

CRONULLA SHARKS MEMBERSHIP

TERMS AND CONDITIONS

Benefits and conditions of Membership are subject to change and are at the discretion of the Cronulla Sharks.

TERMS AND CONDITIONS

1. The Cronulla Sharks Membership Card remains the property of Cronulla Sharks. Membership cards may not be sold, exploited for commercial use or used for promotional purposes or campaigns without the express written permission of Cronulla Sharks.
2. If you pay your Membership fees by credit or debit card, unless you elect to opt out of the Rolling Renewal Program (automatic renewal) in accordance with directions issued by the club from time to time, you authorise Cronulla Sharks to automatically renew your membership each season into the same seat (if applicable) and package (or a reasonably comparable package) and to deduct the applicable Membership fees from the credit or debit card used to purchase your previous membership.
3. If you participate in the Rolling renewal Program, Cronulla Sharks will contact you prior to processing any renewal. You will have 14 days from the date of the club's notice to advise of any changes or upgrades you wish to make to your Membership package, or to notify Cronulla Sharks in writing if you do not wish to rollover your Membership for the next season. Strict timeframes apply. If you do not notify the club that you do not wish to rollover your Membership during this period, you will be taken to have agreed to your Membership being rolled over.

4. CANCELLATION AND REFUND POLICY

In exceptional circumstances, if a Member wishes to cancel their membership, the Club will advise the Member to submit a written request to the Membership Department via email to members@sharks.com.au for consideration at its discretion. If the fulfilment items have been sent prior to the request for cancellation, the membership product will not be cancelled or refunded, subject to the Australian Consumer Law.

Subject to the Australian Consumer Law, once a membership has been purchased, memberships are non-refundable.

Subject to the Australian Consumer Law, there will be no refunds available if you wish to terminate your membership prior to the end of your agreement on September 30, 2021

5. Cronulla Sharks will use its best endeavours to provide all deliverables as outlined in each Membership Package for the 2021 Season. However, where there are any restrictions on providing deliverables that are outside of the control of Cronulla Sharks, e.g. Federal or State issued COVID-19 Protocols/Restrictions, then Cronulla Sharks will do its best to provide a deliverable to a similar value, subject to acceptance by the Member. If the Member does not agree to the alternative deliverable then they will be entitled to claim a refund or a credit of the value of the deliverable unable to be provided, subject to their preference

6. It is the responsibility of the Member to notify Cronulla Sharks should their details change, including issuing or withdrawal of concession status, ineligibility for junior Membership entitlements, contact details or any relevant information that could affect their Membership with Cronulla Sharks.

- 7.** The Membership purchased is applicable to the 2021 season only. The price of a 2021 Membership will not be reduced for new applicants wishing to join at any time once the season is underway.
- 8.** All Membership prices for the 2021 season are GST inclusive.
- 9.** 2021 Cronulla Sharks Members may renew into the equivalent package they had for the 2020 season online, in person or via telephone. In doing so, you are accepting the Terms and Conditions of a Cronulla Sharks Membership.
- 10.** The club cannot accept any responsibility for Membership cards that are lost. Lost Membership cards must be reported to Cronulla Sharks Membership on 1300 742 757 and will incur a replacement fee of \$10. Members who have their Membership card stolen or destroyed may be required to supply the club with a statutory declaration. Replacement cards cannot be issued on game day. All lost, stolen and damaged Membership cards will have their original barcodes cancelled and a new barcode will be issued with the new Membership card.
- 11.** Cronulla Sharks reserves the right to refuse an application. The club also reserves the right to suspend or cancel a Membership, without refund, to any Member in breach of these Terms and Conditions. Cronulla Sharks Members are subject to the rules and regulations/conditions of entry of the stadium they are attending. Breach of these rules/conditions may result in eviction from the stadium and/or cancellation of their Cronulla Sharks Membership at the discretion of the club.
- 12.** The dates, venues and times of NRL fixtures are subject to alteration.
- 13.** Members will not be eligible for compensation should they be unable to attend a game.
- 14.** The Cronulla Sharks cannot guarantee the composition of the playing roster throughout the season as players are subject to injury and performance requirements, which impact their ability to take the field.
- 15.** Cronulla Sharks Membership will not be refunded due to on-field performance or the behaviour of Cronulla Sharks or NRL Players.
- 16.** Membership Voucher: to be used for Cronulla Sharks Merchandise at Sharks Store only. Can be redeemed online only. Non-redeemable for cash. Voucher is not valid with any promotion or offer, including the membership discount. The voucher will expire on the 31st of October 2021.

CODE OF CONDUCT

This code of conduct has been created as a guide for acceptable behaviour of Cronulla Sharks Members and their interactions with fellow Members, supporters of both the Cronulla Sharks and opposition supporters, corporate partners, volunteers and all stakeholders involved with Cronulla Sharks.

Cronulla Sharks Members will be required to conduct themselves in a way that enhances the reputation of the Cronulla Sharks brand rather than diminishing it and includes behaviour at Cronulla Sharks games, functions, event days, at Cronulla Sharks' offices, in all communication with Cronulla Sharks staff, and on social media platforms.

This code of conduct forms part of the terms and conditions of Cronulla Sharks Membership and each Cronulla Sharks Member accepts to be bound by this code of conduct when acquiring a Cronulla Sharks Membership. Cronulla Sharks Members must:

Act as an ambassador for the Cronulla Sharks and all associated with Cronulla Sharks and reflect the values of the Club;
Not abuse, use inappropriate gestures, threaten, intimidate, assault, use inappropriate language, or engage in any behaviour

that could constitute harassment, discrimination or bullying towards Cronulla Sharks players or officials, opposition players or officials, match officials, venue employees, security or any other stakeholders related to Cronulla Sharks;

Comply with the conditions of entry when attending Cronulla Sharks home games and act on the advice of venue staff in relation to bag inspections, prohibited and restricted items, accessing the field of play and any other items related to conditions of entry; and

Show respect towards every person regardless of their physical or mental characteristics, including but not limited to, their gender, race, skin colour, religion, language, nationality, ethnic origin, sexuality or choice of NRL team.

If any Members are found to be in breach of this code of conduct, Cronulla Sharks reserves the right to discipline any Members in the following ways:

- Issue an official verbal warning from a Cronulla Sharks staff Member;
- Issue an official written warning; and/or
- Fully Cancel the Cronulla Sharks Membership, without refund of any fees paid.

Cronulla Sharks reserves the right to cancel any Cronulla Sharks Membership and all benefits and entitlements without notice should any Member be in breach of this code of conduct and in extreme cases Members may be permanently banned from Cronulla Sharks Membership for life.

CATEGORY DEFINITION

Child

To be eligible for a Junior Membership, children must be 16 years of age and under (at the time of purchase). Children over five years of age will need to obtain a Junior Membership if they wish to be eligible to purchase finals tickets and to secure their own seat. The Cronulla Sharks Membership department may request proof of age identification (copy of birth certificate or passport, etc.).

Concession

The following Concession card holders are eligible to purchase a Concession Membership: a holder of a Department of Social Services, Pensioner Concession (aged/single parent/disability), Veteran Affairs or current full-time Student Card. Senior and benefit cards do not qualify.

Family

A Family Membership is comprised of two Adults and 2-4 Juniors aged between five to 16 years of age at the date of purchase.

Reserved Seating

1. Cronulla Sharks Reserved Members from 2020 have until Tuesday December 1, 5pm to renew their same reserved seat for 2021. After this date, all reserved seats that have not been renewed will be released for general sale and cannot be guaranteed. Should Members want to but be unable to renew by this date they will be required to contact Cronulla Sharks in writing requesting an extension no later than November 30. Once this request is received the Cronulla Sharks Membership team will contact the Member to discuss their options.

2. Seating areas at all stadiums are subject to change. Cronulla Sharks will endeavour to advise Members of any changes.

Privacy Policy

Cronulla Sharks recognises the importance of your privacy. Information collected will be stored and used in accordance with our Privacy Policy. The full Cronulla Sharks Privacy Policy is available [here](#).