



Membership Frequently Asked Questions (FAQs)

HOW CAN I PURCHASE A MEMBERSHIP FOR THE 2021/22 SEASON?

1. Online

Visit <https://wnbl.basketball/adelaide/membership/> and fill out the corresponding information when purchasing a membership.

Once form is complete you will receive an email confirmation.

Adelaide Lightning will need to process your game day tickets for the season, this will be sent it a separate email.

Please email timbrention@adelaidelighting.com.au for any enquiries.

CAN I PAY MY MEMBERSHIP IN INSTALMENTS?

Unfortunately, there are not membership instalment options.

WHAT TYPE OF CONCESSION IS ACCEPTED FOR THE CONCESSION PRICES?

Concession prices are applicable to:

1. full time students
2. those with a government issued health care card
3. Seniors Card holders.

Proof of status must be presented at the venue.

Concession tickets are only valid when accompanied by appropriate identification.

WHO IS CLASSIFIED AS A CHILD?

To qualify for a child membership, the child/ren must be 17 years or under at the 1st of February 2022.

HOW MANY MEMBERS DOES A FAMILY CONSIST OF?

Families can consist of two (2) Adults plus two (2) child/ren.

A child member is defined above.

WHAT IF I CHANGE MY MIND? CAN I GET A REFUND?

As per the terms and conditions, subject to applicable law, once your membership has been processed you are not entitled to a refund. You may request a refund in writing (email) and your request will be assessed by Management. Any refunds (whole or partial) will be at the discretion of Management.

WHAT DOES MY MEMBERSHIP GIVE ME ACCESS TO?

Memberships apply to all Adelaide Lightning home games that are played at The Lights Community and Sport Centre during the 2021-22 WNBL regular season. Membership does not include matches played at other venues; tickets to these matches will be sold separately.

WHERE IS THE RESERVED SEATING LOCATED?

Reserved seating for memberships are;

- Super Fans – A & B
- Gold – C
- Silver – D

All other sections are classed as general admission seating.

I CANNOT ATTEND A MATCH, CAN SOMEONE ELSE USE MY MEMBERSHIP?

Members who purchase a membership are entitled to transfer their ticket to a family member or a friend providing the guest is of the equivalent level of entry (e.g. Concession/Junior). Adult memberships may be used by people in all other levels of entry.

HOW DO I ACCESS LIGHTNING HOME GAMES?

All game access members (Super Fans, Gold & Silver) will receive 10 individual Try Booking tickets via email. You will need to get the correct games ticket scanned at the door for access.

DO I RECEIVE A MEMBERSHIP PACK?

All members will receive a membership pack which will vary depending on membership type.

HOW DO I GET TO THE LIGHTS COMMUNITY AND SPORTS CENTRE?

The Lights Community and Sports Centre is located 244 - 270 East Parkway Corner Hampstead Road and, East Pkwy, Lightsview SA 5085.

Parking

Adelaide Lightning suggest driving to the Home Games and parking on site. Public Parking at The Lights Community and Sports Centre is readily available. Disabled parking is also readily available.

Public Transport

Buses operate frequently, operating from Hampstead Road.

COVID-19 CONSIDERATIONS

WHAT HAPPENS TO MY MEMBERSHIP IF FANS AREN'T PERMITTED AT SOME OR ALL OF THE GAMES?

If fans aren't permitted at some or all the games, you will have two options:

- To continue to support and invest in the sustainability of the Club, your full membership fee remains with the Club, and you attend the games you're able to;

- You can opt to receive a refund equivalent to the number of home games you were unable to attend.

WHAT HAPPENS TO MY MEMBERSHIP IF THE SEASON IS SHORTENED?

If the season is shortened (from the planned 10 home games), you will have two options:

- To continue to support and invest in the sustainability of the Club, your full membership fee remains with the Club, and you attend the games you're able to;
- You can opt to receive a refund equivalent to the number of games that our home season is shortened by.

WHAT HAPPENS TO MY MEMBERSHIP IF THE SEASON DOESN'T GO AHEAD?

If the season doesn't go ahead, you will have three options:

- To continue to support and invest in the sustainability of the Club, you can donate your 21-22 membership to the Adelaide Lightning.
- You can opt to donate half of your membership, and have the other half refunded;
- You can roll over your membership to season 22-23;
- You can elect to receive a full refund.