



West Coast Fever Frequently Asked Questions

2027 KEY INFORMATION

How does the membership renewal process work?

Members will receive a link to our new membership platform. Members will be required to log in, verify their account details, and review their membership information before selecting one of the following actions prior to the renewal deadline:

1. Confirm Renewal (or leave and let it auto renew),
2. Reject/Cancel their seat.
3. Request a change by emailing membership@westcoastfever.com.au

I am an existing member. How do I pay for my membership?

Members who have selected Auto-Renew will automatically roll over into the same membership seat held for the 2026 season using the same payment information supplied for their 2026 renewal. We encourage all members to [Sign in](#) and ensure their details are up to date in the new system prior to the rollover and payment date of 17 September.

Members who have NOT selected Auto-Renew, will be able to [Sign in](#) and select from the options below.

1. **Pay Now** – The full amount is paid immediately
2. **Pay Later** – Auto-Renew Full payment processed on 17 September 2026.
3. **Pay in Instalments** – Auto-Renew Part Payment will run over six monthly deductions with the first instalment being on 17 September 2026.

Season Members will have their same membership seat held for renewal until **Friday, 27 November 2026**

What is the Auto-Renew date?

Auto-renew payments will be processed on 17 September 2026.

When does the membership renewal period end?

Season members have until **Friday, 27 November 2026** to renew their seats. After this date, any seats that have not been renewed will be released for sale.

Terms and Conditions

A full copy of the 2027 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

Phone – 08 9380 3700 from 9am-5pm AWST, Monday to Friday (excluding WA Public Holidays).

Game Day – We are located at the RAC Arena Box office at West Coast Fever home games.



YOUR WEST COAST FEVER ONLINE ACCOUNT

How do I log into my account?

You must now log in using the primary account holder's email address. You will be required to reset your password and verify your account the first time you complete this process. Reset your password and verify your account [here](#).

If you have already logged in before, you will just need to enter your email and password.

What if I have forgotten my password?

If you have forgotten your login details, you can reset your password by clicking [here](#).

Click the Reset Password Link

1. Enter the email address registered to your account.
2. A password reset link will be sent to your email.
3. Follow the link in the email to create a new password.

2027 MEMBER RENEWAL INFORMATION

What is Auto-Renew?

Auto-Renew allows Members the comfort of knowing their account will be automatically renewed each season, with one full payment deducted from your account annually. If you wish to Opt Out of Auto-Renew, please email membership@westcoastfever.com.au. For further information, please refer to our [Terms and Conditions](#).

Has the Seat map changed?

After careful consideration of our seating map, updates have been made to better reflect the location and view of seating at RAC Arena.

- We now have a new seating category, Platinum. Platinum seats are in rows A-J in Blocks 212-216 and Blocks 202-206. Emerald seats are located in row K -T in Blocks 212-216 and Blocks 202-206.
- Blocks 207 and 211, which were previously Green Zone, have now been recategorized as Emerald.
- Blocks 201 and 217, which were previously Silver, have been recategorized as Green Zone.
- A full Seat map can be found [here](#).

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?

Circle Edge Plus includes access to a pre-game function in the Green Room with food and beverages provided. Our Membership packages do not include food and beverage service during the game.

If you are interested in a Corporate Box in season 2027, please email corporatesales@westcoastfever.com.au

Will I still get the same seat for the 2027 season if I renew?

Yes, as long as you renew prior to **Friday, 27 November 2026**

Can I change my Season Membership seat?

If you wish to change your seat allocation, you will need to complete the electronic seat request form. [Seat Move Application](#). When renewals have closed, the Membership Team will contact you to inform you of availability.

My Credit Card details have changed

You can add or update your payment details at any time through the member portal. This ensures your payment information is current and helps avoid any interruptions to your membership.

1. Sign In to your account [here](#).
2. Navigate to the top right corner of the page and select 'Payment Methods'
3. Enter your payment details if they are not already saved in the system/update your payment details if required
4. Click 'Save Details'

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

Season Members who select 'Pay in Instalments' will have their Membership processed over six equal payments on the 17th of the month. Please note, Pay in Instalments is not available for Flexi, Fever Supporter or Fever Cadet memberships.

What fees are involved with Pay in Instalments?

Members who choose to 'Pay in Instalments' will be subject to the following fees.

- **Establishment Fee** - \$15
- **Missed Payment Fee** - \$10 (per failed payment attempt – if your payment fails on its due date, the system will try and retake it 1 day later, then 3 days later, with the final attempt taken 7 days later).

Memberships purchased via a payment plan must be paid in full prior to the commencement of the season. West Coast Fever reserves the right to cancel a membership and deny membership benefits, including entry to matches, if payment is not completed in full by the required date.

I can't find my member purchase on my bank statement?

Your West Coast Fever Membership payment will appear on your bank statement as 'TICKETEK Club Mship'.

YOUR 2027 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)'

To make changes to your membership for 2027, we ask that members complete the attached forms. Once submitted, a member of our team will contact you using the details provided to discuss suitable options should they become available.

[Membership Group Update](#)
[Category Change](#)

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: Floor seating, Circle Edge, Circle Edge Plus, Platinum, Emerald, Green Zone and Silver include entry to all 7 home games.
- 4, 3 and 2 game Flexi Memberships: Members must book the games they wish to attend and will be issued a ticket for entry.
- Fever Cadet Membership: Members must book the game they wish to attend and will be issued a ticket for entry.

Are all Memberships available for purchase?

All Membership categories are available to purchase, except Emerald Flexi Membership which have sold out.

What age is considered a Junior?

A Member is considered a Junior when they are between 5 and 16 years old.

What is included in a Family Membership?

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. Refunds will not be issued if a Concession card is produced after the Membership transaction has been processed. The Concession card must be available for presentation upon entry to match day venues. Concession rates do not apply to Family Membership packages.

When will seating allocations commence for the 2027 Season?

Renewing Member seating allocations and requests will be given priority to retain their current Membership seats or upgrade their seating for the 2027 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 their own seat without any changes to their membership.

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 to a Circle Edge Membership or Floor Seating can I do this?

Absolutely! We will have a limited number of seats released for sale; you can purchase these online. If you would like to upgrade your current membership, please contact the membership team by emailing membership@westcoastfever.com.au

Have my prices increased in 2027?

Due to continuing increases in venue and game day costs, Memberships have seen a price increase in 2027. We endeavour to have Membership options to suit every budget; to view a price list of available Memberships, click [here](#).

GAME DAY AND TICKETING

I want to forward my ticket to a friend or family member; can I do this?

Tickets can be transferred following the instructions below:

1. Select "Transfer" on the event you would like to transfer. Note: All season tickets will appear as a single event title. Multiple seats and games can be easily transferred at once.
2. Select the seat(s) you want to transfer and click "Proceed".
3. Select the game(s) you want to transfer.
4. Enter the email address of the person whom you would like to transfer ticket(s) to.
5. Click "Submit" to initiate the transfer.

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

You can log into your Member account and email yourself a digital ticket. This digital ticket can be scanned on any mobile device and does not need to be printed.

Alternatively, you can visit the Membership Team located in the Box Office at RAC Arena on match day.

I have a Junior/Concession Membership card, can my friend who is an adult use it on match day?

To upgrade your Junior/Concession ticket for a match simply visit the Box Office on match day at RAC Arena. You will be required to pay the \$10 upgrade fee with Ticketek staff. A new ticket will then be issued for entry.

How do I book tickets for my 4, 3 or 2 Game Membership?

Flexi Members will be emailed a ticket booking link in early 2027.

Members will be required to book the games they wish to attend and will be able to purchase additional tickets for non-Members at the same time.

Once booked, Members will be emailed their tickets for entry on match day. Members will be able to find their tickets on their Ticketek account NOT on their Membership account.

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

If your Membership card has been lost or stolen (if printed Member card is 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 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 cannot guarantee Members final tickets. Please note, we cannot guarantee Season Members will not have access to their membership seat for any finals series matches at RAC Arena.



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 early 2027 and can take up to 2 weeks to arrive, longer for PO Boxes. We encourage all Members to check their address 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 2027 season commencing.

What is included in my 2027 Membership pack?

2027 Membership packs will include a Membership card, lanyard, bumper sticker and fridge magnet. Full Season Members (Floor Seating, Circle Edge, Circle Edge Plus, Platinum, Emerald, Green Zone and Silver) will receive an exclusive \$25 merchandise voucher that can be used to shop at the West Coast Fever Team Store at the Gold Netball Centre, online, and on game day.

Where can I find my merchandise voucher?

Your merchandise voucher will be provided as a unique code that can be used at checkout. You will receive a DL flyer in your membership pack containing your individual voucher code, as well as an email sent to the parent account holder outlining all relevant details, including how to redeem the voucher. If you have trouble locating your voucher, please contact the Membership Team by emailing membership@westcoastfever.com.au and we will be happy to assist you.

Can I use multiple merchandise vouchers for a single purchase?

Yes, multiple vouchers can be combined and used for a single purchase. If the total value of the purchase exceeds the available balance of the gift card(s), the remaining amount must be paid using another accepted payment method. If the purchase value is less than the available voucher balance, any unused funds will remain on the voucher and can be used for future purchases.

How long is my voucher valid for?

Merchandise vouchers will be valid from 1 August 2026 until 30 September 2027. If your voucher is not redeemed by this date, any remaining value will be forfeited and cannot be used after the expiry date.

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 08 9380 3700 from Monday - Friday, between 9am-5pm AWST or email membership@westcoastfever.com.au