

2018 Red V Membership Terms and Conditions

By submitting a Red V Membership application or renewing your membership you are granted membership and accept the following terms and conditions:

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. In order to receive important up-to-date information throughout the season email addresses are required and it is up to the member to notify the St George Illawarra Dragons should the member's contact details change. The St George Illawarra Dragons hold no responsibility for a member's failure to update their personal details. To update your personal details please call the Red V Team on 1300 DRAGON or email: redv@dragons.com.au
3. 2017 Members wishing to renew their seats for 2018 have an exclusive renewal period until close of business on 31/10/2017. From 3/11/2017, any seats not renewed may be made available for purchase to upgrading/new members.
4. The St George Illawarra Dragons do not warrant that every request for membership, ticketing, and/or seating allocation can or will be complied with.
5. The Dragons reserve the right to move Member/s up to three (3) seats in order to better satisfy seating requests. In these circumstances the Member may not be contacted by the Club.
6. Membership applies for one season only.
7. Seats are the property of the venue and are subject to availability i.e. in case of redevelopment to sections of the stadium, seats may no longer be available.
8. If required, ticket allocation for Dragons Home Games at venues other than WIN Stadium Wollongong and Jubilee Oval, Kogarah will be allocated based on similar characteristics of WIN Stadium and Jubilee Oval seating where possible. Due to the different sized seating bays etc some flexibility is required. Ticket allocations for Dragons Away Games are subject to confirmation by the Home Club and the respective venue and will be communicated separately where required.
9. All prices advertised are inclusive of GST unless otherwise stated.
10. 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.
11. Membership cards will not be issued at the time of purchase, but will be sent with Member packs commencing from December 2017. Should you purchase not long before the start of the season and your membership card is not ready by the first game please see the Red V Team at the venue and we will issue you with a print at home or paper ticket for the first match.
12. Dragons Faithful Memberships do not include tickets to NRL games except where specified. Members can purchase flexi tickets as an 'add on' to have home game access with their Membership.
13. All Members will receive their 2018 Member cards and pack via post.

14. Members Choice: In 2018 Members (excluding Baby, Junior & Toddler Dragons) are able to choose their main benefit item from the following options:
 - Member Cap
 - Member Beanie
 - Kids Pack - includes kids cap, drawstring bag, cape flag, sticker sheet and lanyard
15. Items are available while stocks last. Once an item is exhausted it will be removed from the available choices. Members on Rolling Renewal will be sent a link to choose their preference. Pack delivery may be delayed without a preference of members choice item selected.
16. Paying by Instalments: Members choosing to pay by instalments will do so by the member entering 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. All members who choose to pay by instalments must have their membership paid in full by 17th September 2018. Any 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 debit success 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 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).
17. 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'. Cash payments must be made in person at Dragons Headquarters, Team Store, St George Leagues Club, 124 Princes Hwy Kogarah or Level 1, Steelers Club 1 Burelli Street, Wollongong during respective trading hours. Any difference in costs between the requested order and what is ultimately allocated will be dealt with at the time the seat is allocated.
18. 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 removed from the seating allocation queue.
19. 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 removed from the seating allocation queue.
20. Rolling Renewals: Rolling renewals are automatically applied to members paying by instalments. Rolling renewals will mean the membership is automatically renewed into the same packages for subsequent seasons, at the updated and relevant price. Prior to the renewal rollover members will be given a 14-day period in which to make any changes or upgrades to the membership package, or to notify the St George Illawarra Dragons in writing that they do not wish to rollover (strict timeframes apply). Rolling renewals payment instalments will commence on October 17, 2017 and a maximum of 12 monthly instalments will apply in order for all accounts to be paid in full and finalised by September 17, 2018. All members who join after October 17, 2017 will have their number of instalments adjusted, and catch up payment calculated, to ensure the account is still finalised by September 17, 2018. Instalments will commence for the following season in October or November 2018 unless the member notifies the St George Illawarra Dragons in writing that they wish to 'Opt Out'. All members paying by instalments are also bound by the [Debitsuccess Terms and Conditions](#). Opt Out: Members who sign up for the rolling renewal option will have their membership automatically renewed until such time that they 'Opt Out' for future membership renewals. The St George Illawarra Dragons will advise each member, in writing, of their membership order for the upcoming season and outline a specific timeframe in which they will have the option to no longer renew their membership, or change/upgrade their automatically renewed membership. This information will

also be available online. The change period will be 14-days in length, with any requests outside this period not guaranteed, and subject to cancellation fees and charges as outlined.

21. **Membership Classification and Age Restrictions:** Junior: to qualify as a Child you must be 14 years or younger on December 31, 2018. Children under 4 years of age on this date may enter the venue for free, but must be seated on the lap of an accompanying adult. Concession: Valid concessions include full-time students, aged, invalid, disabilities, TPI, and war veteran pensions. It is a condition of entry that all Concession card holders agree to present their concession identification card if requested. If a concession card cannot be presented the membership card holder will be refused entry to the venue. Concession memberships cannot be upgraded for individual games.
22. 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 every child member on an account.
23. If for any reason you are not able to attend a St George Illawarra Dragons home game you may give your season pass to a friend or relative to use. Please also be aware that the transferal of a membership is subject to the membership classification (e.g. Concession) and this cannot be upgraded to gain entry to an individual game.
24. Any user of the member's membership rights is also bound by the Terms and Conditions of the membership, and the member is obliged to inform such persons of these terms and conditions.
25. **Refund Policy:** Refunds will not be given for games that cannot be attended, changes in personal circumstances nor requests made based on team performance, however Membership passes are transferrable and can be used by friends or family if the Member is unable to attend a match. The Club is not liable to you for any loss or damage you suffer as a result of the 2018 NRL Premiership Season matches being cancelled, postponed or changed (including venue change). Memberships are subject to a seven (7) day cooling-off period in which you can change your membership package. Any changes after the cooling-off period may be subject to an Administration fee. 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.
26. **Member Loyalty:** Length of Membership is measured back to 2002, when the Red V Membership program was introduced. Failure to renew Membership within any season results in length of Membership being reset. The Member Loyalty Program recognises Red V Memberships only –St George Leagues Club Membership and Steelers Club Membership do not qualify.
27. **Team Store Discounts:** The Red V Members discount at the official Dragons Team Store is available to members upon presentation of their current membership card. This offer can only be used to purchase full-priced merchandise and is not redeemable for cash. This discount offer expires on 31 October 2018. This offer cannot be used in conjunction with any other offer and is not available on discounted or sale stock.
28. 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. 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.
29. All memberships are subject to the Conditions of Entry to the venues included in your chosen membership which may include - Jubilee Oval, WIN Stadium and Allianz Stadium.

30. The St George Illawarra Dragons have the right to cancel Memberships for breaches of the condition of entry to Jubilee Oval, WIN Stadium and Allianz Stadium or the breaches of the Member Code of Conduct. 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.
31. The St George Illawarra Dragons reserve the right to refuse an application for membership.
32. 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.
33. 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.
34. 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. Any information we disclose about a membership account can only be with a Primary Account Holder. If a Secondary Account Holder wants to become a Primary Account Holder we must receive written confirmation from the Primary Account Holder to release them. You may access your private information held on our database by contacting the Red V Team on 1300 DRAGON. You have the right at any time to refuse to receive marketing material. 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 or can be obtained by contacting the St George Illawarra Dragons on (02) 9587 1966.
35. Red V Members 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:

- Work with the Club to enforce the Code of Conduct at home and away games
- Advise the Club of any people not complying with the Code of Conduct
- Respect that opposition fans have an allegiance to their own Club and welcome all fans to our home venue
- We will not abuse or use bad language towards fellow supporters, away supporters, players, officials, media or other spectators
- 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
- We will not engage in activity that embarrasses or inhibits others from enjoying the viewing of the game
- We will advise security or police of anti-social behaviour
- We recognise the efforts of the players as playing to the best of their ability in an effort to win each and every game.
- 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.
- We will not display banners with obscene or inappropriate messages.
- Abide by the Conditions of Entry of Jubilee Oval, WIN Stadium and Allianz Stadium

All details outlined in the [Frequently Asked Questions](#) also form part of the Terms and Conditions.