

# GIANTS NETBALL 2021 MEMBERSHIP

## FREQUENTLY ASKED QUESTIONS

As 27 October 2020

### MEMBERSHIP RENEWALS

#### What's new in 2021?

In 2021 GIANTS Netball will play home games in a new venue – Ken Rosewall Arena. Located within Sydney Olympic Park, the new venue will boast almost 10,000 seats and brand-new state of the art facilities.

#### When do 2021 Memberships go on sale?

GIANTS Netball Memberships will go on-sale to both existing GIANTS Netball Members and the General Public on Monday 2 November.

#### How long do I have to renew my 2020 membership?

2020 GIANTS Netball Members will be able to renew their Membership for the 2021 Suncorp Super Netball season from Monday 2 November 2019 until 5:00pm [AEDT] Friday 18 December 2020.

Any Membership renewed after the deadline (Friday 18 December, 2020) may not be guaranteed the same package as previous seasons.

#### How do I renew my GIANTS Netball Membership for 2021?

To renew your Membership, simply follow the steps below:

1. Check your inbox for your 2021 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 (Hint: your username is normally your email. However, if you're unsure, the Membership team can assist with this)
  - If you've forgotten your password, hit the 'forgotten password' link to reset this.
3. Follow the steps to renew your 2021 GIANTS Netball Membership.

#### I didn't receive a renewal email; how can I renew my Membership for 2021?

If you don't receive a renewal email, please contact the Membership Team using the contact details at the bottom of this FAQ.

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

New Members will be able to secure a 2021 GIANTS Netball Membership from Monday 2 November. With a bigger capacity at Ken Rosewall Arena, we're able to open up Memberships for everyone at the same time. Some packages won't be available when we go on-sale because these were sold out in 2020 and existing Members receive priority to renew these packages.

### 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?**

Yes, in 2021, GIANTS Netball Members will be able to purchase their Memberships using DebitSuccess.

Your Membership will be paid across ten (10) monthly instalments. These instalments will commence in November 2020 and finish in August 2021. The payments will be taken on the 16<sup>th</sup> of each month. For a full list of DebitSuccess terms and conditions, [click here](#).

If you sign up to a GIANTS Netball Membership after any instalments have been deducted, your membership fees will be split between the number of instalments remaining.

E.g. if you purchase a Membership in January you will have missed two of the payment dates. Your membership payments will be split into eight instalments so that they finish in August 2021.

Please note: a \$5 sign-up fee will be charged with your first instalment and a 3.09% administration fee will be charged per month.

You'll never have to worry about renewing your membership again with automatic roll-overs. Once you've signed up to the payment plan, your membership will automatically roll-over each following year.

## **SEATING INFORMATION**

### **Where will home games be played in 2021?**

In 2021 GIANTS Netball will move their home games to the newly renovated Ken Rosewall Arena (2 Rod Laver Dr, Sydney Olympic Park NSW 2127). Boasting almost 10,000 seats, this new arena will be the home of the GIANTS moving forward. Read more about the new venue [here](#).

### **I'm a Renewing Member and would like to upgrade my seats. How do I do this?**

Renewing Members will be able to place an upgrade request once they've renewed their 2021 Membership. To do this, simply click on the link 'UPGRADE REQUEST' included in your Order Confirmation email and we'll endeavour to provide you with an upgrade. No changes will be made without speaking to you first.

Your Order Confirmation will be sent upon receipt of receiving your payment.

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

All upgrade requests will be actioned in mid-late January and each Member who places a request will be contacted within a few weeks of this commencing.

### **Can I choose where my Membership seats are located for 2021 home games?**

Renewing Members will receive priority access to retain the seating that was provided to them for the 2020 season.

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. Anyone who is not successful in obtaining an upgrade will be contacted via email with more information.

### **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 to an existing Members 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.

## PACKAGE INFORMATION

### What is a Regional Membership?

All Members who live outside metro Sydney (100km or more from Ken Rosewall Arena) and would like to join as a Member of GIANTS Netball can sign up as a Regional Member and receive access to one (1) home game of their choosing<sup>^</sup>.

<sup>^</sup>Excludes the GIANTS Netball v NSW Swifts Derby.

### What is the interstate Membership?

If you live outside of NSW and would like to support GIANTS Netball, you can sign up as an Interstate Member and receive access to one (1) home game in your state (subject to availability). You'll also receive the same great benefits as a Member who is based in NSW.

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

Distribution of membership cards and packs is expected to begin in January 2021. Members will receive an email advising once their pack has been dispatched. Key timings will be advised in the dispatch email. In the event that a similar situation to the 2020 Covid-19 outbreak, please allow for extra time for delivery.

Gift certificates will be available for GIANTS Netball Members should the Membership be a Christmas gift. Members will receive a survey link inside your order confirmation that will allow you to request a gift certificate for any purchased membership.

## GENERAL INFORMATION

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

2021 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, 2021.

### 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 2021.

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

### Can I purchase a parking pass in 2021?

In 2021, parking passes are not available to purchase with your membership. With six games being played in Sydney Olympic Park next year, it works out to be cheaper for Members to pay for parking on a game by game basis.

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

2021 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 difficulties, 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 2021 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.