

## ST GEORGE ILLAWARRA DRAGONS RED V MEMBERSHIP TERMS AND CONDITIONS 2024

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 2024. 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://www.dragons.com.au/membership/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://dragons.memberlink.net.au/memberhome>;
  - 1.1.2 by submitting an application form or renewal form in the post to Locked Bag 1500, Ramsgate NSW 2217;
  - 1.1.3 by email to [redv@dragons.com.au](mailto:redv@dragons.com.au);
  - 1.1.4 over the phone on 1300 DRAGON (1300 372 466); or
  - 1.1.5 in person at the Club's offices at St George Leagues Club Monday to Friday 10am - 4:30pm and Steelers Club Tuesday and Thursday 10am - 4:30pm.
- 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 2024 memberships are valid from receipt of your membership payment and expire on 31 October 2024.
- 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 31 October 2024.
  - 3.1.2 Children aged 4 years or younger as of 31 October 2024 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.
- 3.2 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 31 October 2024, or one adult and three juniors aged 16 years or younger as of 31 October 2024.
- 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 or government health regulation.
- 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 with a new, unique membership number. A membership number 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.

## 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 Netstrata 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 Netstrata 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 the member portal 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 DELIVERY OF 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 during holiday periods where the Club office is closed. Delivery of 2024 membership packs will commence from 5 December 2023.
- 7.2 Memberships purchased prior to close of business (5pm) 27 November 2023 will be lodged with Australia Post prior to Christmas. Please note that once packs are lodged for postage, delivery timelines are outside of the Dragons' control. Every reasonable attempt will be made to deliver 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 purchased via the part payment method and the first payment instalment declines. Where this occurs, delivery will be withheld until the first payment instalment is successfully transacted.
- 7.4 Club staff will make every endeavour to contact the purchaser via the email address and/or telephone number provided to clarify any issues preventing the delivery of membership under this clause.
- 7.5 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 within a reasonable period before the home game 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 Non-ticketed memberships (Dragons Faithful, Junior Dragon, Scorch, International Dragon and NRLW Faithful) do not include entry to the Dragons' NRL or NRLW home or away games.
- 7.7 All members will receive their 2024 member cards and packs via Australia Post or other methods reasonably notified by the Club.
- 7.8 Members will receive a Red V Member pack corresponding to their date of birth or the package they purchase:
  - 7.8.1 A scorch pack will be issued to all ticketed members aged 4 years and under as of 31 October 2024.
  - 7.8.2 A junior pack will be issued to all ticketed members aged 5 to 16 years as of 31 October 2024.
  - 7.8.3 An adult pack will be issued to all ticketed members aged 17 years and over as of 31 October 2024.
  - 7.8.4 If a member does not provide their date of birth when purchasing a ticketed membership, an adult pack will be issued to the member.
  - 7.8.5 Non-ticketed members will receive a member pack based on the membership package chosen, as specified on each package page.
  - 7.8.6 Items are available only while stocks last.
- 7.9 Re-order fees apply for any member pack items lost or misplaced by the member.
- 7.10 Re-postage fees apply for any member pack returned to sender due to an incorrect or out of date address, failed delivery, or the member's failure to collect their parcel from the post office.
- 7.11 The Club may withhold distribution of a membership pack and card to the member if instalments fail.

## **8.0 MEMBERSHIP CARDS**

- 8.1 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.
- 8.2 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.
- 8.3 Membership cards are issued to members for identification and seat allocation purposes.



- 8.4 Membership cards contain membership details, tenure, discount entitlement information, seating allocation (if applicable) and a barcode (if applicable).
- 8.5 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.
- 8.6 A card reorder fee of \$15.00 is payable by the member for a replacement member card if:
  - 8.6.1 the card is lost or stolen
  - 8.6.2 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)
  - 8.6.3 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)
- 8.7 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.
- 8.8 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 3.5 of the Terms and Conditions.
- 8.9 A member may not transfer their membership card to another person for entry into a member event.
- 8.10 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.

## **9.0 LOYALTY AND TENURE**

- 9.1 Tenure of Red V Membership is measured back to 2002 when the Red V Membership program was introduced by the Club.
- 9.2 Failure to renew membership within any season results in length of membership tenure being reset.
- 9.3 Cancellation of membership for any reason within any season results in length of membership tenure being reset.
- 9.4 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.
- 9.5 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.
- 9.6 A member's accrued consecutive tenure and associate benefits cannot be transferred to another member under any circumstances.

## **10.0 MERCHANDISE DISCOUNT**

- 10.1 The Red V Member merchandise discount is available to current season members upon presentation of their 2024 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 the respective discount code provided on their membership card.
- 10.2 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.
- 10.3 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 and is not redeemable for cash.
- 10.4 This offer cannot be used in conjunction with any other offer and does not apply to sale items or memorabilia.
- 10.5 This discount offer is valid until expiry of 2024 membership.
- 10.6 Merchandise discounts are tiered according to years of consecutive membership tenure and are as follows:
  - 10.6.1 0-4 consecutive years of membership tenure: 10 per cent discount;



- 10.6.2 5-19 consecutive years of membership tenure: 15 per cent discount;
- 10.6.3 20+ consecutive years of membership tenure: 20 per cent discount;
- 10.6.4 Platinum members receive a 20 per cent discount regardless of years of consecutive membership tenure.

## 11.0 PAYMENT

- 11.1 Ticketed members are able to purchase membership by full payment or by paying monthly instalments.
- 11.2 Ticketed members with a history of payment issues via the monthly 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 2024 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 2024 membership/s via the monthly payment 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.
- 11.3 Non-ticketed members are able to purchase membership by full payment only.
- 11.4 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.
- 11.5 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.
- 11.6 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 Dragons office located at Level 1, St George Leagues Club, 124 Princes Highway Beverley Park, or Level 1, Steelers Club, 1 Burelli Street Wollongong during trading hours.
- 11.7 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.
- 11.8 All prices advertised are inclusive of GST unless otherwise stated.
- 11.9 All prices advertised are in Australian Dollars unless otherwise stated.
- 11.10 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.
- 11.11 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.

## 12.0 PAYING BY INSTALMENTS

- 12.1 The Club engages Debitsuccess Pty Ltd (**Debitsuccess**) to offer direct debit services. By becoming a member and electing to make monthly instalment payments of membership fees, the member is deemed to have read, understood and accepted the conditions of service offered by Debitsuccess, as detailed in the 'Debitsuccess Direct Debit Request (DDR) Service Agreement' (issued by Debitsuccess).
- 12.2 The 'Debitsuccess Direct Debit Request (DDR) Service Agreement' may be updated from time to time by Debitsuccess and the Club will advise members of such changes via email. Members' continued use of the membership benefits will constitute acceptance of those changes.
- 12.3 All communication relating to payment of monthly instalments should be directed to the Club.
- 12.4 In addition to the 'Debitsuccess Direct Debit Request (DDR) Service Agreement', the following terms apply to members who have elected to pay membership fees via monthly instalment payments and have accordingly authorised the Club (via Debitsuccess as its agent) to directly debit their nominated bank account or credit card for any instalments or payments due under the Terms and Conditions:
  - 12.4.1 this clause will apply from the date the Club provides the monthly instalment payment 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;
  - 12.4.2 only persons aged 18 years or over are permitted to enter into an agreement with Debitsuccess;



- 12.4.3 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;
- 12.4.4 members agree that:
- 12.4.4.1 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;
  - 12.4.4.2 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;
  - 12.4.4.3 they shall give notice to Debitsuccess or the Club if their nominated bank account or credit card is closed or its details are changed in any way;
  - 12.4.4.4 they will ensure that sufficient funds or credit are available in the member's nominated bank account or credit card to satisfy each membership monthly instalment when due;
  - 12.4.4.5 as consideration for receipt of membership, they will pay the instalment amount at the agreed payment frequency.
- 12.4.5 Members may request to alter the payment frequency and/or day to debit by requesting a change directly with the Club. However, any changes shall not affect the total amount of money the member would otherwise be required to pay;
- 12.4.6 should there be any payments in arrears, the member authorises Debitsuccess as the Club's agent to debit the outstanding balance in order to bring the account up to date;
- 12.4.7 members who miss an instalment or have any outstanding payments risk having their membership voided, barcodes cancelled and being sent for debt collection;
- 12.4.8 the following fees and charges are payable by members in addition to the monthly instalment payments of membership fees:
- 12.4.8.1 a one-off administration fee \$5.00 is payable on electing to pay membership fees by monthly instalment payments and will be added to the initial instalment to be paid by the member (as a separate payment or otherwise) or to such other instalments as the Club or Debitsuccess decide;
  - 12.4.8.2 a dishonoured payment service fee of \$10.00 is payable on every occasion that Debitsuccess attempts to collect a payment from a member and that payment is dishonoured plus any other fees incurred by the Club or Debitsuccess due to dishonoured payments. The member authorises the Club or Debitsuccess to add any fees owing under this clause to any future instalments paid by the member (as a separate payment or otherwise);
  - 12.4.8.3 a \$50.00 fee plus 25% of the balance outstanding is added to any outstanding debt payable to the Club plus any and all costs incurred under section 14.1.5 where the member is the subject of debt collection action by or on behalf of the Club under the Terms and Conditions.

Fee	Amount	When Payable
Administration Fee	\$5.00	Upon membership fees being payable by instalments
Dishonoured Payment Service Fee	\$10.00 plus any other fees incurred by the Club or Debitsuccess due to dishonoured payments	Upon dishonour of any instalment or payment
Debt Collection Fee	\$50.00 plus 25% of balance outstanding by member and any and all costs incurred as a result of debt collection action including any fees, commissions and costs charged by ARMA or any other debt collection agency acting on behalf of the Club	Upon referral of member's account to debt collection



### 13.0 REFUND AND CANCELLATION POLICY

- 13.1 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.
- 13.2 Notwithstanding clause 13.1, 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.
- 13.3 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, excluding Debitsuccess fees, is less than the goods, services and cancellation fee, the member will be required to pay the balance, including any fees charged by Debitsuccess, prior to cancellation.
- 13.4 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.
- 13.5 The Club is not liable to you for any loss or damage a member may incur as a result of the 2024 NRL Premiership season matches being cancelled, postponed or changed (including venue or scheduling change).
- 13.6 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.

### 14.0 DEBT COLLECTION

- 14.1 Members:
  - 14.1.1 agree and acknowledge the Club has appointed ARMA Group Holdings Pty Ltd (**ARMA**) to collect all payments due under the Terms and Conditions (whether fees and/or periodic charges and including any administration fees) from members on the Club's behalf;
  - 14.1.2 agree and acknowledge the Club is authorised to notify ARMA or any other debt collection or credit reporting agency managed by the Club from time to time upon default by a member in regard to any obligation to make payment under the Terms and Conditions;
  - 14.1.3 agree and acknowledge they must immediately pay the full outstanding balance of the remainder of any payments due under the Terms and Conditions, including any arrears, should a default occur prior to a membership being terminated;
  - 14.1.4 authorise the Club to add a \$50.00 fee plus 25% of the balance outstanding to any outstanding debt the subject of debt collection action by or on behalf of the Club under the Terms and Conditions; and
  - 14.1.5 agree to pay any and all costs incurred as a result of debt collection action including any fees, commissions and costs charged by ARMA or any other debt collection agency acting on behalf of the Club.

### 15.0 HARDSHIP POLICY

- 15.1 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.
- 15.2 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.
- 15.3 Members facing financial difficulty are encouraged to contact the Red V Membership Team via the [Hardship Request Form](#).

### 16.0 DONATIONS

- 16.1 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).
- 16.2 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.





- 16.3 By making this donation you accept the ASF's Terms and Conditions and Privacy Policy.
- 16.4 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.
- 16.5 Donations to the Dragons Foundation project and/or the Score Dragons, Inclusive Rugby League Program project are non-refundable.
- 16.6 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.
- 16.7 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.
  - 16.7.1 The official ASF receipt will be issued by email from the ASF.
  - 16.7.2 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.
  - 16.7.3 Your membership order receipt issued by email from redv@dragons.com.au cannot be used for the purpose of claiming a tax deduction.
- 16.8 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.

## **17.0 ROLLING RENEWAL**

- 17.1 Members will have the option of opting into rolling renewal when purchasing their membership.
- 17.2 Rolling renewals will mean 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.
- 17.3 Rolling renewals are automatically applied to members paying by monthly instalments. 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 2024 of the membership year.
- 17.4 Members paying in full may also opt into 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.
- 17.5 Rolling renewal payment instalments will commence on 17 October 2023 and a maximum of 10 monthly instalments will apply in order for all accounts to be paid in full and finalised by 17 July 2023.
- 17.6 All members who join after 17 October 2023 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 17 July 2024. A deposit equal to the amount of one instalment will apply to all membership purchases after 17 October 2024.
- 17.7 The Club reserves the right to 'opt-out' members from automatic rolling renewal if:
  - 17.7.1 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;
  - 17.7.2 the member's order contains 'juniors' and 'family juniors' over the age limit of 16 years;
  - 17.7.3 the member's order contains a membership package which cannot be renewed into a suitable corresponding package for the following season; or
  - 17.7.4 the member's order contains a membership package they are no longer eligible to purchase.
- 17.8 Accounts containing complimentary membership are not eligible for automatic rolling renewal.
- 17.9 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.



- 17.10 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.

## **18.0 SEATING ALLOCATIONS AND REQUESTS**

- 18.1 2023 members wishing to renew their 2023 seats for the 2024 season will be provided with a renewal period to purchase their membership of 26 September 2023 to 5pm 1 November 2023. 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.
- 18.2 The Club does not warrant or guarantee that every request for membership, ticketing and/or seating allocation preference can or will be complied with.
- 18.3 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.
- 18.4 Seats are the property of Netstrata 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.
- 18.5 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 a card replacement fee of \$15 if they require their seat to be reallocated.
- 18.6 If required, ticket allocation for the 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.
- 18.7 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.
- 18.8 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 a card replacement fee of \$15 if any member is required to move seating allocation after the issue of membership cards.
- 18.9 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.
- 18.10 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.

## **19.0 PROMOTIONS**

- 19.1 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.

## **20.0 PRIVACY**

- 20.1 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.
- 20.2 A copy of the Dragons' Privacy Policy explaining the way your information is collected, held and disclosed is available [on our website](#).
- 20.3 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.
- 20.4 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.



- 20.5 Members who have elected to pay membership fees by monthly instalment payments agree and acknowledge:
- 20.5.1 Debitsuccess, as the Club's agent, is entitled to store members' personal information (whether received from the member, the Club or otherwise) on its systems, and use it for the purposes of administering these terms, providing its products and services, or offering alternative products and services;
  - 20.5.2 members have rights of access to, and correction of, their information under the Privacy Act 1988 (Cth); and
  - 20.5.3 Debitsuccess (or the Club) may contact members for any purpose related to the provision of its products and services.

## **21.0 LIABILITY**

- 21.1 Members agrees that, to the extent permitted by law, neither the Club, Debitsuccess 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.

## **22.0 FURTHER INFORMATION**

- 22.1 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](mailto:redv@dragons.com.au)) or telephone (1300 DRAGON (1300 372 466)).



## Direct Debt Request (DDR) Service Agreement

### DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This DDR Service Agreement is designed to explain what your obligations are when undertaking a direct debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request.

### INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) (Debitsuccess) APCA User ID 184534 to make periodic debits on behalf of the "Business" as indicated on Direct Debit Request.

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the Direct Debit Request, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the Direct Debit Request as instructed by the Business.

### RELATIONSHIP

I/we acknowledge that Debitsuccess has been contracted by the Business to collect the payments due under the agreement that I/we have entered into with the Business pursuant to which I/we have agreed to pay for goods/services provided by the Business (Agreement). All payments due by me/us to the Business shall be made to Debitsuccess.

I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business. I/We acknowledge that Debitsuccess sole responsibility is to make periodic debits as set out in the Direct Debit Request

### CLEARED FUNDS

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by, and at all times on, the due date of the payment (Day to Debit) to enable the direct debit to be honoured on the Day to Debit. I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available when the debit is attempted, I/we agree that I/we will be responsible for any fees and charges that may be charged by my/our Financial Institution and by the Business.

### VARIATIONS TO DEBIT TERMS

I/We authorize Debitsuccess to vary the amount of the payments upon instructions from the Business, and where such instructions from the Business are received by Debitsuccess, I/we do not require Debitsuccess to notify me/us of such variations to the debit amount.

I/We acknowledge that Debitsuccess/or the Business is to provide 14 days' notice if varying the terms of the debit arrangements otherwise than as provided for herein.

I/We acknowledge that my/our requests to vary, defer or stop the debit arrangement must be directed to the Business.

### CANCELLING THESE DEBIT TERMS

I/We understand that I/we are able to cancel this DDR Service Agreement by requesting this of the Business or my/our Financial Institution, and I/we acknowledge that cancellation of the authority to debit my/our account will not terminate my/our agreement with the Business or remove my/our liability to make the payments I/we have agreed to.



## NON WORKING DAY

When the Day to Debit falls on a weekend or public holiday the debit will be initiated on the next working day.

## DISHONoured PAYMENTS

I/We acknowledge that:

- (a) if a debit is returned by my/our Financial Institution as unpaid, I/we will be responsible for any fees and charges charged by the Business as a result, in addition to any Financial Institution charges and collection fees; and
- (b) Debitsuccess may attempt to re-process any unsuccessful payments as advised by the Business and/or add such unsuccessful payment to any future payments.

## ACCURACY OF INFORMATION

I/We acknowledge that it is my/our responsibility to ensure that the details entered on the Direct Debit Request are correct and that Debitsuccess is not liable to the extent that any such details are incorrect and this causes a required payment to be missed. In addition, where I/we are paying the required payments by credit card and have entered the details of the credit card on the Direct Debit Request, I/we agree that Debitsuccess may continue to debit from the credit card in accordance with the terms of this DDR Service Agreement to the extent that the credit card has expired, and that it is wholly my/our responsibility to provide details of any replacement credit card to Debitsuccess via the Business.

## DISPUTES

I/We acknowledge that any disputes regarding debit payments will be directed to the Business. If no resolution is forthcoming, I/we understand that I/we are to direct any such dispute to my/our Financial Institution.

## OTHER AUTHORISATIONS

I/We authorise:

- (a) Debitsuccess to verify details of my/our account with my/our Financial Institution; and
- (b) The Financial Institution to release information allowing Debitsuccess to verify my/our account details.
- (c) Any notices to be given to me/us by electronic mail to the email address on the Direct Debit Request (or any other email address notified in writing by me/us).

I/we acknowledge that:

- (a) This DDR Service Agreement will remain in force and effect in respect of all direct debits passed to my/our account in good faith notwithstanding my/our death/bankruptcy or other revocation of this DDR Service Agreement until actual notice of such event is received by the bank.
- (b) Any dispute as to the correctness or validity of an amount debited to my/our account shall not be the concern of the bank except in so far as the direct debit has not been paid in accordance with this DDR Service Agreement. Any other dispute lies between me/us and the Business.



## INFORMATION SECURITY

We are collecting your personal information for the sole purpose of completing this direct debit arrangement.

Debitsuccess agrees that it will make reasonable efforts to keep your information contained in the Direct Debit Request (including account details) and any other information that we have about you confidential and secure, and will ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. You may request access to, and correction of, any personal information held by Debitsuccess by writing to Debitsuccess at the address below. You acknowledge that your personal information will be collected, used, held and disclosed in accordance with the Debitsuccess Limited Privacy Policy found at <https://www.debitsuccess.com.au/privacy-policy>

Debitsuccess will only disclose information that we have about you:

- (a) to the extent specifically required by law;
- (b) to Financial Institutions participating in the direct debit payment system in connection with a claim made on it relating to an alleged incorrect or wrongful debit; or
- (c) for the purposes of this Agreement (including disclosing information in connection with any query or claim).

Should you have any queries in relation to these terms and conditions contact

Debitsuccess Pty Ltd.

P.O. Box 577 Mt Waverley, VIC, 3149

Phone: 1800 148 848

E-mail: [customerservice@debitsuccess.com](mailto:customerservice@debitsuccess.com)

