

# GIANTS NETBALL 2019 MEMBERSHIP FREQUENTLY ASKED QUESTIONS

As at 8 January 2019

## MEMBERSHIP RENEWALS

### When do 2019 Memberships go on sale?

GIANTS Netball Memberships will be available on the following dates:

Who	When
2018 Renewing Members	Friday 7 December 2018
Register Your Interest Pre-Sale	Wednesday 23 January 2019
General Public	Wednesday 30 January 2019

### How long do I have to renew my 2018 membership?

2018 GIANTS Netball Members will be able to renew their Membership for the 2019 Suncorp Super Netball season from 10:00am (AEDT) Friday 7 December 2018 until 5:00pm (AEDT) Tuesday 8 January 2019.

### How do I renew my GIANTS Netball Membership for 2019?

To renew your Membership, simply follow the steps below:

1. Check your inbox for your 2019 Membership Renewal email. This will contain important information, including the online link, you need to renew your existing GIANTS Netball Membership.
2. Login to the Membership Portal using your username and password.
3. Follow the steps to renew your 2019 GIANTS Netball Membership.

### I'm new, how do I become a Member for the first time?

New Members will be able to secure a 2019 GIANTS Netball Membership in one of two ways:

1. Register your interest in GIANTS Netball memberships [here](#), before Friday 11 January, and receive an exclusive pre-sale purchase period from 3:00pm (AEDT) Thursday 17 January 2019 until 5:00pm (AEDT) Monday 21 January 2019.
2. Should there be any Memberships available after the Waitlist Pre-Sale, all remaining Memberships will go on-sale to the general public from 10:00am (AEDT) Wednesday 23 January 2019.

## PAYMENT OPTIONS

### What are my payment options?

GIANTS Netball accept Visa, Mastercard and Amex when purchasing memberships online. If you are paying over the phone. We only accept Visa and Mastercard.

### Can I pay for my Membership/s in instalments?

In 2019, GIANTS Netball Members will be able to renew their Memberships using DebitSuccess.

Your Membership will be paid across six monthly instalments. These instalments will commence in December 2019 and finish in May 2019. For a full list of DebitSuccess terms and conditions, [click here](#).

Please note: a \$5 sign-up fee will be charged with your first instalment. 3% administration fee will be charged per month.

## SEATING INFORMATION

### **Can I choose where my Membership seats are located for 2019 home games?**

Renewing Members will be allocated their existing seats as a priority and may request any upgrades or changes to these. To upgrade or change your seats, please email [giantsmembership@netballnsw.com](mailto:giantsmembership@netballnsw.com) with your order details and desired seating. Changes can only be made to Members seats once they've been renewed.

Please note: While all attempts will be made to ensure preferred seating requests are actioned, it may not be possible for all cases. All Members who are successful in obtaining an upgrade or seating change will be contacted. Should you not hear from us, it means we were unable to accommodate your request.

### **My friend wants to become a Member, how do I get them to sit near me?**

When purchasing a Membership, you can request to sit with new or existing Members. While every attempt will be made to allocate new Members next your current seats, sometimes this isn't possible. We may need to move your seat slightly so that there is a free seat available for any additional friends or family that wish to join. We won't move any seats until we've confirmed this with you.

### **How can I upgrade my seats?**

Renewing Members will be able to place an upgrade request once they've renewed their 2019 Membership. To do this, simply email [giantsmembership@netballnsw.com](mailto:giantsmembership@netballnsw.com) your order number along with your upgrade request and we'll endeavour to move your seats. No changes will be made without speaking to you first.

While we will attempt to fulfil all upgrade requests, sometimes this isn't always possible due to capacity limitations per category.

### **How can I change the seats I currently have?**

Renewing Members will be able to request a seating change once they've renewed their 2019 Membership. To do this, simply email [giantsmembership@netballnsw.com](mailto:giantsmembership@netballnsw.com) your order number along with your upgrade request and we'll endeavour to move your seats. No changes will be made without speaking to you first.

While we attempt to fulfil all requests, sometimes this isn't always possible due to capacity limitations per category.

## PACKAGE INFORMATION

### **I had a Three (3) Game Membership in 2018 but it's not available for 2019. Why is this?**

All Members who held a Three (3) Game Membership in 2018 will be able to renew straight into a Four (4) Game Membership for 2019. With more games being played at Qudos Bank Arena, you'll be able to get more out of your membership next season.

### **When will I receive my personalised Membership Card and Pack?**

Distribution of membership cards and packs is expected to begin from mid-February 2019. Please note: there is a 28 day turnaround from when you sign up/renew your Membership until you receive your packs.

Members will receive an email advising once their pack has been dispatched.

Gift certificates will be available for GIANTS Netball renewing Members should the Membership be a Christmas gift. Please contact the Membership Team for more information at [giantsmembership@netballnsw.com](mailto:giantsmembership@netballnsw.com) or to request a gift certificate.

### **Where will GIANTS Netball home games be played in 2019?**

GIANTS Netball will play seven (7) games in Sydney Olympic Park. These games include four (4) games at Qudos Bank Arena (including the AWAY derby against the NSW Swifts) and three (3) games at Quaycentre (formerly Sydney

Olympic Park Sports Centre). Similar to last year, GIANTS will also play one (1) home game at AIS Arena, ACT. For further information view our fixture [here](#).

#### **Why is there a four (4) week break during the season?**

For the first time, the Netball World Cup which is taking place in Liverpool, England from 12-21 July 2019, overlaps with the Suncorp Super Netball (SSN) Season. For this reason, the SSN will break for four weeks between Rounds 9 & 10.

## **GENERAL INFORMATION**

#### **What is the definition of a Family Membership?**

2019 GIANTS Netball Family Memberships must consist of two (2) Adults and two (2) Junior Members or one (1) Adult and three (3) Junior Members. Junior members must be under the age of 15 as of January 1, 2019.

#### **Who is eligible for a Concession Membership?**

Persons holding a current Seniors Card, Pensions Card or Full-Time Student Card. It is a condition of these concessions that you agree to present your concession identification card upon entry to the venue if requested. Note: Health Care Cards are not accepted as a form of concession.

#### **How old are Junior Members?**

To qualify for a Junior Membership, you must be under the age of 15 as of 1 January 2019.

Children under the age of four (4) are permitted free entry if sitting on the knee of a paying adult/guardian.

#### **How can I subscribe to receive GIANTS Netball emails?**

2019 GIANTS Netball Members will automatically receive their official Members' newsletter via the email address provided at the time of signing up or renewing. If you wish to opt-out, please unsubscribe through the email you have received – however, the Club strongly advises against this action, as many important messages are communicated through these emails.

#### **My contact details have changed. How do I update them?**

To update your details, visit the GIANTS Netball Members Portal and make any necessary updates. If you have any challenges, please contact the GIANTS Netball Membership team to update.

Email | [giantsmembership@netballnsw.com](mailto:giantsmembership@netballnsw.com)

Phone | 02 9951 5000

#### **What is the \$3.95 Service & Handling fee?**

Ticketek charge a \$3.95 Service and Handling fee on all Membership transactions. This fee is charged to all 2019 Membership transactions, regardless of payment method. Should you process your Membership in two separate orders, this fee is charged per order.

#### **Still have questions?**

If your question has not been answered above, please email [giantsmembership@netballnsw.com](mailto:giantsmembership@netballnsw.com) and we will endeavour to answer your questions with 24–48 hours. Thanks for your understanding during this busy period.

If the matter is urgent please call the Netball NSW office during business hours on (02) 9951 5000.