

Dural Warriors Membership Terms and Conditions 2023

Updated 4 August 2023

Dural Warriors memberships are subject to the following terms and conditions which includes The Centre's Player Code of Conduct and Privacy Policy (<https://thecentredural.org.au/policies>).

When used in this document, depending on the context, "we," "our" and "us" refers to The Centre, owners of the Dural Warriors.

1 PURCHASE OF A MEMBERSHIP

To purchase a membership, the membership order form must be completed and payment made. The Centre will issue you a membership confirmation, including your unique member number, electronically within 5 business days. Membership cards and merchandise packs will be available to pick up from The Centre as soon as practicable after your application and applicable payment have been processed, or can be posted for small fee.

The Centre reserves its right not to accept any membership application form in its absolute discretion.

2 TERMS OF MEMBERSHIP

Subject to the following terms and conditions, your membership will entitle you to the benefits of membership from receipt of your membership payment to 31 August 2023.

3 MEMBERSHIP INFORMATION AND ENTITLEMENTS

3.1 MEMBERSHIPS

The Centre offers two Dural Warriors memberships. The following lists any specific conditions which relate to memberships.

3.1.1 REGULAR MEMBERSHIP

To be eligible for a Dural Warriors Regular membership, the applicant must be at 13 years of age as at 1 January 2023.

3.1.2 JUNIOR MEMBERSHIP

To be eligible for a Dural Warriors Junior membership, the applicant must be under the age of 13 as at 1 January 2023.



3.2 MEMBERSHIP ENTITLEMENTS

3.2.1 MEMBER BENEFITS

Regular 2023 Members will receive:

- one membership card;
- one lanyard;
- one supporters shirt
- one keyring;
- access to priority seating with one guest;
- one free beverage per home game;
- exclusive member communications; and
- 10% discount on Dural Warriors merchandise.

Present membership card to receive a free beverage at a home games, have access to priority seating and receive a receive 10% discount on Dural Warriors merchandise. The free drink on the match day is not transferable to any other day and cannot be carried forward.

Junior 2023 Members will receive:

- one membership card;
- one lanyard;
- one supporters shirt;
- access to priority seating with one guest;
- two single use Inflatable World passes;
- exclusive member communications; and
- 10% discount on Dural Warriors merchandise.

Present membership card for access to priority seating and to receive a receive 10% discount on Dural Warriors merchandise.

3.2.2 SUPPORTERS' SHIRT

One supporters shirt is available to all Regular and Junior Members. Limited sizes are available in stock, additional size orders require 6 weeks lead time. Members are only entitled to one supporters shirt.

3.2.3 MEMBER LAYNARD

One lanyard is available to all Regular and Junior Members. Lanyards are subject to availability and once sold out, will no longer be available. Members are only entitled to one lanyard.

3.2.4 MEMBER KEYRING

One keyring is available to all Regular Members only. Keyrings are subject to availability and once sold out, will no longer be available. Regular Members are only entitled to one keyring.



3.3 GAME ENTITLEMENTS

3.3.1 PRIORITY SEATING

Priority Seating at home games is not guaranteed. Access is subject to capacity, and you are encouraged to arrive early, particularly at high demand games. The priority seating area will be located in prime viewing area, offering maximum engagement and team spirit.

3.3.2 FREE DRINK AT HOME GAMES

Present membership card to The Centre Café to receive a free beverage (hot drink or bottled, eg. Water, Soft Drink, Powerade, etc.) at a home games at The Centre. Only one drink is available per membership per home game day. The free drink is not transferable to any other day and cannot be carried forward. Free drinks are not available when the Dural Warriors play at alternate venues on away weeks.

4 MEMBERSHIP CARDS

Membership cards remain the property of The Centre. If a membership card is lost or stolen, please contact The Centre on (02) 8989 0000 during business hours and The Centre will then issue a replacement Membership card subject to receipt of the replacement card fee (as advised by The Centre).

4.1 MEMBERSHIP CARDS

4.1.1 DELIVERY

Your membership card is personalised and includes your unique member number. Membership cards will be created as soon as practicable after your application and applicable payment has been processed. They can be picked up from The Centre or posted with your merchandise pack for a small fee.

4.1.2 LOST/STOLEN CARDS

If you lose your membership card, a membership card replacement fee of \$10 will be charged. Replacement membership cards can be picked up from The Centre or can be mailed out to you and cannot be issued on game day.

4.1.3 FORGOTTEN CARDS

If you forget your card on game day, you can use your member number and proof of identity to access your free drink and priority seating area. If you cannot provide proof of membership, you will need to sit in the general admission area and forgo your drink for that week.



5 TRANSFER OF MEMBERSHIP CARD ENTITLEMENTS

Members may transfer their membership entitlements to a family member or friend provided that the family member or friend presents the membership card and meets any eligibility requirements specified in these terms and conditions.

6 NO ONSELLING

Membership cards may not be on sold (including via online auction or re-sale sites) or used for advertising, promotion, fundraising 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. If a membership is on sold or used in breach of this condition, the membership may be cancelled without a refund and the bearer of the membership may be refused admission. Penalties apply (including cancellation of any offending member's membership without a refund).

7 RENEWALS

Membership renewal will be made available online on the 1 July 2024 before being opened to new members. When renewing, you will be re-accepting these terms and conditions of membership (as amended by The Centre from time to time).

Membership entitlements may change each year and fees may increase.

8 MEMBERSHIP FEE PAYMENT

Membership is dependent on the payment of membership sign up fees. Membership will not be valid until payment is received.

We accept VISA or MasterCard when paying online. Cash payments can be made at The Centre, you will still need to submit the online form, but leave payment details blank. Your membership will not be activated until payment is received.

If you believe that a payment has been initiated incorrectly, please contact The Centre on (02) 8989 0000 during business hours.

9 REFUND POLICY

Subject to the Australian Consumer Law, once a membership has been purchased, memberships are non-refundable. There will be no refunds available if you wish to terminate your membership prior to the end of your agreement on 31 August 2024.

10 CANCELLATION POLICY

Memberships are valid from the date of joining until 31 August 2024. By becoming a member of the Dural Warriors, you agree to this period of membership.

In exceptional circumstances, if a member wishes to cancel their membership, a written request need to be provided to The Centre via email to warriors@thecentredural.org.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.



The Centre reserves the right to cancel or suspend a membership without refund of any member that breaches any of the terms and conditions of membership (including where that member attempts to transfer or sell their membership and/or associated benefits). Any membership cancelled by The Centre will result in consecutive years of membership being ceased.

11 MEMBERSHIP PROMOTIONS

The Centre can introduce new promotions and offers to members. Any member who has purchased membership prior to these offers will not be able to request a refund for membership or have the promotion apply to their membership.

12 OTHER PROMOTIONS

The Centre may launch or participate in other marketing campaigns or promotions for members. These campaigns or promotions will be subject to individual terms and conditions.

13 MEMBER CONDUCT

It is a condition of membership that you always comply with The Centre Code of Conduct while attending any match, event, or function.

The Centre's policies can be accessed at <https://thecentredural.org.au/policies> . Any failure to comply with The Centre Code of Conduct may result in the immediate suspension or cancellation of your membership at The Centre's discretion.

You will not be entitled to any refund if your membership is suspended or cancelled in these circumstances.

14 VENUE RULES

Members must adhere to all rules, policy and restrictions imposed by The Centre including providing their bags for inspection and allowing physical security checks if requested.

The Centre is a smoke and alcohol free venue. Members and patrons are not permitted to bring alcohol into The Centre or grounds (including carpark).

15 MEMBERS' PRIVACY

The Centre respects your privacy. All personal information we collect about you and individuals whose information you provide to The Centre, such as family members, will be used and disclosed by The Centre for the purpose of processing member applications and administering memberships as well as on behalf of selected third parties in accordance with our Privacy Policy which you agree will apply when you sign up as a member.

The Centre may also use personal information we collect from you, for promotional and direct marketing purposes and other uses and disclosures as specified in our Privacy Policy.

You confirm you are authorised to provide the information you give us about others.

Your personal information is kept securely and treated confidentially.

Although you may choose not to provide us with your information or to only provide us with certain information, please be aware that this choice will affect the type and quality of service we provide to you, the processing of your membership and it may also result in delays.



Our Privacy Policy explains how to request access to or correction of the personal information The Centre holds about you, how to opt out of receiving direct marketing, how to make a privacy complaint and how The Centre handles complaints.

15.1 PHOTOGRAPHY & SOCIAL MEDIA

Photographs taken at games or at The Centre may be used in social media or marketing to promote The Centre and The Dural Warriors.

16 GST AND LEVIES

Except where expressly noted, all prices include GST and any applicable venue levy.

17 GENERAL DISCLAIMERS

To the fullest extent permitted by law (including without limitation the Australian Consumer Law) The Centre shall in no circumstance be liable to you for any direct or consequential losses or any loss (whether direct or indirect) arising out of your purchase of or participation in membership, including without limitation from the loss or suspension of your membership card or your ability to attend all or any games or enter a venue where a match is occurring, except to the extent the loss is caused by The Centre's breach of these terms and conditions, its negligence or wilful default.

18 FURTHER INFORMATION

If you require further information in relation to these terms and conditions, please visit <https://thecentredural.org.au/dural-warriors/membership/> or call The Centre on (02) 8989 0000 during business hours.

