

The following are the Membership Terms and Conditions of Wests Tigers Rugby League Football Pty Ltd (herein referred to as "Wests Tigers").

Benefits and conditions of Membership are subject to change and are at the discretion of Wests Tigers.

Terms and Conditions

1. Your Wests Tigers Membership Card remains the property of Wests Tigers. Membership cards may not be sold, exploited for commercial use, used for promotional purposes or campaigns without the express written permission of Wests Tigers.
2. All Membership fees paid by credit, or debit card, will be subject to a Rolling Renewal Program (automatic renewal). In accordance with directions provided by the club from time to time, you authorise Wests Tigers to automatically renew your membership each season into the same seat (where applicable) and package. Wests Tigers will deduct the applicable Membership fees from the credit or debit card used to purchase your previous membership.
3. Members who are in the Rolling Renewal Program will be contacted and provided an opportunity to opt-out prior to processing any renewal. Members will have 14 days from the date of Wests Tigers' notice to advise of any changes or upgrades you wish to make to your Membership package. Members may request in writing to Wests Tigers if they do not wish to automatically renew their Membership for the new season. Strict timeframes apply. Failing to notify Wests Tigers will result in memberships being automatically renewed.
4. Memberships are non-refundable and Member benefits are non-transferable. Once a Membership has been purchased, Wests Tigers are under no obligation to provide a cancellation or refund. Requests for refunds must be submitted in writing and may only be considered in exceptional circumstances.
5. Wests Tigers will provide all deliverables outlined in each Membership Package for the 2025 season. Should any restrictions arise preventing the ability to provide deliverables outside the control of Wests Tigers, (e.g. Federal or State issued COVID-19 Protocols/Restrictions) the club will offer alternatives to a similar value subject to the acceptance of the Member. If the Member does not agree to an alternative offered, they will be entitled to claim a refund or a credit to the value of the deliverable unable to be provided, subject to their preference
6. It is the responsibility of the Member to notify Wests Tigers of any change in details, including issuing or withdrawal of concession status, ineligibility of junior memberships, contact details, or any relevant information that could affect their membership with Wests Tigers.
7. The Membership purchased is applicable to the 2025 season only. The price of a 2025 membership will not be reduced for new applicants wishing to join once the season has commenced.
8. All Membership prices for the 2025 season are GST inclusive.

9. 2025 Wests Tigers Members may renew into the equivalent package they had for the 2024 season online, in person or via telephone. In doing so, you are accepting the Terms and Conditions of a Wests Tigers Membership.

10. The club does not accept any responsibility for membership cards that are lost. Lost membership cards must be reported to Wests Tigers Membership on (02) 8741 3300 and will incur a replacement fee of \$10.00. Members who have their Membership card stolen or destroyed may be required to supply the club with a statutory declaration. Replacement cards cannot be issued on game day. All lost, stolen, or damaged Membership cards will have their original barcodes cancelled and a new barcode will be issued with the new Membership card.

11. Membership Tenure that is recorded is applicable only towards consecutive years of Membership. For requests to update Membership tenure, the Member will need to provide physical or digital proof that a Membership was held for the specific year(s) requested to be updated. Failure to provide this information will result in the Membership tenure not being updated.

12. Wests Tigers reserves the right to refuse an application. Wests Tigers also reserves the right to suspend or cancel a Membership, without refund, to any Member in breach of these Terms and Conditions. Wests Tigers Members are subject to the rules and regulations/conditions of entry of the stadium they are attending. Breach of these rules/conditions may result in eviction from the stadium and/or cancellation of their Wests Tigers Membership at the discretion of the club.

13. COVID-19

As a Wests Tigers Member, you agree and accept that you must adhere to any NSW Health Orders in relation to COVID-19 which may change from time to time.

In accordance with Government health requirements in response to the COVID-19 pandemic, the following applies to members who either purchase or are allocated a ticket to enter a stadium for a match (depending on the status of the Government health requirements which may change from time to time):

Each membership card will include the capture of the member's contact details for tracing and tracking purposes.

The primary account holder of a membership will, through their completion of their membership transaction, be acknowledging that they and their membership group understand the requirement to adhere to the ongoing COVID-19 health obligations at the time of purchase.

Members may be required to digitally check-in via a QR Code system as mandated by NSW Health.

Any person from a COVID-19 'hot-spot' or an affected area, as advised by the NSW Chief Health Officer, may not be permitted to attend an event and may be refused entry. Please refer to link for most up-to-date COVID-19 'hot-spots' or [affected areas](#).

The NSW Government may require all Members to wear a face mask while in stadiums, subject to the current COVID-19 health environment.

The only exceptions for not wearing a face mask are as follows:

- a) persons with a mental or physical condition which makes it unsuitable to wear a mask (a Doctor's exemption is required), or
- b) where the person is asked to remove the mask to ascertain their identity, or
- c) because of an emergency, or
- d) the removal of the mask is necessary for proper provision of a good or service (e.g. medical treatment).

West's Tigers reserves the right to refuse a refund for any member who fails to comply with NSW Health Orders or Government health requirements to attend venues.

14. The dates, venues and times of NRL fixtures are subject to alteration.

15. Members will not be eligible for compensation should they be unable to attend a game.

16. West's Tigers cannot guarantee the composition of the playing roster throughout the season as players are subject to injury and performance requirements, which impact their ability to take the field.

17. West's Tigers Membership will not be refunded due to on-field performance or the behaviour of West's Tigers or NRL Players.

Code of Conduct

This code of conduct has been created as a guide for acceptable behaviour of West's Tigers Members and their interactions with fellow Members, supporters of both West's Tigers and opposition supporters, corporate partners, volunteers, and all stakeholders involved with West's Tigers.

West's Tigers Members will be required to conduct themselves in a way that enhances the reputation of West's Tigers brand rather than diminishing it and includes behaviour at West's Tigers games, functions, event days, at West's Tigers' offices, in all communication with West's Tigers staff, and on social media platforms.

This code of conduct forms part of the terms and conditions of West's Tigers Membership and each West's Tigers Member accepts to be bound by this code of conduct when acquiring a West's Tigers Membership. West's Tigers Members must:

- Act as an ambassador for Wests Tigers and all associated with Wests Tigers and reflect the values of the Club;
- Not abuse, use inappropriate gestures, threaten, intimidate, assault, use inappropriate language, or engage in any behaviour that could constitute harassment, discrimination or bullying towards Wests Tigers players or officials, opposition players or officials, match officials, venue employees, security or any other stakeholders related to Wests Tigers;
- Comply with the conditions of entry when attending Wests Tigers home games and act on the advice of venue staff in relation to bag inspections, prohibited and restricted items, accessing the field of play and any other items related to conditions of entry; and
- Show respect towards every person regardless of their physical or mental characteristics, including but not limited to, their gender, race, skin colour, religion, language, nationality, ethnic origin, sexuality, or choice of NRL team.

If any Members are found to be in breach of this code of conduct, Wests Tigers reserves the right to discipline any Members in the following ways:

1. Issue an official verbal warning from a Wests Tigers staff Member;
2. Issue an official written warning; and/or
3. Fully Cancel the Wests Tigers Membership, without refund of any fees paid.

Wests Tigers reserves the right to cancel any Wests Tigers Membership and all benefits and entitlements without notice should any Member be in breach of this code of conduct and in extreme cases Members may be permanently banned from Wests Tigers Membership for life.

Category Definitions

Child

To be eligible for a Junior Membership, children must be 15 years of age and under (at the time of purchase). Children over five years of age will need to obtain a Junior Membership if they wish to be eligible to purchase finals tickets and to secure their own seat. Wests Tigers Membership department may request proof of age identification (copy of birth certificate or passport, etc.).

Concession

The following Concession card holders are eligible to purchase a Concession Membership: a holder of a Department of Social Services, Pensioner Concession (aged/single parent/disability), Veteran Affairs or current full-time Student Card. Senior and benefit cards do not qualify.

Family

A Family Membership is comprised of two Adults and two Juniors aged between 5 to 15 years of age at the date of purchase.

Premium Reserved Seating



WESTS TIGERS

Zurich Centre, Loftus Street, Concord NSW 2137
PO BOX 169, North Strathfield NSW 2137
PH: 02 8741 3300 **FAX:** 02 9715 6574

1. 2024 Wests Tigers Premium Reserved Members have until 30th November 2024 to renew their existing seats for the 2025 season. After this date, all previously held seats that have not been renewed will be released for general sale and cannot be guaranteed. Members who are unable to renew by this date, will be required to contact Wests Tigers in writing requesting an extension no later than 30th November 2024. Once this request is received the Wests Tigers Membership team will contact the Member to discuss their options.
2. Seating areas at all stadiums are subject to change. Wests Tigers will advise Members of any changes.