

# Membership Terms and Conditions

The following are the Membership Terms and Conditions

## 1. Entry and Membership Conditions

- 1.1. Members must comply with the Brisbane Roar's ticketing conditions, the Stadium's conditions of entry and the A-League Terms of Admission. These can be found at; <http://redcliffedolphins.com.au/dolphin-stadium/> (for Dolphin Stadium conditions of entry) and; [www.footballaustralia.com.au](http://www.footballaustralia.com.au) (for A-League Terms of Admission)
- 1.2. Brisbane Roar FC reserves the right to cancel or suspend a membership at any time, without refund, to any member that breaches these terms and conditions, or in the opinion of Brisbane Roar FC, a member engages in any unbecoming conduct which is prejudicial, or likely to be prejudicial, to the interests or reputation to the game, Brisbane Roar FC, Football Federation Australia, or any of their sponsors.
- 1.3. Brisbane Roar FC reserves the right to not accept any application for Membership in its absolute discretion.
- 1.4. If a member is found to be guilty of conduct deemed to be unbecoming of a member or prejudicial to the interests of the Game, Brisbane Roar FC, the Club sponsors or Football Federation Australia, a resolution may be considered in lieu of the membership cancellation. A member will have a chance to appeal this decision. This must be sent to the club mailing address in writing within 7 days of receiving the cancellation advice.
- 1.5. Brisbane Roar FC reserves the right to change all or any of the package details, name, pricing, benefits, inclusions, venue, admission conditions or scheduling, including changing allocated and general admission seating areas at any time.
- 1.6. When attending FFA sanctioned matches, A-League functions or events supported by the FFA and/or Club/s; members of BRFC must abide by the policies set-out by the venue in relation to attitude and behaviour. Any incident reports received by officials will be dealt with in an appropriate manner. The Club

reserves the right to immediately cancel a membership at its own discretion based on violation incurred by members

1.7. Brisbane Roar FC reserves the right to change these terms and conditions at any time without prior notice.

In the event that any changes are made, the revised terms and conditions shall be posted on our website immediately.

## 2. Membership Terms and Conditions

2.1 It is a condition of this agreement and terms of admission to the Matches given to the holder of the

Membership that you agree with the Brisbane Roar Football Club;

- a) Not to resell or transfer the Membership at a premium;
- b) Not to use it for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services; and
- c) Not to bundle it with other goods or services, without the BRFC's prior consent. If this condition is breached, the BRFC may, in addition to any other remedy and even if the holder of the Membership did not have notice of the condition or the breach, deny the holder admission to Matches and retain the price of the membership.
- d) The BRFC reserves the right to move a member's seats/s on a need's basis, through uncontrollable circumstances or otherwise. Members will be notified by the BRFC membership team in these instance

2.2 Membership Duration and Auto-Renewal

- a) Your membership commences on the date your membership is accepted by Brisbane Roar FC and continues provided that all payments are up to date, until the date it is cancelled or terminated.
- b) Provided you pay your membership fees by credit card or debit card, you authorise Brisbane Roar FC to automatically renew your membership each season and you authorise Brisbane Roar FC to arrange a transfer of funds from your nominated credit or debit card in the amount applicable to your membership type in the payment preference you chose at the time of joining.

- c) Each season's Membership will be rolled over. Brisbane Roar FC will provide via email, notice of renewal, which will explain the proposed equivalent membership package(s) for the upcoming season and the applicable membership fee for the package(s).
- d) You will be given a minimum of 14 days' notice from the date of the club's notice to advise the club of any changes you wish to make to your membership package or opt-out of being automatically renewed.
- e) You can choose to opt-out for the upcoming seasons membership when purchasing your membership. You can choose to opt-out before the auto-rollover date by:
  - a) Logging into your membership account at [roar.memberlink.net.au](http://roar.memberlink.net.au) and selecting opt-out
  - b) Emailing the membership team at [membership@brisbaneroar.com.au](mailto:membership@brisbaneroar.com.au) and submitting your request in writing; or
  - c) Calling the membership team on 1300 395 020, Monday to Friday from 9:00am to 5:00pm
- f) Any Concession or Junior membership that no longer qualify to age or concession restrictions, will automatically be upgraded to an Adult membership.

### 2.3 Junior, Concession and Family Memberships:

- a) Junior: To qualify you must be fifteen (15) years or younger as at 1 May 2022.
- b) Concession: These may be purchased by persons holding a current Seniors Card, Pensioners Card or Full-Time Student Card. It is a condition of these concessions that if requested you agree to present your concession identification card upon entry to a venue
- c) Family: may consist of the number of adults and juniors specified in the membership package (One (1) Adult and one (1) Junior, two (2) Adults and two (2) Juniors, two (2) Adults and three (3) Juniors, two (2) adults and four (4) juniors, etc.)
- d) If a member holds a state issued companion card, the member is eligible to receive a second membership, of the same category as they purchase, at no charge. This membership can then be used by a carer when attending matches with the companion card holder.

- 2.4 Members are required to notify the Club of any change in circumstance, including the issuing or withdrawal of concession status; member contact details; or any relevant information that could affect their membership of the Brisbane Roar.
- 2.5 Reserved Seat members from the 2020/21 season have a priority to renew their current seats 21/2022 season until the published cut-off dates. After this date, specific reserved seats cannot be guaranteed. We may not be able to guarantee the same seats to provisions that have had to be made for the venue CovidSafe plan.
- 2.6 Membership seating will be allocated in the following order;
- a) Renewing full season members
  - b) Renewing full season members requesting a seating change
  - c) New full season memberships
  - d) Renewing part season members
  - e) 5 game memberships
  - f) 3 game memberships
- 2.7 All prices advertised on the membership site, flyers, renewal forms, application forms or any other communication method are inclusive of GST, unless otherwise stated. Brisbane Roar FC reserves the right to change membership prices at any time without prior warning.
- 2.8 Subject to your Australian Consumer Law rights, you cannot exchange your Membership and you cannot obtain a refund if:
- a) after a Match has started, it is cancelled for any reason, including due to inclement weather
  - b) The time of, or teams participating in, a Match changes after the date you purchased your Membership.
- 2.9 Subject to your Australian Consumer Law rights:
- a) The Club is not liable to you for any loss or damage you suffer as a result of the A-League or any Match being cancelled, postponed or changed; and

- b) The Club disclaims the existence of any common law duty of care to you and any holder of the Membership.

2.10 Any person seeking a refund, must do so in writing, addressed to the Membership Manager. This must be sent to the club's mailing address or via email to [membership@brisbaneroar.com.au](mailto:membership@brisbaneroar.com.au). By doing so, the member(s) request will be taken into consideration, however it is not guaranteed a refund will be granted. If a full refund is granted, members may be required to return their membership pack and cards to the club if they have been distributed. The club reserves the right to give a partial refund if it deems a refund is necessary and the member has utilized their membership to gain entry to one (1) or more matches.

2.11 It is a member's responsibility to bring their membership cards on match day to access the stadium. If you do not have your membership card to access a match, the membership team will be present on game day to assist you until at least 15 minutes after kick-off. Personal identification must be provided to access replacement tickets.

#### 2.12 Debit Success Payment Plan

- a) Debit Success provides Members with the option to pay for their 2021/22 Brisbane Roar Football Club Membership in ten (10) monthly instalments.
- b) Debit Success does not accept Diners Cards for any transactions. All other major credit cards are accepted, surcharges may apply. Direct Debit is available as a payment method via Debit Success. For a full list of Debit Success terms and conditions, please click [here](#)
- c) Members will be charged a \$5 sign-up fee when registering for a Debit Success payment plan
- d) A 3.09% processing fee will be charged by Debit Success, when paying via Debit Success.
- e) Monthly instalments run from June 2020 until April 2020 (inclusive).
- f) Payments will be deducted in instalments on the 22<sup>nd</sup> of each month (or the next business day if the 22<sup>nd</sup> falls on a weekend or public holiday)
- g) Catchup payments will be charged if you start the payment plan after the first instalment.

- 2.13 The Club does not accept responsibility for any lost or stolen membership card/s. A \$10 fee will be charged for the replacement of membership card/s
- 2.14 Brisbane Roar reserve the right to change your seating allocation due to changes in stadium capacity.