

## ST GEORGE ILLAWARRA DRAGONS RED V MEMBERSHIP TERMS AND CONDITIONS 2022

All Red V members or persons seeking to become Red V members of the St George Illawarra Dragons agree to be bound by the following Terms and Conditions. Terms and Conditions apply from receipt of your membership payment to October 31, 2022. Terms and Conditions are subject to change and are at the discretion of the St George Illawarra Dragons (the club). All details outlined at <https://www.dragons.com.au/membership/frequently-asked-questions> also form part of the Terms and Conditions.

### 1.0 APPLICATION

- 1.1 Members may choose to join or renew either online, by submitting an application form or renewal form in the post, by email, over the phone, or in person. Regardless of how the membership is purchased, as a condition of their membership, all members agree to be bound by the Terms and Conditions of Red V Membership.
- 1.2 All 2022 memberships are valid from receipt of your membership payment and expire October 31, 2022.
- 1.3 The St George Illawarra Dragons reserve the right to refuse an application for membership.

### 2.0 CLASSIFICATIONS AND AGE RESTRICTIONS

- 2.1 Junior:
  - 2.1.1 To qualify as a junior you must be 16 years or younger as of October 31, 2022.
  - 2.1.2 Children aged 4 years or younger as of October 31, 2022 may enter the venue for free provided capacity restrictions do not apply, but are not allocated a seat or membership unless purchased.
  - 2.1.3 In the case of restricted venue capacity due to Public Health Orders, a child aged 4 years or younger may be required to purchase a ticket to attend a St George Illawarra Dragons home fixture.
- 2.2 Concession:
  - 2.2.1 Valid concessions include full-time students, aged pension, disability pension, TPI and war veteran pensions. Senior cards do not qualify for concession pricing.
  - 2.2.2 Proof of concession must be provided on game day as requested by venue or Dragons staff. If proof of concession cannot be provided, the membership card holder may be refused entry to the venue.
- 2.3 Family:
  - 2.3.1 A family membership is classified as two adults and two juniors aged 16 years or younger as of October 31, 2022, or one adult and three juniors aged 16 years or younger as of October 31, 2022.
  - 2.3.2 All 'juniors' on a family Red V Membership must have their membership placed under their own individual names and a date of birth must be provided for each member on the account.
- 2.4 Companion:
  - 2.4.1 Companion card holders are entitled to a complimentary membership of the same or lesser value when purchased in conjunction with a ticketed membership.
  - 2.4.2 Companion memberships cannot be purchased online and must be processed directly with the Red V Membership Team by quoting the companion card number and expiry date.
  - 2.4.3 A companion card must be provided on game day if requested by venue of Dragons staff. If a companion card cannot be provided, the membership card holder may be refused entry into the venue.
- 2.5 Transferable membership:
  - 2.5.1 If for any reason you are unable to attend a St George Illawarra Dragons home game that is covered by your membership, you may give your membership card to a friend or relative to use, except in the event contact tracing is required per venue or government health regulation (e.g., under COVID-19 restrictions).
  - 2.5.2 Transferal of a membership for game day entry is subject to the membership classification (i.e., an adult can't enter on a concession or junior membership) and this cannot be upgraded to gain entry to an individual game.



- 2.5.3 Memberships are not transferrable for entry into a member event.
- 2.5.4 A membership cannot be transferred into the name of another member for the purpose of transferring the original member's consecutive tenure and associated benefits.
- 2.5.5 All new members are required to register their own membership with a new, unique membership number. A membership number cannot be transferred into the name of another member.
- 2.5.6 Membership discount codes and links, pre-sale codes and links, and sponsor offers are not transferrable to non-members. The St George Illawarra Dragons reserve the right to cancel the membership of any member found to be sharing discount and pre-sale access to non-members.
- 2.5.7 Any use of a membership card is also bound by the Terms and Conditions of membership, and the member is obliged to inform such persons of the Terms and Conditions.

### 3.0 CODE OF CONDUCT

- 3.1 All members are expected to comply with a strict Code of Conduct and respect fellow fans. In the event of misconduct your membership may be cancelled at any time without refund or reimbursement. As a member, you agree to:
  - 3.1.1 Work with the club to enforce the Code of Conduct at home and away games.
  - 3.1.2 Advise the club of any people not complying with the Code of Conduct.
  - 3.1.3 Respect that opposition fans have an allegiance to their own club and welcome all fans to our home venues.
  - 3.1.4 Not abuse or use bad language towards fellow supporters, away supporters, players, staff, officials, media or other spectators.
  - 3.1.5 Understand that anti-social behaviour causing offence by words, actions or intoxication will not be tolerated and will result in ejection from the venue and possible cancellation of membership.
  - 3.1.6 Not engage in activity that embarrasses or inhibits others from enjoying the viewing of the game.
  - 3.1.7 Advise security or police of anti-social behaviour.
  - 3.1.8 Recognise the efforts of the players as playing to the best of their ability in an effort to win each and every game.
  - 3.1.9 Not publicly criticise the Dragons in a demeaning or derogatory manner regarding team selection, coaching, player contracts and other decisions made by the administration.
  - 3.1.10 Not display banners with obscene or inappropriate messages.
  - 3.1.11 Abide by the Conditions of Entry of Netstrata Jubilee Stadium, WIN Stadium and the Sydney Cricket Ground.
  - 3.1.12 Not abuse or use bad language towards or about Dragons staff, board members and players, in person, online, via social media, phone call or email.
- 3.2 The St George Illawarra Dragons reserve the right to suspend or cancel a membership of a member who behaves in a manner that is deemed to be inappropriate or in violation of the club's membership Code of Conduct. The club encourages members to be mindful of those around you and immediately report anything you deem to be inappropriate to the customer service staff on game day so the matter can be dealt with immediately.
- 3.3 The St George Illawarra Dragons have the right to decide what constitutes inappropriate conduct in its sole discretion. The member has no right to object to or appeal any decision by the club to suspend or cancel a membership as a consequence of the member acting in a manner the club considers inappropriate.
- 3.4 All memberships are subject to the Conditions of Entry to the venue/s their membership entitles entry into, which may include Netstrata Jubilee Stadium, WIN Stadium and the Sydney Cricket Ground. The St George Illawarra Dragons have the right to cancel memberships for breaches of the Conditions of Entry.
- 3.5 Members whose memberships are cancelled due to breaches of the Code of Conduct and Conditions of Entry, or due to inappropriate conduct as deemed by the clubs are non-refundable. No reimbursement for any 'unused' portions of the membership will be due.



#### **4.0 COMMUNICATIONS**

- 4.1 In order to receive important up-to-date information throughout the season, it is recommended that the member provides a valid email address.
- 4.2 It is the responsibility of members to notify the Red V Membership Team should a member's contact details change. The St George Illawarra Dragons hold no responsibility for a member's failure to update their personal details.
- 4.3 Members can update their details by logging into the member portal or by contacting the Red V membership team by emailing [redv@dragons.com.au](mailto:redv@dragons.com.au) or calling 1300 DRAGON (1300 372 466).

#### **5.0 DELIVERY OF MEMBERSHIP PACKS**

- 5.1 Membership cards and packs are posted in regularly scheduled batches and are lodged with Australia Post within approximately 1-2 weeks of purchase, excluding holiday periods where the St George Illawarra Dragons office is closed. Delivery of 2022 membership packs will commence from December 2021.
- 5.2 Memberships purchased prior to close of business (5pm) December 6, 2021 will be lodged with Australia Post prior to Christmas, provided the member has not made a seating request. Please note that once packs are lodged for postage, delivery timelines are out of the Dragons' direct control. Every attempt will be made to deliver packs prior to Christmas, however due to external factors, pre-Christmas delivery cannot be guaranteed.
- 5.3 Memberships purchased prior to close of business December 6, 2021 where members have made a seating request will not be fulfilled until January 2022 at the earliest, due to the extension of the same seat renewal deadline. Packs cannot be sent without corresponding membership cards.
- 5.4 Memberships purchased prior to close of business December 6, 2021 where new members have purchased a ticketed membership in a seating category requiring a reserved seat allocation may not be fulfilled until January 2022, due to the extension of the same seat renewal deadline. Packs cannot be sent without corresponding membership cards.
- 5.5 Delivery of 2022 membership cards and packs may be withheld if:
  - 5.5.1 Multiple memberships are purchased in one transaction under one individual's name. Membership staff will make every endeavour to contact the purchaser via the email address and/or phone number provided to clarify member names in a timely manner and withhold the delivery of member packs until confirmation of member names has been received.
  - 5.5.2 The membership order is purchased via the part payment method and the first payment instalment declines. Delivery will be withheld until the first payment instalment is successfully transacted.
- 5.6 Members who have purchased a ticketed membership and have not received their pack and membership card prior to a home game are required to contact the Red V Membership Team to receive an email ticket or arrange for a paper ticket to be collected at the main venue box office on game day.
- 5.7 Non-ticketed memberships (Dragons Faithful, Junior Dragon, Scorch, International Dragon and NRLW) do not include entry to Dragons home or away games.
- 5.8 All members will receive their 2022 member cards and packs via Australia Post.

- 5.9 Members will receive a Red V member pack corresponding to their date of birth or the package they purchase:
- 5.9.1 A junior pack will be issued to all ticketed members aged 16 years and under as of October 31, 2022, and all juniors listed on a family pass.
  - 5.9.2 An adult pack will be used for all other ticketed members.
  - 5.9.3 If a member does not provide their date of birth when purchasing a ticketed membership, an adult pack will be issued to the member.
  - 5.9.4 Non-ticketed members will receive a member pack based on the membership package chosen, as specified on each package page.
  - 5.9.5 Items are available only while stocks last.
- 5.10 Re-order fees apply for any member pack items lost or misplaced by the member.
- 5.11 Re-postage fees apply for any member pack returned to sender due to an incorrect or out of date address, failed delivery, or for the member's failure to collect their parcel from the post office.

## **6.0 MEMBERSHIP CARDS**

- 6.1 Membership cards remain the property of the club and may not be sold, (including via on-line auction sites), exploited for commercial use (including competitions and trade promotions), used to enhance the demand for other goods or services or used for promotional purposes without prior written consent from the club.
- 6.2 If a membership card is misused by the member or any subsequent bearer, the membership may be suspended or cancelled without refund at the discretion of the club.
- 6.3 Membership cards are issued to members for identification and seat allocation purposes.
- 6.4 Membership cards contain membership details, tenure, discount entitlement information, seating allocation (if applicable) and a barcode (if applicable).
- 6.5 Membership cards belonging to ticketed members are to be used as tickets for home games as per the membership package purchased and must be scanned upon entry to the nominated home stadium.
- 6.6 A card reorder fee of \$15 is payable by the member for a replacement member card if:
- 6.6.1 the card is lost or stolen
  - 6.6.2 a reorder is required due to incorrect tenure by fault of the member (e.g., creating a new membership account with different membership number instead of renewing into existing membership account)
  - 6.6.3 a reorder is required due to an incorrect name printed on the card by fault of the member (e.g., typing error or failing to order the membership in another individual's name at the time of purchase/renewal)
- 6.7 If a member forgets to bring their membership card to the game, the club can provide the member with a replacement ticket on the day from the Red V Membership window at the main venue box office. Photo ID will be required when requesting a replacement ticket.
- 6.8 Where a member is unable to attend a game under their membership entitlement, the membership card may be transferred to another person temporarily at an equivalent entry level, as per section 2 of these Terms and Conditions.
- 6.9 A member may not transfer their membership card to another person for entry into a member event.
- 6.10 Ticketed members paying via the instalment method with overdue payments risk deactivation and/or cancellation of membership barcodes, resulting in the blocking of access to game entitlements until payments are up to date.

## **7.0 LOYALTY AND TENURE**

- 7.1 Tenure of Red V Membership is measured back to 2002 when the Red V Membership program was introduced.
- 7.2 Failure to renew membership within any season results in length of membership tenure being reset.
- 7.3 Cancellation of membership for any reason within any season results in length of membership tenure being reset.
- 7.4 Members must renew under the same account and membership number to ensure correct tenure. If

member portal password is unknown, please use the 'reset password' feature or contact the Red V Membership Team for assistance to access your existing membership account.

- 7.5 The member loyalty program recognises Red V Memberships only. St George Leagues Club membership, St George District Rugby League membership and Steelers Club membership do not qualify.
- 7.6 A member's accrued consecutive tenure and associate benefits cannot be transferred to another member under any circumstance.

## **8.0 MERCHANDISE DISCOUNT**

- 8.1 The Red V member merchandise discount is available to current season members upon presentation of their 2022 season membership card at the official Dragons Team Store or at Dragons Team Store merchandise outlets on game day. Members can also redeem their discount through the online Dragons Team Store by entering their respective discount code provided on their membership card.
- 8.2 The Red V member merchandise discount is not available for items sold by St George District Rugby League Football Club, St George Leagues Club, Steelers Club or any other store operated by a party other than St George Illawarra Dragons.
- 8.3 The Red V member merchandise discount can only be used to purchase full-priced merchandise sold at the official Dragons Team Store, Dragons Team Store online shop or Dragons Team Store merchandise outlets on game days.
- 8.4 This offer cannot be used in conjunction with any other offer and does not apply to sale items or memorabilia.
- 8.5 This discount offer is valid until expiry of 2022 membership: October 31, 2022.
- 8.6 Merchandise discounts are tiered according to years of consecutive membership tenure and is as follows:
  - 0-4 consecutive years of membership tenure: 10 per cent discount
  - 5-19 consecutive years of membership tenure: 15 per cent discount
  - 20+ consecutive years of membership tenure: 20 per cent discount
  - Platinum members receive a 20 per cent discount regardless of years of consecutive membership tenure.

## **9.0 PAYMENT**

- 9.1 Ticketed members are able to purchase membership by full payment or by paying monthly instalments.
  - 9.1.1 Ticketed members with a history of payment issues via the instalment method of payment, including late or missed payments, previous membership fees being sent for debt collection, previous membership fees written off, or outstanding debts from previous seasons, will be required to pay their 2022 membership fee in full at the time of purchase. Any members with a history of payment issues who purchase their 2022 membership/s via the instalment method will have their order returned and be contacted by Dragons membership staff to process their order by the full payment method.
- 9.2 Non-ticketed members are able to purchase membership by full payment only.
- 9.3 Donations to the Dragons Foundation or Score Dragons, Inclusive Rugby League Program through St George Illawarra RLFC's partnership with the Australian Sports Foundation must be paid in full at the time of ordering.
- 9.4 Orders containing a combination of ticketed packages, donations and non-ticketed packages are able to pay by monthly instalments, with the balance of the non-ticketed and donation portion paid upfront at the time of processing. Only the balance of the ticketed portion will be paid via monthly instalments.
- 9.5 Paying by instalments:
  - 9.5.1 Members choosing to pay by monthly instalments enter into an agreement with Debtsuccess Pty Ltd.
  - 9.5.2 By selecting the part payment option, members agree to their membership being automatically renewed for subsequent seasons unless they choose to 'opt out' during the designated timeframe set by the St George Illawarra Dragons or unless a member has not finalised payments by August 17 of the membership year.
  - 9.5.3 All members who choose to pay by instalments must have the balance of their membership

paid in full by August 17, 2022. Members who miss an instalment or have any outstanding payments risk having their membership voided, barcodes cancelled and being sent for debt collection.

- 9.5.4 Members who choose to pay by instalments will be bound by the [Terms and Conditions of their agreement with Debitsuccess Pty Ltd.](#)
- 9.5.5 Additional transactions fees of 3.09% apply per instalment, along with an initial administration fee of \$5.00. Cancellation fees, account closure fees and missed payment fees may also apply.
- 9.5.6 From July 1, 2022, the transaction fee for new Debitsuccess accounts will be 3.75% per instalment, along with an initial administration fee of \$5.00.
- 9.5.7 St George Illawarra Rugby League Football Club does not accept responsibility for, or is in any way liable for, agreements entered into between members and Debitsuccess Pty Ltd (or its agents).
- 9.5.8 It is the responsibility of the member to ensure their payment and contact details are up to date with Debitsuccess and St George Illawarra Dragons membership.
- 9.5.9 Only persons aged 18 years or over are permitted to enter into an agreement with Debitsuccess.
- 9.5.10 The St George Illawarra Dragons may withhold distribution of membership pack and card to the member if instalments fail.
- 9.5.11 Members unable to continue payment of instalments must contact the Dragons and/or Debitsuccess as soon as possible to discuss payment options. Any fees incurred due to failed payments prior to contacting either organisation will be payable by the member.
- 9.5.12 Any fees incurred due to failed payments as a result of the member failing to update credit card, bank account or contact details will be payable by the member.
- 9.5.13 Any fees due to failed payments as a result of the member failing to have sufficient funds at the time of debit will be payable by the member.
- 9.6 Payments made by personal/company cheque, cash and money orders will be banked immediately upon receipt. Cheques and money orders must be made out to 'St George Illawarra RLFC' and cannot be accepted otherwise. Cash payments must be made in person at the Dragons Team Store, St George Leagues Club, 124 Princes Highway Beverley Park, or Level 1, Steelers Club, 1 Burelli Street Wollongong during respective trading hours.
- 9.7 Red V memberships are processed via the Ticketek 'Memberlink' system. Membership fees paid by credit card will be processed by Ticketek. If a credit card payment is declined by your bank you will be contacted regarding an alternate form of payment. If the alternate payment method is also unsuccessful your order may be cancelled.
- 9.8 All prices advertised are inclusive of GST unless otherwise stated.
- 9.9 All transactions will incur a 'service and handling fee' of \$4.75. The 'service and handling fee' will be the same regardless of the number of packages purchased in each order or method of payment. Cheques, money orders and cash received excluding the 'service and handling fee' will be returned to the customer.
- 9.10 Memberships purchased after the first home game will not be sold on a pro-rata basis unless advertised as such and will be charged at the prices determined by the St George Illawarra Dragons and listed on the St George Illawarra Dragons membership website.



## 10.0 REFUND AND CANCELLATION POLICY

- 10.1 Refunds will not be issued for games that cannot be attended, changes in personal circumstances nor requests made based on team performance or staff and/or player appointments or losses/transfers.
- 10.2 The club is not liable to you for any loss or damage a member may incur as a result of the 2022 NRL Premiership season matches being cancelled, postponed or changed (including venue or scheduling change).
- 10.3 Once a membership has been purchased, the St George Illawarra Dragons are under no obligation to provide a cancellation or refund. Requests for refunds may only be considered in exceptional circumstances and must be submitted in writing to the club by emailing redv@dragons.com.au.
- 10.4 Approval of refunds is wholly at the discretion of the club. Goods, services and cancellation fees will apply.
- 10.5 Should a cancellation or refund request be approved, the member will incur a cancellation fee proportionate to the value of the goods and services delivered by the club prior to the cancellation. If the member is paying by instalments and the amount paid to date, excluding Debitsuccess fees, is less than the goods, services and cancellation fee, the member will be required to pay the balance, including fees charged by Debitsuccess, prior to cancellation.
- 10.6 Whilst every reasonable effort will be made to accommodate seating preferences, if your preference is unavailable or you do not request a seating preference, you will be allocated the next best available seat at the time of allocation. Where an upgrade is unavailable, a member will retain the seat currently held. As such, memberships will not be refunded based on specific seat allocation or dissatisfaction with the provision of individual elements of the entitlements.
- 10.7 The St George Illawarra Dragons have the right to cancel memberships for breaches of the Conditions of Entry to Netstrata Jubilee Stadium, WIN Stadium, and the Sydney Cricket Ground, or breaches of the member Code of Conduct.
- 10.8 Cancelled memberships will not be reimbursed and no compensation will be provided. In circumstances where your membership is suspended or cancelled for inappropriate conduct you will not be entitled to a refund of any 'unused' portion of your membership entitlements.
- 10.9 The St George Illawarra Dragons shall not be liable in any manner for failure or delay in fulfilling any obligation to the extent and during the time that such failure is caused by natural calamity, strike or other industrial action, regulation or by any cause beyond its reasonable control.

## 11.0 HARDSHIP POLICY

- 11.1 The St George Illawarra Dragons have processes in place to ensure that members experiencing financial hardship are treated fairly. The club is committed to working with members where possible to help them respond to financial difficulty, whether temporary or long-term. Special consideration and flexibility will depend on individual circumstances and will be assessed on a case-by-case basis.
- 11.2 Members facing financial difficulty are encouraged to contact the Red V Membership Team via the [Hardship Request Form](#).

## 12.0 DONATIONS

- 12.1 Dragons Foundation and Score Dragons, Inclusive Rugby League Program, are projects of St George Illawarra Rugby League Football Club (ABN 74 085 008 340) and are registered with and conducted under the charter of the Australian Sports Foundation (ABN 27 008 613 858).
- 12.2 As part of the donation to the Australian Sports Foundation (ASF), you acknowledge that while the request to allocate your donation is done so unconditionally to the Australian Sports Foundation, the preferred beneficiary is St George Illawarra Rugby League Football Club.
- 12.3 By making this donation you accept the ASF's [Terms and Conditions](#) and [Privacy Policy](#).
- 12.4 By finalising the purchase of the Dragons Foundation project donation and/or Score Dragons, Inclusive Rugby League Program project donation as part of your membership order, you acknowledge and agree to the above terms and conditions.
- 12.5 Donations to the Dragons Foundation project and the Score Dragons, Inclusive Rugby League Program project are non-refundable.
- 12.6 By donating to the Dragons Foundation project and/or the Score Dragons, Inclusive Rugby League Program project as part of your membership order, you agree to share your name, email address and project





donation preference with the ASF.

- 12.7 An official ASF receipt will be forwarded to donor's by email for taxation purposes. All claims for a tax deduction are subject to being accepted by the Australian Taxation Office, who can be contacted for professional advice if either an individual or business is uncertain of their taxation position.
- 12.7.1 The official ASF receipt will be issued by email from the ASF.
  - 12.7.2 The receipt of donation will be made in the name of the Primary Account Holder and emailed to the address provided by the Primary Account Holder.
  - 12.7.3 Your membership order receipt issued by email from redv@dragons.com.au cannot be used for the purpose of claiming a tax deduction.
- 12.8 If a member is purchasing their membership order by the part payment instalment method, the donation 'add-on' portion of the order fee must be paid up front in full at the time of processing.

### **13.0 ROLLING RENEWAL**

- 13.1 Members will have the option of opting in to rolling renewal when purchasing their membership.
- 13.2 Rolling renewals are automatically applied to members paying by monthly instalments.
- 13.3 Members paying in full may also opt in to rolling renewals. Full payment rollover members will be advised by email and direct mail prior to processing payment each season and will have the opportunity to 'opt out' in a designated time period.
- 13.4 Rolling renewals will mean the membership is automatically renewed into the same or corresponding package for subsequent seasons, at the updated and relevant price. Prior to the renewal rollover, Primary Account Holder members will be given a 14-day notice period in writing in which to make changes to the membership order, or to notify the St George Illawarra Dragons in writing that they do not wish to rollover. Requests for changes or cancellation after this notice period cannot be guaranteed and may be subject to cancellation fees.
- 13.5 Rolling renewal payment instalments will commence on November 17, 2021 and a maximum of 10 monthly instalments will apply in order for all accounts to be paid in full and finalised by August 17, 2022.
- 13.6 All members who join after November 17, 2021 and select the instalment method of payment will have their number of instalments and payment amounts adjusted to ensure the account is still finalised by August 17, 2022. A deposit equal to the amount of one instalment will apply to all membership purchases after November 17, 2021.
- 13.7 St George Illawarra Dragons reserve the right to 'opt-out' members from automatic rolling renewal if:
- 13.7.1 the member has a history of payment issues via the instalment method of payment, including late or missed payments, previous membership fees being sent for debt collection, previous membership fees written off, or any outstanding membership debt
  - 13.7.2 the member's order contains 'juniors' and 'family juniors' over the age limit of 16 years
  - 13.7.3 the member's order contains a membership package which cannot be renewed into a suitable corresponding package for the following season
  - 13.7.4 the member's order contains a membership package they are no longer eligible to purchase
- 13.8 Accounts containing complimentary membership are not eligible for automatic rolling renewal.
- 13.9 Instalments will commence for the following season unless the member notifies the St George Illawarra Dragons in writing or by phone that they wish to 'opt out'.
- 13.10 It is the member's responsibility to ensure payment details are up to date. The Dragons will not be liable for any fees that are charged by Debitsuccess for a member's failure to update credit card, bank account or contact details prior to the next scheduled payment.

### **14.0 COVID-19**

- 14.1 Renewing 2021 ticketed members will receive a credit towards the renewal of their ticketed membership package as calculated by the St George Illawarra Dragons and outlined in ['Red V Membership 2021 Terms & Conditions of Credits'](#), unless the member:
- 14.1.1 Donated their credit to the projects of St George Illawarra Rugby League Football Club through our partnership with the Australian Sports Foundation,





- 14.1.2 Have an outstanding or written off membership debt,
- 14.1.3 Attended all three games in season 2021 as per their Flexi 3 membership entitlement,
- 14.1.4 Received a refund of the credit
- 14.1.5 Cancelled their 2021 membership.
- 14.2 Members eligible to receive credit will not be able to transfer credit to another member or apply the credit of one package to multiple membership packages.
- 14.3 Members eligible to receive credit will not be able to apply credit to a downgraded or lesser value 2022 membership package from the 2021 membership package.
- 14.4 Members eligible to receive credit will not be able to redeem the balance of any credit as cash or apply to any season beyond 2022.
- 14.5 Any credit due to a member applies to the respective package price only and does not apply to the \$4.75 service and handling fee.
- 14.6 Renewing ticketed members making any changes to their 2022 reservation order are required to contact the club to ensure any discount or credit is applied correctly. Any transaction containing an incorrect or fraudulent application of a discount or credit will be cancelled and reprocessed by the club. Additional cancellation and/or processing fees may apply.
- 14.7 The St George Illawarra Dragons are committed to ensuring members are treated fairly in relation to the impacts on ticketed membership packages as a result of COVID-19. The club will continue to work with the NRL, Netstrata Jubilee Stadium, WIN Stadium, Sydney Cricket Ground, Ticketek and Ticketmaster to ensure the club is prepared for what the 2022 NRL season may bring.
- 14.8 The St George Illawarra Dragons will continue to provide communication to all ticketed members on matters relating to COVID-19 as soon as it becomes available. As such, it is important all members keep their contact details up to date and check emails regularly to ensure the club can continue to provide important information relation to the 2022 NRL season and ticketed memberships.
- 14.9 Due to potential social distancing and crowd capacity regulations, members may not have access to their member allocated seat for affected home matches and will not be able to attend matches using their barcoded membership card for entry. In this instance, the St George Illawarra Dragons will communicate with the member by email the method of ticket redemption and seating allocation. The club will make its best endeavours to ensure ticketed members receive match access in their allocated seating category.
- 14.10 In the event the St George Illawarra Dragons cannot fulfil match entitlements outlined in ticketed membership packages as a result of COVID-19 or any other unforeseen act, members will be offered appropriate compensation as determined by the club.
- 14.11 As a Red V member of the St George Illawarra Dragons, you agree and accept that you must adhere to any NSW Health Orders in relation to COVID-19, which may change from time to time.



## 15.0 SEATING ALLOCATIONS AND REQUESTS

- 15.1 2021 members wishing to renew their 2021 seats for the 2022 season will be provided with a renewal period to purchase their membership of November 3, 2021 to 5pm January 19, 2022. This date is subject to change and will be advertised in member emails and through direct mail. After this time, any seats not renewed may be available for the St George Illawarra Dragons to allocate to other members.
- 15.2 The St George Illawarra Dragons do not warrant that every request for membership, ticketing and/or seating allocation can or will be complied with.
- 15.3 The St George Illawarra Dragons reserve the right to move members up to three seats in order to better satisfy seating requests. In these circumstances the member may not be contacted by the club.
- 15.4 Seats are the property of the venue and are subject to availability, e.g. in case of redevelopment to sections of the stadium, seats may no longer be available.
- 15.5 Members who purchase or renew membership in separate transactions who fail to advise Dragons members staff of a seating request to be allocated seating together will incur a card replacement fee of \$15 if they require their seat to be reallocated.
- 15.6 If required, ticket allocation for Dragons home games at venues other than WIN Stadium and Netstrata Jubilee Stadium will be allocated based on similar characteristics of WIN Stadium and Netstrata Jubilee Stadium seating where possible. Some flexibility may be required due to different sized seating bays.
- 15.7 Seating allocation for the Anzac Day match at the Sydney Cricket Ground will be allocated according to the member's respective seating category on a first come, first served basis according to the seating category map as published on [dragons.com.au/membership/stadium-maps](https://dragons.com.au/membership/stadium-maps)
- 15.8 'General Admission' category members will be allocated reserved seating within the 'general admission' bays of the Don Brandman concourse at the Sydney Cricket Ground. General admission members who purchase or renew membership in separate transactions who fail to advise Dragons membership staff of a seating request to be allocated together will incur a card replacement fee of \$15.
- 15.9 Seating requests must be placed at the time of membership purchase. Seating requests placed after the issue of membership cards will incur a card replacement fee of \$15.
- 15.10 New members who wish to be seated with other members who have purchased in a separate transaction must notify Dragons membership staff of this request at the time of purchase. Failure to notify Dragons membership staff of this request will incur a card replacement fee of \$15 if any member is required to move seating allocation after the issue of membership cards.
- 15.11 To transfer a seat to another member, authorisation must be received in writing from the current seat holder to confirm permission to change seat owners for the season.

## 16.0 PRIVACY AND PROMOTIONS

- 16.1 The products and services offered in any sponsor promotional material are not offered by the St George Illawarra Dragons. The St George Illawarra Dragons do not accept liability for any product or service referred to in such material, and to the widest extent possible at law excludes all liability with respect to these products and services.
- 16.2 Your privacy is important to the St George Illawarra Dragons and we have procedures in place to ensure that your information remains confidential. We are mindful that your personal details are private and as such we will only disclose your information in accordance with the Privacy Act 1988. You may access your private information held on our database by contacting the Red V Membership Team. You have the right at any time to refuse to receive marketing material.
- 16.3 A copy of the St George Illawarra Dragons' Privacy Policy explaining the way your information is collected, held and disclosed is available [on our website](#).
- 16.4 Your image or words, if shared publicly on social media or captured at Dragons events or home games by Dragons staff or broadcast television may be used for St George Illawarra Dragons promotional material.