



Perth Lynx FAQ's

How can I purchase a Membership?

Members may choose to purchase their Perth Lynx membership either online, over the phone or in person.

What age does a Junior Membership cover?

To be eligible for a Junior Membership, the applicant must be 16 years of age or younger as of 1 October 2021. Children Under 3 FREE when seated on adult. *(Must not take an allocated seat)*

What is a Family Membership?

Family Memberships are available for two adults and two juniors (16 years or under)

Can I get a refund for my Membership?

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 or post) and your request will be assessed by Perth Lynx Management. Any refunds (whole or partial) will be at the sole discretion of the Perth Lynx Management.

What happens to my membership if the season is shortened?

If the season is shortened (from the planned 21-game season), you will have two options:

1. 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;
2. 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 two options:

1. You can roll over your membership to season 22-23;
2. You can elect to receive a full refund.

Why is there no reserved seating this year?

In order to keep ticket prices down for the 21/22 season Perth Lynx has elected not to have reserved seating for Members at Bendat Basketball Centre. We will have dedicated areas that are clearly marked for different membership types. We understand this is a change from previous seasons and recognise many of our long-term members have enjoyed keeping their allocated seating over the years. You are welcome to email our team if you would like to discuss further – wnbl@basketballwa.asn.au

I've left my ticket or Membership card at home. What do I do?

If you have left your members pass or ticket at home you can log into your Eventbrite Member account and request a digital ticket be sent to your email address, which can then be scanned by ticketing staff. Alternatively, you can approach the Members Box Office, located in the foyer at Bendat Basketball Centre, on game days. Staff there will be able to re- print your ticket for that game.

I can't make a game. Can someone else use my Membership card?

Perth Lynx Members can transfer their membership to a family member or friend providing that individual is at the equivalent level of entry. Junior Members who transfer their tickets to an adult will be refused entry into the venue.

I've lost my Membership card. What do I do?

If your membership card has been lost or stolen, it must be immediately reported to Perth Lynx on 6272 0741. Upon notification Perth Lynx will cancel the lost card and a new membership card will be issued at a cost of \$5.00, payable at time of request.

**Are Finals tickets included in my Membership?**

Finals tickets are **not** included in memberships. Should the Perth Lynx 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.

When will I receive my Membership card?

Membership cards will be emailed and posted 2 weeks prior to the start of the season. If a member has not received a card within this time frame, please contact the Perth Lynx on 6272 0741.

What is included in my Membership pack?

All members will receive a members pack which includes a members card, lanyard, keyring and sticker. Packs will be available for collection on match days and will not be posted to members with the exception of the members card. If any item included in a members pack cannot be provided at any time by Perth Lynx, (eg: due to the item being sold out or out of stock), then Perth Lynx reserves the right to substitute an item of equal value without prior notice.

If I have any more questions regarding my Perth Lynx Membership who can I contact?

If you have any further questions regarding your Membership, please feel free to contact the Perth Lynx team on 6272 0741 or email us at wnbl@basketballwa.asn.au