



2021/2022 Adelaide Lightning Membership Terms and Conditions

All Adelaide Lightning members are subject to the following terms and conditions. By purchasing a 2021/22 membership you agree to these term and conditions.

1. Purchase of Membership

- 1.1 A person or persons may choose to join as a Adelaide Lightning membership.
- 1.2 After applying for membership online you will receive a confirmation email within 24 hours.
- 1.3 Memberships purchased after the first home game will be charged at the advertised price on the Adelaide Lightning Membership website, and not be sold on a pro-rata basis unless advertised.
- 1.4 The Adelaide Lightning reserve its right not to accept any Membership application in its absolute discretion.
- 1.5 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 Adelaide Lightning Membership Management. Any refunds (whole or partial) will be at the discretion of Adelaide Lightning Management.

2. Pricing

- 2.1 All prices include GST and may also include any league or stadium fees and levies.

3. Membership Defined

- 3.1 Memberships apply to all Adelaide Lightning home games that are played at the The Lights Community and Sports 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.

4. Membership Classifications and Concessions

4.1 A family membership consists of 2 adult and 2 child/ren members (See 5.2 for definition of junior).

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

4.3 To be eligible for a concession membership, members must hold one of the following forms of identification:

- Pension card (aged, single parent or disability)
- Student card (full time only)
- Veteran Affairs concession card

4.4 Concession Cards must be valid for the entirety of the 2021/22 WNBL Season.

5. Transfer of Membership

5.1 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/Child). Adult memberships may be used by people in all other levels of entry.

6. Membership Seating

6.1 All reserved seating categories are subject to venue capacity.

6.2 All Adelaide Lightning Memberships are reserved seating for all home games during the 2021/22 WNBL regular season. Seating location is dependent on the membership type selected (see Venue Map).

6.3 Adelaide Lightning reserves the right to move members in order to fill seating gaps. All moves will be allocated within the same seating sections. The Membership Department will take all reasonable steps to contact affected members to discuss your options.

7. On selling of Membership

7.1 Adelaide Lightning membership cards and reserve tickets may not, without the prior written consent of the Adelaide Lightning, be on sold (including via on-line auction sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services, either by the original purchaser or any subsequent bearer.

7.2 If a ticket is on sold or used in breach of this condition, the ticket may be cancelled without a refund and the bearer of the ticket may be refused admission. Penalties apply (including cancellation of any offending member's Adelaide Lightning membership without a refund).

8. Upfront Payment

8.1 Members may pay in full via VISA or Mastercard online.

9. Finals Ticketing

9.1 Finals tickets are not included in memberships.

9.2 Should the Adelaide Lightning qualify to play in the 2021/22 WNBL Finals Series, all members will receive exclusive access to purchase tickets to home games via designated pre-sale periods.

9.3 The pre-sale information will be communicated upon confirmation of Deakin Melbourne Boomers' qualification to play finals.

9.4 Finals tickets are to be purchased through the venue's ticketing agency, and the agency will also be responsible for all distribution of tickets.

10. Membership Packs

10.1 Membership fulfilment packs will be posted once a month prior to the commencement of the season. If a member has not received a fulfilment pack within this time frame or has items missing, please contact the Adelaide Lightning.

10.2 Membership fulfilment packs will be sent to the postal address of the membership account holder at the time of fulfilment. The Adelaide Lightning hold no responsibility for Membership Packs sent to an incorrect address as a result of the Member's failure to update their personal details.

11. Membership Communication

11.1 By purchasing an Adelaide Lightning Membership, you agree to be added Adelaide Lightning electronic database and to receive information relating to the Adelaide Lightning; be contacted by Adelaide Lightning regarding any services, offers or special promotions that are associated with, endorsed or approved by the Adelaide Lightning.

11.2 By purchasing an Adelaide Lightning Membership, you agree for the Adelaide Lightning to disclose your information to third parties associated with Adelaide Lightning, so they can contact you about their services, offers or special promotions.

11.3 Should a member not wish to receive any communications from the Adelaide Lightning, or third parties associates of the Adelaide Lightning, Members must notify Adelaide Lightning in writing via either post or email where you must specify that you want to cease receiving information from the Adelaide Lightning and/or any third parties associated with the Adelaide Lightning.

12. Members Personal Details for Communication

12.1 All Members must take responsibility for updating their personal details, so the Adelaide Lightning can communicate with them effectively.

12.2 The Adelaide Lightning hold no responsibility for a member's failure to update their personal details.

13. Member Behaviour

13.1 Offensive or aggressive behaviour (including yelling and swearing when dealing with Adelaide Lightning staff, agents or WNBL or other event staff) will not be tolerated. All Members are expected to uphold the Adelaide Lightning Member Code of Conduct and failure to comply can result in immediate cancellation of Membership (without refund or compensation).

13.2 The Adelaide Lightning reserve the right to suspend/cancel a Membership of any Member who behaves in a manner that is deemed inappropriate by the Club. The Adelaide Lightning have the right to decide what is considered inappropriate conduct. The member has no right to object or appeal against any decision made by the Adelaide Lightning to suspend or cancel a membership as a consequence of acting in a manner the Adelaide Lightning consider is inappropriate.

13.3 For further information on acceptable member behaviour, refer to the [code of conduct](#).

14. Venue Rules

14.1 Adelaide Lightning Members must adhere to all rules and restrictions imposed by the venues attended.

15. Cancellation Policy

15.1 The Adelaide Lightning reserve its' right to cancel a Member's Membership without a refund where that Member is deemed by the Adelaide Lightning to have breached these terms and conditions.

16. Privacy

16.1 As an Adelaide Lightning Member, you have the opportunity to be provided with promotional offers from sponsors and partners.

16.2 You consent to the Adelaide Lightning providing personal information you have provided to the Adelaide Lightning (excluding any details related to methods of payment) to our sponsors for the purpose of our sponsors providing you with details of offersthat may be of interest to you.

16.3 If you would prefer not to receive marketing or promotional material, please contact the Adelaide

Lightning Membership Team at timbrenton@adelaidelighting.com.au to have your details removed from all future marketing and promotional databases.

16.4 Your privacy is important to the Adelaide Lightning and there are 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. The Adelaide Lightning administer the current Customer Relationship Management system used by the Adelaide Lightning and Members acknowledge that their personal details will be available to these third parties for the purpose of administering membership with the Adelaide Lightning.

16.5 Any information disclosed about a membership account can only be done with the Primary Account Holder. If a Secondary Account Holder wishes to become a Primary Account Holder, the existing Primary Account Holder must submit written confirmation to release them. This may only be done during the renewal process for the following season.

16.6 You may access your private information held on the Adelaide Lightning database by contacting the Adelaide Lightning Membership Team on timbrenton@adelaidelighting.com.au.

For further information relating to these terms and conditions, please contact the Adelaide Lightning on email at timbrenton@adelaidelighting.com.au.