

ST GEORGE ILLAWARRA DRAGONS RED V MEMBERSHIP TERMS AND CONDITIONS 2027

All Red V members or persons seeking to become Red V members of the St George Illawarra Dragons (the **Club** or **Dragons**) agree to be bound by the following Terms and Conditions.

The terms and conditions apply from receipt of your membership payment to 31 October 2027. Terms and Conditions are subject to change, amendment or update at any time. Any changes are at the discretion of the Dragons and will be published on the Club's website or communicated via email. Any changes will be effective immediately from publication on the Club's website without further notice and members will have no claim against the club by reason of any change to the terms and conditions.

All details outlined at <https://am.ticketmaster.com/redv/frequently-asked-questions> also form part of the terms and conditions.

1.0 APPLICATION AND PURCHASE

- 1.1 Members may choose to join or renew memberships in the following ways:
 - 1.1.1 online at <https://am.ticketmaster.com/redv/> by submitting an application form or renewal form in the post to PO BOX 145, Fairy Meadow, 2519, NSW, AUSTRALIA;
 - 1.1.2 by email to redv@dragons.com.au;
 - 1.1.3 over the phone on 1300 DRAGON (1300 372 466); Monday to Friday 9am – 5:00pm. These days and times are subject to change.
- 1.2 Regardless of how the membership is purchased, as a condition of their membership, all members agree to be bound by these terms and conditions.
- 1.3 The club reserve the right to refuse an application for membership at its absolute discretion.
- 1.4 All memberships are subject to availability.
- 1.5 Where a membership application is accepted by the Club, the Club will issue you with a payment confirmation electronically or as otherwise nominated by you within 2 days.

2.0 TERM OF MEMBERSHIP

- 2.1 Subject to the following terms and conditions, all 2027 memberships are valid from receipt of your membership payment and expire on 31 October 2027.
- 2.2 Where members choose to pay by monthly instalments, memberships become valid from the first monthly instalment payment and remain valid subject to these terms and conditions and ongoing payment of all further monthly instalments.

3.0 CLASSIFICATIONS AND AGE RESTRICTIONS

- 3.1 Junior:
 - 3.1.1 To qualify as a junior, you must be 16 years or younger as of 1 January 2027.
 - 3.1.2 Children aged 4 years or younger as of 31 October 2027 may enter the venue for free provided capacity restrictions do not apply but must be seated on the lap of an accompanying adult member and are not allocated a seat or membership unless purchased.
 - 3.1.3 In the case of restricted venue capacity due to a public health order or other government or legislative mandate in force from time to time, a child aged 4 years or younger may be required to purchase a ticket to attend a Dragons home fixture.
 - 3.1.4 Any child regardless of age must hold a current membership to be permitted entry to Red V Member events.
- 3.2 Concession:
 - 3.2.1 Valid concessions include full-time students, aged pension, disability pension, TPI and war veteran pensions. Senior cards do not qualify for concession pricing.
 - 3.2.2 Proof of concession must be provided on game day as requested by the venue or the Club's staff. If proof of concession cannot be provided, the membership card holder may be refused entry to the venue.
 - 3.2.3 When applying for a concession membership, you must notify the club of your concession type and relevant card number when you submit your membership application.



- 3.2.4 Concession prices cannot be retrospectively applied if a valid concession card is obtained after a membership application has been submitted. Concession members must present a valid and current concession identification card as a condition of entry to the venue upon request. If a valid and current concession card is not presented, entry to the venue may be refused.
- 3.3 Family:
- 3.3.1 A family membership is classified as two adults and two juniors aged 16 years or younger as of 1 January 2027, or one adult and three juniors aged 16 years or younger as of 1 January 2027.
- 3.3.2 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. Failure to provide names and dates of birth of family juniors may result in the withholding of membership packs and cards.
- 3.4 Companion:
- 3.4.1 Companion card holders are entitled to a complimentary membership of the same or lesser value when purchased in conjunction with a ticketed membership.
- 3.4.2 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 and providing any other information reasonably required by the Red V membership team.
- 3.4.3 A companion card must be provided on game day if requested by venue or Club staff. If a companion card cannot be provided, the membership card holder may be refused entry into the venue.
- 3.5 Transferrable membership:
- 3.5.1 If for any reason you are unable to attend a 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, government health regulation or other government or legislative mandate in force from time to time
- 3.5.2 Transferral of a membership for game day entry is subject to the membership classification being applicable to the person using the membership card (i.e. an adult cannot enter using a concession or junior membership that has been provided to them by a member) and the membership cannot be upgraded on a 'one-off' basis in order to gain entry to an individual game.
- 3.5.3 Memberships are not transferrable for entry into a member event. Member events are classified and notified by the Club to members from time to time.
- 3.5.4 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.
- 3.5.5 All new members are required to register their own membership in their own name. A membership cannot be transferred into the name of another member.
- 3.5.6 Membership discount codes and links, pre-sale codes and links, and sponsor offers are not transferrable to non-members. The Club reserves the right to cancel the membership of any member found to be sharing discount and pre-sale access to non-members.
- 3.5.7 Any use of a membership card by another person as contemplated in this clause is subject to these Terms and Conditions, and the member is obliged to inform such persons of the Terms and Conditions.
- 3.5.8 Memberships cannot be traded, sold, or used for advertising, promotion or other commercial purposes including competitions, without prior written consent of the Club. If a membership is found to be in breach of this condition, the membership will be immediately cancelled without notification or refund, and the bearer of the membership will be refused admission and access to any entitlements.
- 3.6 Digital Membership:
- 3.6.1 The Red V Digital memberships are an exclusively online product, and not redeemable for tangible benefits.
- 3.6.2 In line with Kayo's services availability, the Red V Digital membership is not available in very remote areas of Australia, it is up to the purchaser to check their availability prior to purchasing each membership. Refunds will not be issued where a purchaser has failed to verify availability.

- 3.6.3 Members who purchase the Red V Digital membership will not be entitled to “traditional Red V member benefits”; however, their membership tenure will be retained with an active order.

4.0 CODE OF CONDUCT

- 4.1 All members are expected to comply with the Code of Conduct and respect fellow fans and attendees at venues and events. In the event of misconduct, your membership may be cancelled at any time without refund or reimbursement at the absolute discretion of the Club. As a member, you agree to:
- 4.1.1 Work with the Club to enforce the Code of Conduct at games and member events.
 - 4.1.2 Advise the Club of any person/s not complying with the Code of Conduct.
 - 4.1.3 Act as ambassadors of the Club and act in a way that reflects the values of the Club.
 - 4.1.4 Respect that opposition fans have an allegiance to their own club and welcome all fans to our home venues.
 - 4.1.5 Respect the rights, dignity and worth of every person regardless of their gender, race, colour, religion, language, politics, nationality or ethnic origin.
 - 4.1.6 Not abuse or use bad language towards fellow supporters, away supporters, players, staff, officials, media or other spectators, including the use of crude or abusive language or gestures, insults, threats, intimidation, assault or provocation.
 - 4.1.7 Understand that anti-social behaviour causing, or reasonably capable of causing, offence by words, actions or intoxication will not be tolerated and will result in ejection from the venue and possible cancellation of membership.
 - 4.1.8 Not engage in activity that embarrasses or inhibits others from enjoying the viewing of the game or members events.
 - 4.1.9 Advise security or police of anti-social behaviour.
 - 4.1.10 Recognise the efforts of the players as playing to the best of their ability in an effort to win each and every game.
 - 4.1.11 Not publicly criticise the Dragons in a demeaning or derogatory manner regarding team selection, coaching, player contracts and other decisions made by the administration.
 - 4.1.12 Not display banners with obscene or inappropriate messages.
 - 4.1.13 Abide by the Conditions of Entry of St George Venues Jubilee Stadium, WIN Stadium, Allianz Stadium and any venue where members events are held.
 - 4.1.14 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.
- 4.2 The Club reminds members that the consumption of alcohol on match days is to be done responsibly as drunkenness is a breach of the Code of Conduct.
- 4.3 The Club, at its absolute discretion, reserves 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 Code of Conduct. The Club encourages members to be mindful of others and immediately report anything deemed to be inappropriate to the customer service staff on game day so the matter can be dealt with immediately.
- 4.4 The Club has 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.
- 4.5 Members whose memberships are cancelled due to breaches of the Code of Conduct and Conditions of Entry (discussed below), or due to inappropriate conduct as deemed by the Club, are non-refundable. No reimbursement for any 'unused' portions of the membership will be due where a membership is cancelled under the Terms and Conditions. Where cancellation of a membership occurs and the member is paying monthly instalments, the balance of the unpaid instalments becomes immediately payable.

5.0 CONDITIONS OF ENTRY

- 5.1 All memberships are subject to the Conditions of Entry for the venue/s into which their membership entitles entry, which includes St George Venues Jubilee Stadium, WIN Stadium, Allianz Stadium and any venue where members events are held. The Club has the right to cancel memberships for breaches of the Conditions of Entry.

6.0 COMMUNICATIONS

- 6.1 In order to receive important up-to-date information throughout the season, it is recommended that the member provides a valid email address to the Club.
- 6.2 It is the responsibility of members to notify the Red V membership team should a member's contact details change. The Club holds no responsibility for a member's failure to update their personal details or any grievance occurring as a result of a member not providing their correct contact information.
- 6.3 Members can update their details by logging into My Profile or by contacting the Red V membership team by emailing redv@dragons.com.au or calling 1300 DRAGON (1300 372 466).
- 6.4 Failure to maintain the most up to date contact details may result in members missing out on important information including invitations to member events and priority access to purchase tickets or other products.

7.0 MEMBERSHIP PACKS

- 7.1 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 2027 membership packs will commence from mid-November 2026.
- 7.2 Memberships purchased prior to close of business (5pm) Monday 23 November 2026 will be lodged with Australia Post prior to Christmas. Please note that once packs are lodged for postage, delivery timelines are out of the Dragons' direct control. Every attempt will be made to delivery packs prior to Christmas, however due to external factors, pre-Christmas delivery cannot be guaranteed.
- 7.3 Delivery of membership cards and packs may be withheld if:
 - 7.3.1 Multiple memberships are purchased in one transaction under one individual's name.
 - 7.3.2 Family memberships are purchased without the provision of names and dates of birth of the 'juniors'.
 - 7.3.3 Family memberships are purchased with ineligible 'juniors'
 - 7.3.4 The membership order is paid in instalments and the first payment instalment declines. Delivery will be withheld until the first payment instalment is successfully transacted.
- 7.4 Membership staff will make every endeavour to contact the purchaser via the email address and/or phone number provided to clarify any issues preventing the delivery of membership.
- 7.5 Members who have purchased an 'In Stadium' 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.
- 7.6 All members will receive their member cards and packs via Australia Post.
- 7.7 Members will receive a Red V member pack corresponding to their date of birth or the package they purchase:
 - 7.7.1 An infant pack will be issued to all ticketed members aged 3 years and under at the time of purchase.
 - 7.7.2 A junior pack will be issued to all ticketed members aged 4 – 13 years at the time of purchase.
 - 7.7.3 An adult pack will be issued to all ticketed members aged 14 years and over at the time of purchase.
- 7.8 If a member does not provide their date of birth when purchasing a ticketed membership, an adult pack will be issued to the member.
- 7.9 Items are available only while stocks last.
- 7.10 Re-order fees apply for any member pack items lost or misplaced by the member.
- 7.11 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.

- 7.12 Red V Digital membership packages and International membership packages are not eligible to receive a membership pack.

8.0 DRAGONS TEAM STORE VOUCHERS

- 8.1 Dragons Team Store vouchers will be issued by post within each member pack, excluding the Red V Digital membership package, which will be issued by email.
- 8.2 The value of the Dragons Team Store voucher is relevant to the membership package purchased and may be relevant to the members' consecutive tenure.
- 8.2.1 Heartland Pass, Kogarah Pass and Wollongong pass memberships: the value of the Dragons Team Store voucher is based on the member's consecutive tenure.
- 1 - 4 years consecutive tenure: \$20;
 - 5 - 9 years consecutive tenure: \$25;
 - 10 - 14 years consecutive tenure: \$30;
 - 15 - 19 years consecutive tenure: \$35;
 - 20+ years consecutive tenure: \$40;
- 8.2.2 Red V Supporter memberships and Flexi 3 memberships: the value of the Dragons Team Store voucher is \$20.
- 8.3 All vouchers include free shipping to Australian addresses from the Dragons Team Store.
- 8.4 Vouchers must be forfeited by the member if used for purchases at official Dragons Team Store outlets at Dragons home games.
- 8.5 Dragons Team Store vouchers issued as a Red V membership benefit expire at the conclusion of the season at 11:59pm 31 October 2027.

9.0 MEMBERSHIP CARDS

- 9.1 Members will receive both a digital membership card and a physical membership card.
- 9.2 Membership cards (digital and physical) 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.
- 9.3 If a membership card is, in the reasonable opinion of the Club, misused by the member or any subsequent bearer, the membership may be suspended or cancelled without refund at the discretion of the Club.
- 9.4 Membership cards are issued to members for identification and seat allocation purposes.
- 9.5 Membership cards contain membership details, tenure, discount entitlement information, seating allocation (if applicable) and a barcode (if applicable).
- 9.6 Membership cards belonging to Heartland Pass, Kogarah Pass and Wollongong Pass 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.
- 9.7 A card reprocessing fee of \$10.00 is payable by the member for a replacement member card if:
- 9.7.1 the card is lost or stolen
 - 9.7.2 a reorder is required due to incorrect tenure by fault of the member (e.g. creating a new membership account instead of renewing into existing membership account)
 - 9.7.3 a reorder is required due to an incorrect name 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)
- 9.8 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.
- 9.9 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 3.5 of the Terms and Conditions.
- 9.10 A member may not transfer their membership card to another person for entry into a member event.

- 9.11 In Stadium 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.

10.0 CONDITIONS RELATING TO RED V DIGITAL MEMBERSHIP

- 10.1 Members who purchase a Red V Digital Membership will be issued a unique code by email within two business days of purchase.
- 10.2 New Kayo subscribers must sign up at kayosports.com.au using the unique code provided by the Red V membership team.
- 10.3 Existing Kayo members must add their unique code to their existing Kayo My Account.
- 10.4 Each code provides 12 months of Kayo Sports from the time the code is redeemed.
- 10.5 Codes must be redeemed by 31 August 2027.
- 10.6 Redemptions are limited to one per person.
- 10.7 After the 12 month Kayo offer ends, the subscription will be automatically renewed at regular Kayo pricing unless a new membership package is purchased and code redeemed prior to the end of the original offer.
- 10.8 If a member cancels with the 12-month offer period, they will lose the remainder of the offer and it cannot be restarted.
- 10.9 The Red V Digital Membership code is not available in conjunction with other Kayo offers.
- 10.10 Kayo is not available for use in Very Remote regions of Australia.

11.0 CONDITIONS RELATING TO FLEXI 3 MEMBERSHIPS

- 11.1 Flexi 3 membership entitles the member single entry into any three (3) regular season Dragons home games in the 2027 season at WIN Stadium or St George Venues Jubilee Stadium.
- 11.1.1 Flexi 3 members will be required to redeem their ticket to the game/s they wish to attend via the Account Manager platform.
- 11.1.2 Flexi 3 members will have until 11:59pm on the Monday the week of the game to redeem their ticket.
- 11.1.3 Upon reaching the 3-game entitlement, Flexi 3 members will not be able to redeem tickets to additional matches.
- 11.1.4 In the event a Flexi 3 membership is purchased or the member attempts to redeem a ticket after a game has reached full capacity or sells out, the membership does not guarantee access to that game.
- 11.1.5 In the event a ticket is redeemed but not used, it will be referred to as a "no show". That redemption will be forfeited and cannot be reissued or transferred to another match.
- 11.1.6 Any Flexi games not redeemed before the final home game of the season will be forfeited and cannot be transferred to the following season or refunded.
- 11.1.7 For the avoidance of doubt, Flexi 3 members cannot use their entitlement for Dragons home games at Allianz Stadium. Should a Flexi 3 member wish to access a Dragons home game at Allianz Stadium, they are required to purchase the relevant membership "add-on" package, or a ticket via Ticketmaster.

12.0 CONDITIONS RELATING TO ADD-ON MEMBERSHIPS

- 12.1 From time to time, there may be additional "Add-on" options to new and existing members, that are available for purchase through any of the methods outlined per section 1.0.
- 12.2 Add-on membership options may only be available for certain membership types or other membership factors.
- 12.3 Add-on membership options that include Dragons home game ticketing inclusions will only be available to members with an In Stadium membership.
- 12.4 Ticket inclusions with any Add-on membership product will be digital and must be redeemed by the member via the Account Manager platform.
- 12.5 Add-on memberships may become available throughout the season, and the timing, release, and promotion of these products are at the sole discretion of the Dragons.

13.0 LOYALTY AND TENURE

- 13.1 Tenure of Red V Membership is measured back to 2002 when the Red V Membership program was introduced by the Club.
- 13.2 Failure to renew membership within any season results in length of membership tenure being reset.
- 13.3 Cancellation of membership for any reason within any season results in length of membership tenure being reset.
- 13.4 Members must renew under the same account to ensure correct tenure. If Ticketmaster password is unknown, please use the 'reset password' feature or contact the Red V membership team for assistance to access your existing membership account.
- 13.5 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.
- 13.6 A member's accrued consecutive tenure and associate benefits cannot be transferred to another member under any circumstances.

14.0 MERCHANDISE DISCOUNT

- 14.1 The Red V Member merchandise discount is available to current season members upon presentation of their 2027 season membership card at Dragons Team Store merchandise outlets on game day only. Members can also redeem their discount through the online Dragons Team Store by entering the respective discount code provided on their membership card and contained within select Dragons emails and communications.
- 14.2 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 the Dragons.
- 14.3 The Red V Member merchandise discount can only be used to purchase full-priced merchandise sold at the official Dragons Team Store online shop or Dragons Team Store merchandise outlets on game days, and is not redeemable for cash.
- 14.4 This offer cannot be used in conjunction with any other offer and does not apply to sale items or memorabilia.
- 14.5 This discount offer is valid until expiry of 2027 membership at 11:59pm 31 October 2027.
- 14.6 Merchandise discounts are tiered according to years of consecutive membership tenure and are 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;

15.0 PAYMENT

- 15.1 In Stadium members have the option to purchase membership upfront or by paying monthly instalments.
- 15.2 In Stadium 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 being written off, or outstanding debts from previous seasons, will be required to pay their 2027 membership fee in full at the time of purchase unless otherwise determined by the Club at its sole discretion. Any members with a history of payment issues who purchase their 2027 membership/s via the instalment method will have their order returned and will be contacted by the Club's membership staff to process their order by the full payment method.
- 15.3 At-home and digital membership packages must be paid in full at the time of ordering.
- 15.4 Donations to the Dragons Foundation through St George Illawarra RLFC's partnership with the Australian Sports Foundation must be paid in full at the time of ordering.
- 15.5 Orders containing a combination of At Home packages, digital packages, donations and In Stadium packages are able to pay by instalment, with the balance of the At Home, donation and digital portion paid upfront at the time of processing. Only the balance of the In Stadium portion will be paid via monthly instalments.
- 15.6 Payments made by personal/company cheque, 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.

- 15.7 Red V memberships are processed via the Ticketmaster Archtics and Account Manager systems. Membership fees paid by credit card will be processed by Ticketmaster. 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.
- 15.8 All prices advertised are inclusive of GST unless otherwise stated.
- 15.9 All prices advertised are in Australian Dollars unless otherwise stated.
- 15.10 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 Club and listed on the Club website.

16.0 PAYING BY PAYMENT PLAN

- 16.1 Payments plans are offered for in-stadium (ticketed) packages only and cannot be used for any other membership products.
- 16.2 Payment plans are debited on monthly basis on the 17th of each month, commencing October 16, 2026. Should the 17th of the month fall on a weekend or public holiday, payment plans will be debited on the first business day following the 17th.
- 16.3 Memberships purchased after October 16, 2026, will be charged a deposit equal to one instalment, followed by monthly instalments charged on the 19th of the month.
- 16.4 All payment plans must be finalised by July 17, 2027 the number of monthly instalments will be determined by the number of months between the date of purchase and July 17, 2027.
- 16.5 All communication relating to payment of payment plans should be directed to the Club.
- 16.6 The following terms apply to members who have elected to pay membership fees via monthly payments plans and have accordingly authorised the Club to directly debit their nominated credit card for any instalments or payments due under the Terms and Conditions:
 - 16.6.1 This clause will apply from the date the Club provides the monthly instalment payment plan option until such time as all instalments and payments due under the Terms and Conditions are paid in full, unless terminated in accordance with the Terms and Conditions.
 - 16.6.2 Only persons aged 18 years or over are permitted to utilise the payment plan service.
 - 16.6.3 The Club may cancel memberships in accordance with the Terms and Conditions, and where this occurs, the monthly instalment payments of membership fees become immediately due and payable in full and the instruction to accept direct debits is also terminated.
 - 16.6.4 Members agree that:
 - 16.6.4.1 Members' obligations under this clause are not affected by a reasonable change in the normal location where the services and benefits under the Terms and Conditions are ordinarily provided, a reasonable change in the location of the Club's premises, a change in the ownership of the Club, or a change in the name of the Club;
 - 16.6.4.2 Members' right to pay for membership fees via monthly instalment payments are conditional upon complying with the Terms and Conditions and making membership payments when due;
 - 16.6.4.3 Members' shall give notice to the Club if their nominated credit card is closed or its details are changed in any way;
 - 16.6.4.4 Members' will ensure that sufficient funds or credit are available in the member's nominated credit card to satisfy each membership monthly instalment when due;
 - 16.6.4.5 As consideration for receipt of membership, members' will pay the instalment amount at the agreed payment frequency.
 - 16.6.5 Should there be any payments in arrears, the member authorises the Club to debit the outstanding balance in order to bring the account up to date;
 - 16.6.6 Members who miss an instalment or have any outstanding payments risk having their membership voided, barcodes cancelled, and membership benefits withheld. The Club also reserves the right, without prior consent, to downgrade a membership to a package of equal value to the amount paid should payments remain outstanding after credits or benefits have been received.

- 16.6.6.1 Membership benefits that are withheld, forfeited, or otherwise not received due to outstanding payments shall not be subject to compensation or reinstatement once the account balance has been rectified.
- 16.6.7 The following fees and charges are payable by members in addition to the monthly instalment payments of membership fees:
 - 16.6.7.1 Admin fee of \$10.00 is payable on every occasion that Club attempts to collect a payment from a member and that payment is dishonoured plus any other fees incurred by the Club due to dishonoured payments. The member authorises the Club to add any fees owing under this clause to any future instalments paid by the member (as a separate payment or otherwise).

17.0 REFUND AND CANCELLATION POLICY

- 17.1 Subject to the Australian Consumer Law, memberships are non-refundable once purchased. There will be no refunds available if you wish to terminate your membership prior to the end of the membership term.
- 17.2 Notwithstanding clause 16.1, 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. Approval of refunds is at the discretion of the Club. Goods, services and cancellation fees will apply.
- 17.3 Where a cancellation or refund request is approved by the Club, 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 membership fees by instalments and the amount paid to date, is less than the goods, services and cancellation fee, the member will be required to pay the balance, prior to cancellation.
- 17.4 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.
- 17.5 The Club is not liable to you for any loss or damage a member may incur as a result of the 2027 NRL Telstra Premiership season matches being cancelled, postponed or changed (including venue or scheduling change).
- 17.6 The Club 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 the Club's reasonable control.

18.0 HARDSHIP POLICY

- 18.1 The Club has 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.
- 18.2 Hardship includes circumstances where a member is willing to meet its membership payment obligations, but due to financial circumstances they are unable to do so. Hardship can be experienced due to employment status changes, bereavement, serious illness, family breakdowns and natural disasters.
- 18.3 Members facing financial difficulty are encouraged to contact the Red V membership team via redv@dragons.com.au.

19.0 DONATIONS

- 19.1 Dragons Foundation is a project 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).
- 19.2 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.
- 19.3 By making this donation you accept the ASF's Terms and Conditions and Privacy Policy.
- 19.4 By finalising the purchase of the Dragons Foundation project donation as part of your membership order, you acknowledge and agree to the above Terms and Conditions.
- 19.5 Donations to the Dragons Foundation project are non-refundable.
- 19.6 By donating to the Dragons Foundation project as part of your membership order, you agree to share your name, email address and project donation preference with the ASF.

- 19.7 An official ASF receipt will be forwarded to donors 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.
- 19.7.1 The official ASF receipt will be issued by email from the ASF.
- 19.7.2 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.
- 19.7.3 Your membership order receipt issued by email from redv@dragons.com.au cannot be used for the purpose of claiming a tax deduction.
- 19.8 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.

20.0 ROLLING RENEWAL

- 20.1 All memberships paid upfront or via an instalment plan will rolling renew for the next season. Members will be notified via email at the conclusion of the current season and prior to the commencement of next season regarding an opt-out window. Members who do not opt out within this specified timeframe will have their membership automatically renewed in accordance with the club's communications.
- 20.2 "Rolling renewals" means the membership is automatically renewed into the same or corresponding package for subsequent seasons, at the updated and relevant price for each subsequent season. 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 Club in writing that they do not wish to renew their membership. Requests for changes or cancellation after this notice period cannot be guaranteed and may be subject to cancellation fees.
- 20.3 Rolling renewals are automatically applied to all membership packages purchased, excluding Red V Digital membership and International membership packages. This means members agree to their membership being automatically renewed for subsequent seasons unless they choose to 'opt out' during the designated timeframe set by the Club or unless a member has not finalised payments by 31 July 2027 of the membership year.
- 20.4 Rolling renewal payment instalments will commence on 16 October 2026 and a maximum of 10 monthly instalments will apply in order for all accounts to be paid in full and finalised by 16 July 2027.
- 20.5 All members who join after 31 October 2026 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 16 July 2027. A deposit equal to the amount of one instalment will apply to all membership purchases after 31 October 2026.
- 20.6 The Club reserves the right to 'opt-out' members from automatic rolling renewal if:
- 20.6.1 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;
- 20.6.2 the member's order contains a membership package which cannot be renewed into a suitable corresponding package for the following season; or
- 20.6.3 the member's order contains a membership package they are no longer eligible to purchase.
- 20.7 Accounts containing complimentary membership are not eligible for automatic rolling renewal.
- 20.8 Instalments will commence for the following season unless the member notifies the Club in writing or by phone that they wish to 'opt out' in accordance with the Terms and Conditions.
- 20.9 It is the member's responsibility to ensure payment details are up to date. The Club will not be liable for any fees that are charged for a member's failure to update credit card, bank account or contact details prior to the next scheduled payment.

21.0 SEATING ALLOCATIONS AND REQUESTS

- 21.1 2026 members wishing to renew their 2026 seats for the 2027 season will be provided with a renewal period to purchase their membership of 28 September 2026 to 5pm 2 November 2026. These dates are subject to change and will be advertised in member emails and through direct mail if changed. After the notified dates, any seats not renewed may be available for the Club to allocate to other members.
- 21.2 The Club does not warrant or guarantee that every request for membership, ticketing and/or seating allocation preference can or will be complied with.

- 21.3 The Club reserves the right to move members' seats by a reasonable number of seats. In these circumstances the member may not be contacted by the Club.
- 21.4 Seats are the property of St George Venues Jubilee Stadium, WIN Stadium, Allianz Stadium and any other home stadium the Dragons play at from time to time and are subject to availability. For example, in the case of redevelopment to sections of stadiums or closures of parts of stadiums, seats may no longer be available to members.
- 21.5 Members who purchase or renew membership in separate transactions and who fail to advise the Dragons staff of a seating request to be allocated seating together, will incur an administration fee of \$10 if they require their seat to be reallocated.
- 21.6 If required, ticket allocation for the Dragons' home games at venues other than WIN Stadium and St George Venues Jubilee Stadium will be allocated based on similar characteristics of WIN Stadium and St George Venues Jubilee Stadium seating where possible. Some flexibility may be required due to different sized seating bays.
- 21.7 Seating requests must be placed at the time of membership purchase. Seating requests placed after the issue of membership cards will incur an admin fee of \$10.
- 21.8 New members who wish to be seated with other members who have purchased in a separate transaction must notify the Club's membership staff of this request at the time of purchase. Failure to notify the Club's membership staff of this request will incur an admin fee of \$10 if any member is required to move seating allocation after the issue of membership cards.
- 21.9 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. The transfer of the seat is subject to approval by the Club and, where approved, the Club will endeavour to arrange the transfer as requested.
- 21.10 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. Memberships will not be refunded based on specific seat allocation or dissatisfaction with the provision of individual elements of the entitlements.

22.0 PROMOTIONS

- 22.1 Products and services offered in any sponsor promotional material related to memberships with the Club are not offered by the Club. The Club does 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 such products and services.

23.0 PRIVACY

- 23.1 Your privacy is important to the 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.
- 23.2 A copy of the Dragons' Privacy Policy explaining the way your information is collected, held and disclosed is available [on our website](#).
- 23.3 By providing your personal information to the Club, you agree to the use and disclosure by the Club of this information and confirm you have read and agree to be bound by the Club's privacy policy and the Terms and Conditions.
- 23.4 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 by the Club for promotional material.

24.0 LIABILITY

- 24.1 Members agrees that, to the extent permitted by law, neither the Club, Ticketmaster or any of their related companies, directors or employees will be liable for any direct, indirect, or consequential injury, loss or damage to members, or to the property of members whatsoever, arising out of or in relation to the Terms and Conditions.

25.0 FURTHER INFORMATION

If you require further information about membership or in relation to the Terms and Conditions, please contact the Red V membership team by email (redv@dragons.com.au) or telephone (1300 DRAGON (1300 372 466)).

