



MEMBERSHIP TERMS AND CONDITIONS

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, 2020. Terms and Conditions are subject to change and are at the discretion of the St George Illawarra Dragons.

APPLICATION

1. Members may choose to join or renew either online, by submitting an application form or renewal form in the post, 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.
2. All 2020 memberships are valid from time of purchase and expire October 31, 2020.
3. The St George Illawarra Dragons reserve the right to refuse an application for membership.

CLASSIFICATIONS AND AGE RESTRICTIONS

1. Junior:
 - To qualify as a junior you must be 14 years or younger as of December 31, 2020.
 - Children aged 4 years or younger on this date may enter the venue for free, but are not allocated a seat or membership unless purchased.
2. Concession:
 - Valid concessions include full-time students, aged pension, disability pension, TPI, and war veteran pensions. Senior cards do not qualify for concession pricing.
 - Proof of concession must be provided on game day as requested by venue or Dragons staff. If proof of concession can't be provided then the membership card holder may be refused entry to the venue.
3. Companion
 - Companion card holders are entitled to a complimentary membership of same or lesser value when purchased in conjunction with a ticketed membership.
 - 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.
 - A companion card must be provided on game day if requested by venue or Dragons staff.
4. Family:
 - A family membership is classified as two adults and two juniors aged 14 years or younger as of December 31, 2020.
 - All children 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 an account.
5. Transferable membership:
 - 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.



- Please be aware that the 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.
- Memberships are not transferrable for Member event entry.
- Any user of a membership card is also bound by the terms and conditions of membership, and the member is obliged to inform such persons of these Terms and Conditions.

CODE OF CONDUCT

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. As a Member, you agree to:

1. Work with the Club to enforce the Code of Conduct at home and away games.
2. Advise the Club of any people not complying with the Code of Conduct.
3. Respect that opposition fans have an allegiance to their own Club and welcome all fans to our home venues.
4. We will not abuse or use bad language towards fellow supporters, away supporters, players, officials, media or other spectators.
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 your membership.
6. We will not engage in activity that embarrasses or inhibits others from enjoying the viewing of the game.
7. We will advise security or police of anti-social behaviour.
8. We recognise the efforts of the players as playing to the best of their ability in an effort to win each and every game.
9. We will not publicly criticise the Dragons in a demeaning or derogatory manner regarding team selection, coaching, player contracts, and other decisions made by the administration.
10. We will not display banners with obscene or inappropriate messages.
11. Abide by the Conditions of Entry of Netstrata Jubilee Stadium, WIN Stadium and the Sydney Cricket Ground.

COMMUNICATIONS

1. In order to receive important up-to-date information throughout the season, it is recommended that the Member provides a valid email address.
2. It is the responsibility of the Member to notify the St George Illawarra Dragons 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.
3. Members can update their details by logging into the Member portal or by contacting the Red V Membership Team.

DELIVERY OF MEMBERSHIP PACKS

1. Membership cards and packs are posted in regular scheduled batches, and are lodged with Australia Post approximately four weeks from the date of purchase. Please note that delivery for 2020 memberships will commence from December 2019.
2. Memberships purchased by December 1, 2019 will be lodged with Australia Post prior to Christmas. Please note that once packs are lodged for postage then 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.



3. If you have purchased a ticketed membership and have not received your pack prior to the next home game, contact the Red V Membership Team to be emailed a ticket or arrange for a paper ticket to be collected.
4. Non-ticketed memberships (Dragons Faithful, Junior Dragon, Toddler Dragon and Baby Dragon) do not include tickets to Dragons home games.
5. All Members will receive their 2020 Member cards and packs via Australia Post.
6. Red V Member pack: Members will have their Red V Member pack issued dependent on their date of birth or the package they purchase. Ticketed memberships, including Platinum, Full Season, Kogarah Plus, Wollongong Pass and Flexi 3 will include either an adult or junior pack. A junior pack will be issued for ticketed members aged 14 and under, as of December 31, 2020, plus for all family juniors. An adult pack will be issued for all other ticketed members. If a member does not provide their date of birth when purchasing a ticketed membership, then an adult pack will be included. Non-ticketed Members will receive a Member pack based on the membership chosen, which is specified on each package page.
7. Items are available only while stocks last.

LOYALTY AND TENURE

1. Tenure of Red V Membership is measured back to 2002, when the Red V Membership program was introduced.
2. Failure to renew membership within any season results in length of membership being reset.
3. The Member loyalty program recognises Red V Memberships only – St George Leagues Club Membership and Steelers Club Membership do not qualify.

MEMBER BEHAVIOUR

1. The St George Illawarra Dragons reserve the right to suspend/cancel a membership of any Member who behaves in a manner that is deemed to be inappropriate. Please 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.
2. 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 against any decision by the St George Illawarra Dragons to suspend or cancel a membership as a consequence of the Member acting in a manner the St George Illawarra Dragons consider is inappropriate.
3. All memberships are subject to the Conditions of Entry to the venues included in your chosen membership 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.

MERCHANDISE

1. The Red V Member merchandise discount is available to Members upon presentation of their current membership card at the official Dragons Team Store or at Dragons Team Store merchandise outlets on game day. Members can also access their discount online by entering their relevant discount code provided on their membership card.
2. This offer can only be used to purchase full-priced merchandise and is not redeemable for cash. This offer cannot be used in conjunction with any other offer and does not apply to sale items or memorabilia. This discount offer is valid until expiry of 2020 membership, October 31, 2020.

PAYMENT

1. Members are able to purchase memberships in full, or through monthly instalments.



2. Paying by instalments:

- Members choosing to pay by monthly instalments enter into an agreement with Debitsuccess Pty Ltd.
 - By selecting this 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 September 17 of the membership year.
 - All Members who choose to pay by instalments must have their membership paid in full by September 17, 2020. Members who miss an instalment risk having their membership voided and barcodes cancelled.
 - Members who choose to pay by instalments will be bound by the Terms and Conditions of their agreement with Debitsuccess Pty Ltd (refer to Debitsuccess Terms and Conditions).
 - Additional transaction fees of 3.09% apply per instalment, along with an initial administration fee of \$5.00. Cancellation fees and missed payment fees may also apply.
 - The St George Illawarra Dragons do not accept responsibility for, or are in any way liable for, agreements entered into between Members and Debitsuccess Pty Ltd (or its agents).
 - Only persons aged 18 years or over are permitted to enter into an agreement with Debitsuccess.
3. Payments made by personal/company cheque, cash and money orders: Cheques, money orders and cash payments will be banked immediately, upon receipt. Cheques and money orders must be made out to 'St George Illawarra Dragons RLFC' and cannot be accepted otherwise. Cash payments must be made in person at Dragons Team Store, St George Leagues Club, 124 Princes Hwy Kogarah or Level 1, Steelers Club, 1 Burelli Street, Wollongong during respective trading hours.
4. Dishonoured credit card payments: 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.
5. Dishonoured cheque payments: If a cheque is dishonoured you will be contacted regarding an alternate form of payment. If the alternate payment method is not successful your order may be cancelled.
6. All prices advertised are inclusive of GST unless otherwise stated.
7. As per RBA and ACCC standard for credit card surcharges outlined in May 2016, all transactions will incur a 'Service and Handling' Fee of \$3.95. 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.

PRIVACY AND PROMOTIONS

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.
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.



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.

REFUND AND CANCELLATION POLICY

1. Refunds will not be issued for games that cannot be attended, changes in personal circumstances nor requests made based on team performance.
2. The Club is not liable to you for any loss or damage you suffer as a result of the 2020 NRL Premiership Season matches being cancelled, postponed or changed (including venue change).
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.
4. 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.
5. 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 for any unused portion of your membership entitlements.
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 other cause beyond its reasonable control.

ROLLING RENEWAL

1. Members will have the option of opting in to rolling renewal when purchasing their membership.
2. Rolling renewals are automatically applied to Members paying by monthly instalments.
3. 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.
4. Rolling renewals payment instalments will commence on October 17, 2019 and a maximum of 12 monthly instalments will apply in order for all accounts to be paid in full and finalised by September 17, 2020.
5. All Members who join after October 17, 2019 will have their number of instalments and payment amounts adjusted, to ensure the account is still finalised by September 17, 2020.
6. Instalments will commence for the following season in October 2020 unless the Member notifies the St George Illawarra Dragons in writing that they wish to 'opt out'.

SEATING ALLOCATIONS AND REQUESTS

1. 2019 Members wishing to renew their 2019 seats for the 2020 season will be provided with a renewal period to purchase their membership. 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 made available for the St George Illawarra Dragons to allocate to other Members.
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.
3. The 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.
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.



5. If required, ticket allocation for Dragons Home Games at venues other than WIN Stadium Wollongong and Netstrata Jubilee Stadium, Kogarah 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.
6. Seating requests must be placed at the time of membership purchase.
7. To transfer a seat to another Member, authorisation must be received from the current seat holder to confirm permission to change seat owners for the season.

All details outlined at dragons.com.au/membership/faq also form part of the Terms and Conditions.

