

Members FAQ

Members can elect to pay for their membership on a direct debit payment plan (monthly over 10 months) or pay upfront each year.

Below are the key renewal dates for renewing members to ensure they retain their membership into the 2023/24 season:

Members on a Payment Plan

- Tuesday, 6 June 2023 – Tuesday, 20 June 2023 (2-week period) Annual Renewal Payment Plan (Auto Renewal) Opt-In /Opt-Out period.
- Tuesday, 4 July 2023 - Auto-Renewal first instalment deducted. Payments will be processed on the 20th of each month (or next business day) starting 4th of July 2023 for Part-Payment instalments.

Members not on a Payment Plan

- Tuesday, 6 June 2023 – Tuesday, 20 June 2023 (2-week period) Annual Renewal Payment Plan (Auto Renewal) Opt-In /Opt-Out period.
- Tuesday, 20 June 2023 - Auto-Renewal Upfront Payments will be deducted from Members accounts.

Age Category Thresholds

This year, July 1st is the age cut-off date.

Child = (3-12) This year.

Youth = (13-17) This year.

Adult = (18-x) This year.

Children under 3 gain free entry but must sit on the parent/caregiver's lap as no seat will be allocated.

Regardless of purchase date, the age they would have been on 1st of July will be the age category they will be eligible for this season.

SEATING PREFERENCE WINDOW

Monday, 31 July 2023 – This Season there are a few changes to the members area sections. We will be moving our members to the western stand for all our Platinum and Black memberships due to this there will be the ability to reclaim your previous full season seat Suncorp on the western stand.

The last full season played at Suncorp was 19/20 season. The seat you held during this season will be counted as your previous seats.

Seating preference must be noted on the EOI form above with your seat/seats you are hoping to reclaim along.

As we approach closer to the General Release which is stated for 27th of June, the availability to reclaim seating will decrease.

Alternatively, you are able to call or memberships line on 1300 39 50 20 or email the memberships team via membership@brisbaneroar.com.au be sure to include your member number and other relevant info to process your request as quickly as possible.

New Members

27th June - New Memberships on Sale available for the general public

Memberlink Portal

The memberlink portal is your unique gateway to renew membership, update contact details, redeem tickets for your part season and supporter memberships.

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@brisbaneroar.com.au

When will I receive my membership after purchasing?

Once your purchase has been processed you will receive a transaction summary which includes a breakdown of your memberships.

This season the E-Membership cards can be sent out as soon much more quickly than Physical membership cards however they will operate the same.

If you are wanting a Physical card there will be an option to pay for shipping at point of sale, whether over the phone with us via our membership team or through online.

If you require a Physical membership card and did not nominate it when the purchase was made there will still be the ability to request this after the fact. However, the turnaround time will vary as we will commit and send these off to the supplier in batches. Be sure to get in touch with the membership team if you are unsure of anything.

Membership package delivery

Membership Packages this season can be shipped out to your home address.

An option will be available to select at the point of purchase for delivery of membership packages.

If you selected delivery for both Membership cards and membership packages, they will be delivered together but we will need an email confirming that you would like both the membership pack and the card delivered together.