



RED V MEMBERSHIP – COVID-19 TERMS AND CONDITIONS

1.0 SELECTION OF PREFERRED 2020 TICKETED MEMBERSHIP RESOLUTION

- 1.1 Members have until 5pm Tuesday, June 30 2020 to agree to one of the following two options:
 - a. RED V IS A PART OF ME
 - b. MARCH ON TO 2021
- 1.2 Members must agree in writing by completing the online member preference form.
- 1.3 Members must select one preference which is applicable to all members and membership packages listed on their order. Members will not be able to select different preferences in the instance where an order contains multiple individual members and member packages.
- 1.4 If a St George Illawarra Dragons 'Red V' member does not agree in writing to one of the following options, the St George Illawarra Dragons will rely on that as being the member's consent to keep 100 per cent of their membership funds with the club as per the terms and conditions of the 'Red V is a Part of Me' option.

2.0 RED V IS A PART OF ME

- 2.1 All 2020 membership fee payments paid by you will be retained by St George Illawarra Dragons and will not be subject to a refund.
- 2.2 Your agreement to the 'Red V is a Part of Me' option is voluntary, unconditional and non-refundable.
- 2.3 For home games where the crowd size is restricted due to government health regulations: you will have the opportunity to enter an online ballot and be drawn at random to receive access on a game by game basis. This opportunity is exclusive to members who select 'Red V is a Part of Me' option only.
- 2.4 You will be required to register your interest via online form and truthfully complete an online biosecurity screening to enter the ballot on a game by game basis. In the event you do not clear the biosecurity screening, your entry will be withdrawn from the ballot.
- 2.5 Entry to the ballot will correspond to home games scheduled at the venue your membership entitles you access to, and is as follows:
 - Full Season – Netstrata Jubilee Stadium and WIN Stadium
 - Kogarah Plus – Netstrata Jubilee Stadium
 - Wollongong Pass – WIN Stadium
 - Flexi 3 – Netstrata Jubilee Stadium and WIN Stadium
- 2.6 Your ticket allocation will correspond to the seating category purchased with your 2020 ticketed membership. Capacity in each seating category varies between venues and members may be offered a ticket allocation in the next best available seating category if the capacity in their membership category is exhausted. In the event general admission members are not permitted access to the 'Hill' areas at Netstrata Jubilee Stadium and WIN Stadium, members will be allocated a ticket for bronze category seating.



2.7 The amount of ballot entries will correspond to years of consecutive membership tenure per membership number:

- 0-4 years consecutive tenure – one entry per membership number
- 5-9 years consecutive tenure – two entries per membership number
- 10-14 years consecutive tenure – three entries per membership number
- 15+ years consecutive tenure – four entries per membership number

Once a membership number is drawn in the ballot, the additional entries based on tenure for the same membership number will be disqualified from being drawn again in the same ballot.

2.8 Members successfully drawn in the ballot will receive one ticket per membership number, regardless of the amount of packages purchased in that member number.

2.9 Members successfully drawn in the ballot will have the opportunity to invite one guest to attend the game with them, provided that guest:

- a. is also a 2020 ticketed member who has selected the 'Red V is a Part of Me' resolution to their membership, and;
- b. also completes an online registration of current contact details and satisfies the online biosecurity screening

2.10 Platinum members will receive an allocation of one ticket per membership number plus the opportunity to invite one guest to attend all home games regardless of crowd size restrictions, provided that guest:

- a. is also a 2020 ticketed member who has selected the 'Red V is a Part of Me' resolution to their membership, and;
- b. also completes an online registration of current contact details and satisfies the online biosecurity screening

2.11 Entry to games will not guarantee access to your allocated member seat due to social distancing regulations.

2.12 Entry to games will not guarantee seat allocation next to members in separate orders.

2.13 You will be subject to health screening per government and NRL protocols and may be refused entry.

2.14 For home games where there are no crowd size restrictions due to government health regulations: you will receive entry to the game as per your membership venue entitlement and access to your allocated member seat.

2.15 For the Round 9 fixture at Campbelltown Stadium: eligible members will be required to register their interest to attend and will be entered into a ballot. Tickets will be allocated regardless of seating category and ballot entries will correspond to years of consecutive membership tenure as per point 2.7 of these terms and conditions.

2.16 You will receive a 20 per cent discount on the price your 2021 membership package renewal if renewed prior to the same seat renewal deadline (date to be advised). Any membership package you have not renewed by this date will no longer be eligible to receive the 20 per cent discount and you will be required to pay the full cost of the 2021 membership package.

2.17 You will not be able to transfer your 20 per cent discount to another member or apply the discount of one package to multiple membership packages.



- 2.18 The 20 per cent discount cannot be redeemed as cash or applied to any season beyond 2021.
- 2.19 Your name will appear on a banner that will be displayed in the players' tunnel or dressing room at Dragons home games in 2020, commencing Round 9.
- 2.20 Your name will appear on the 'Part of Me' members jersey to be worn by the playing squad for either the 2021 Nines tournament (if played) and/or 2021 Charity Shield, limited to a specific number of members and determined in order of members who submit their preference via the online member preference form. The specific number of member names will be determined and announced at a later date. Members will be notified of their inclusion on the jersey/s.
- 2.21 You will have the opportunity to pre-order the 'Part of Me' members jersey.
- 2.22 You will have the opportunity to win a signed, player-worn 'Part of Me' members jersey.
- 2.23 You will retain your same seat member allocation in season 2021, if 2021 membership is renewed prior to the same seat renewal deadline (date to be advised).
- 2.24 You will retain your consecutive member tenure.
- 2.25 If your membership was purchased by the part payment method, you will be required to recommence your payment plan on Friday, July 17, 2020 and finalise all payments prior to 2021 renewal. Members who have not finalised 2020 payments by the same seat renewal deadline will forfeit their 20 per cent discount on 2021 renewal.

3.0 MARCH ON TO 2021

- 3.1 All 2020 membership fee payments paid by you will be retained by St George Illawarra Dragons and will not be subject to a refund.
- 3.2 Your agreement to the 'March on to 2021' option is voluntary, unconditional and non-refundable.
- 3.3 Your membership package will be converted to a non-ticketed 'Dragons Faithful' membership for the remainder of the 2020 season, valued at \$50.00.
- 3.4 Credit calculation:
 - a. Full Season, Kogarah Plus & Wollongong Pass: The total credit amount is the price of your 2020 membership package, less any Round 1 entitlement and a goods and service fee of \$55.00 for an individual (adult or concession/junior) membership or \$120.00 for a family membership.
 - b. Flexi 3: The total credit amount is the price of your 2020 membership package, less the Round 1 entitlement and a goods and service fee of \$55.00 for an individual adult membership, \$45.00 for an individual concession/junior membership or \$120.00 for a family membership.
 - c. Platinum: The total credit amount is the price of your 2020 membership packages, less the Round 1 entitlement and a goods and service fee of \$245.00 per individual membership.
 - d. Refer to the table in 3.16 for exact credit amounts in each package, category and price type.



- 3.5 'Round 1 Entitlement' applies to the value of the ability to access regardless of actual attendance to the Round 1 fixture at WIN Stadium for the following membership packages: Platinum, Full Season, Wollongong Pass, Flexi 3.
- 3.6 The \$3.95 handling fee per order will not be credited to season 2021 renewals.
- 3.7 You must renew your membership prior to the 2021 same seat renewal deadline (date to be advised) in order to redeem credit. Any membership you have not renewed by this date will no longer be eligible to receive credit and you will be required to pay the full cost of the 2021 membership package.
- 3.8 You will not be able to transfer your credit to another member or apply the credit of one package to multiple membership packages.
- 3.9 You will not be able to apply your credit to a downgraded or lesser 2021 membership package from your initial 2020 package.
- 3.10 The balance of any credit cannot be redeemed as cash or applied to any season beyond 2021.
- 3.11 You will not be permitted entry to 2020 Dragons home games free of charge, should members be allowed to attend.
- 3.12 You will receive priority access to tickets via a members only pre-sale in the event tickets are available to purchase for 2020 Dragons home games.
- 3.13 You will retain your same seat member allocation in season 2021, if 2021 membership is renewed prior to the same seat renewal deadline (date to be advised).
- 3.14 You will retain your consecutive member tenure.
- 3.15 If your membership was purchased by the part payment method, you will be required to recommence your payment plan on Friday, July 17, 2020 and finalise all payments prior to 2021 renewal. Members who have not finalised 2020 payments by the same seat renewal deadline will forfeit their credit on 2021 renewal.
- 3.16 2021 credit amounts by membership package, category and price type:

	Platinum	Full Season	Kogarah Plus	Wollongong Pass	Flexi 3
Gold Adult	\$1,199	\$454	\$240	\$199	
Silver Adult		\$307	\$160	\$133	
Silver Concession/Jnr		\$215	\$105	\$87	
Silver Family		\$733	\$355	\$294	
Bronze Adult		\$201	\$90	\$74	\$18
Bronze Concession/Jnr		\$155	\$75	\$62	\$8
Bronze Family		\$421	\$190	\$157	\$37
GA Adult		\$169	\$80	\$66	\$8
GA Concession/Jnr		\$123	\$50	\$41	\$2
GA Family		\$338	\$155	\$128	\$10



4.0 CANCELLATION & REFUND OF 2020 SEASON MEMBERSHIP

- 4.1 Members seeking refund of the unused portion of their 2020 membership fee due to the impact of COVID-19 must apply in writing prior to 5:00pm Tuesday, June 30 2020. Members can apply in writing by email to redv@dragons.com.au.
- 4.2 Refunds will only be considered where exceptional circumstances apply; and/or due to financial hardship.
- 4.3 Refund requests submitted after 5:00pm Tuesday, June 30 2020 will be subject to the 'Refund and Cancellation Policy' contained in the [St George Illawarra Dragons' Membership Terms and Conditions](#)
- 4.4 Refunds will only be granted for the portion of your membership fee relating to game access and is calculated as follows:
 - a. Full Season, Kogarah Plus & Wollongong Pass: The total credit amount is the price of your 2020 membership package, less any Round 1 entitlement and a goods a service fee of \$55.00 for an individual (adult or concession/junior) membership or \$120.00 for a family membership.
 - b. Flexi 3: The total credit amount is the price of your 2020 membership package, less the Round 1 entitlement and a goods and service fee of \$55.00 for an individual adult membership, \$45.00 for an individual concession/junior membership or \$120.00 for a family membership.
 - c. Platinum: The total credit amount is the price of your 2020 membership packages, less the Round 1 entitlement and a goods a service fee of \$245.00 per individual membership.
 - d. Refer to the table in 3.16 for exact refunds amounts in each package, category and price type.
- 4.5 Refunded memberships will be considered as cancelled for the 2020 season and members will forfeit all member benefits, including:
 - a. Consecutive tenure and associated benefits,
 - b. Allocated member seat,
 - c. Merchandise discount,
 - d. Ticket pre-sale access and discount to Dragons home games, away games, NRL finals series and 2020 Grand Final.
- 4.6 Where members' part payments do not cover the goods and service fee, affected members are required to recommence and continue to have their part payment instalments deducted up until they have covered these costs.
- 4.7 Allow up to 30 business days for the refund to be processed.