



West Coast Fever Frequently Asked Questions

2023 KEY INFORMATION

2023 Key Timelines

Members can elect to pay for their membership on a direct debit payment plan (monthly over six months) or pay upfront each year. Below are the key renewal dates for renewing members to ensure they retain their membership into the 2023 season:

Members on a Payment Plan

- **Wednesday 10 August 2022 until Tuesday 6 September 2022** - Annual Renewal Payment Plan (Auto-Renewal) Opt-out
- **Tuesday 13 September 2022** - Auto-renewal first payment processed. Payments will be processed on the 13th of each month (or next business day) starting 13 September 2022.

Members not on a Payment Plan

- **31 October 2022** - Renewal cutoff date

Renewing Members' current seating allocations will remain on hold until 31 October 2022. After which we cannot guarantee your seat will remain available.

New Members

- **From 8 September 2022** - New Memberships on Sale

Terms and Conditions

A full copy of the 2023 West Coast Fever Terms and Conditions is [here](#)

Contacting the West Coast Fever Membership Team

You can contact the West Coast Fever Membership Team in one of the ways below:

Email - Membership@westcoastfever.com.au (preferred option)

Phone - 1300 540 233 from 6am to 2:30pm AWST, Monday to Friday (excluding NSW Public Holidays)

Game Day — We are located in the RAC Arena Box office until quarter time on West Coast Fever home games.

YOUR WEST COAST FEVER ONLINE ACCOUNT

How do I log into my account?

We recommend all Members take a few minutes to log into their Member account [here](#) to check their details are up to date. Click the "My Details" tab to update your contact details. Please also ensure that your secondary accounts are also up to date by clicking "Create Secondary Member". Your renewal status is accessible in the "Manage Renewals" section.

Forgotten your password or first time logging in?

Simply click on the "Reset Password" button located to the left of the Member login field. You will be directed to enter your Member Number and an email to reset your password will be sent to your account. If you have any issues, please email the Membership team at Membership@westcoastfever.com.au

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2023 MEMBER RENEWAL INFORMATION

What is the Auto Renewal?

As per the West Coast Fever Membership Terms and Conditions all Members agree to opting into 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.

Is there a Membership that includes parking at RAC Arena?

No, none of our Memberships are inclusive of parking.

Is there a Membership that includes food and drink during that game at RAC Arena?

Yes, Captain's Club, Corporate Membership, Floor seating, Centre Circle Legacy, Green Zone Boxes are inclusive of hospitality. Please note Green Zone Boxes include food only and does not include beverages.

Will I still get my same seat for the 2022 season if I renew?

Yes, as long as you renew prior to 31 October 2022, 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. If you wish to change your seating allocation, a written request must be sent to Membership@westcoastfever.com.au.

When will Membership auto renewal payments commence?

Payments for Membership auto renewals will commence from Tuesday 13 September 2022.

My Credit Card details have changed

You can update your credit card details in the Member portal. Please click on "My Account" and then the "Payment Details" tab. Your card details will be securely stored in your account.

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 13th of the month unless the 13th 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 13th February 2022.

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

YOUR 2023 WEST COAST FEVER MEMBERSHIP

I want to make a change to my order (e.g. add a new Member, change Membership categories, upgrade my junior Membership to an adult)

Please ensure that you are OPTED-OUT of auto renewal.

Please email the Membership team at Membership@westcoastfever.com.au with your Membership change request and we will do our best to facilitate this. Please note that if you are opted-in to auto-renewal, we cannot guarantee that your request can be processed.

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Which West Coast Fever Memberships include entry into home games?

The categories that include guaranteed entry to all West Coast Fever home games are:

- Full season Memberships which are: Captain's Club, Corporate Membership, Floor seating, Centre Circle Legacy, Green Zone Boxes, Emerald, Green Zone, Silver, and Bronze.
- 2 and 3 Game Memberships
- Fever Supporter Plus Membership guarantees entry to one West Coast Fever home game, with the preferred game nominated at a later date.

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).

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 2023 Season?

Seating allocations for new Members will commence from early September 2022.

Renewing Member seating allocations and requests will be given priority to retain their current Membership seats an upgrade their seating or access any additional Membership seats for the 2023 season.

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.

If I make a seat request, am I guaranteed to get that seat?

We cannot make any guarantees on seats unless a Member is simply renewing to their own seat without any changes to their Membership (eg. Adding another person).

The West Coast Fever Membership team always endeavour to accommodate all requests and, if are unable to fulfill your request, will seat you in the best available seats.

I want to upgrade my Membership to a Captains Club, Green Zone Box , Floor Seating, can I do this?

Absolutely! We will have a limited amount released for sale in early September, you can purchase these online.

If you would like to upgrade your current Membership, please OPT-OUT of the payment plan below and email us at Membership@westcoastfever.com.au

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Have my prices increased in 2023?

We have had to keep price increases as minimal as possible but due to the increased costs that go into putting on a match day you will see a slight increase in some Memberships.

As a Club we continue investing in providing the best game day experience possible for our Members. We also strive to provide Member packs with high quality items so that our Green Army can be recognised. Due to significant increases in venue and game day execution costs, all Memberships have seen a slight price increase to help cover these increasing costs. We pride ourselves on providing a unique game day experience and we will continue to do so in 2023.

GAME DAY AND TICKETING

I want to forward my ticket to a friend or family Member, can I do this?

Yes you can! You can log into your 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. Please note once you request a digital ticket your Membership barcode is made inactive for that nominated game.

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

You can log into your 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. Please note once you request a digital ticket your Membership barcode is made inactive for that nominated game.

Alternatively, 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.

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 given priority access to purchase tickets. Members will be notified when tickets will be available for purchase. Finals tickets, including the price and the seat allocation, are managed by Netball Australia and West Coast Fever can not guarantee Members will get final tickets. Please note Members will not have access to their Membership seat for any finals series matches at RAC Arena.

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PACK INCLUSIONS

When will I receive my Membership card and pack?

All Members will receive their packs via post. Membership packs will start to be dispatched from November 2022 and can take up to 12 weeks to arrive, longer for PO Boxes. We encourage all Members to check their addresses and update their details in the Membership portal.

Please note, it is the responsibility of all Members to ensure that their contact details, including names and addresses for all Members in their group are up to date in the Membership portal prior to the 2023 season commencing.

What is included in my 2023 Membership pack?

We are still finalising the inclusions; you will be updated when we have more information.

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 6am to 2:30pm AWST (Monday to Friday) or email us at Membership@westcoastfever.com.au

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