast Fever Membership, who can I contact?

If you have any further enquiries regarding your Membership, please feel free to contact the Memberships Team on 1300 540 233 from 9am to 5:30pm EST (Monday to Friday) or email us at membership@westcoastfever.com.au

Membership Terms and Conditions

A member can view the West Coast Fever Membership Terms and Conditions at <https://westcoastfever.memberlink.net.au/memberhome>

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200 Selby Street JOLIMONT 6014
PO Box 930 SUBIACO 6904
Tel: 1300 540 233 Email: info@westcoastfever.com.au
www.westcoastfever.com.au