2027 MEMBERSHIP

FAQs

If you have a question about Sunshine Coast Lightning Membership that has not been answered below, please contact our Membership Team at membership@sunshinecoastlightning.com.au.

IMPORTANT 2027 MEMBERSHIP DATES

DATE	MEMBERSHIP EVENT
4 September 2026	2027 Member Renewal Period opens
18 September 2026	Automatic Renewals processed & Renewal Period closes for 2026 Members
21 September till 7 October 2026	Membership Waitlist contacted regarding available Membership positions
8 October 2026	Membership General Public On-Sale

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MEMBERSHIP RENEWAL

When can I renew my Sunshine Coast Lightning Membership?

2026 Members can renew their Sunshine Coast Lightning Membership for the 2027 season during our exclusive renewal period from 4 September to 18 September 2026.

During this period, you can log in to your Membership account, review your details and renew your Membership.

If you have opted in to automatic renewal, your Membership will automatically renew on 18 September 2026.

Please note: your renewal and seat are subject to the applicable renewal deadlines and Membership Terms & Conditions.

Will my Membership automatically renew?

If you have opted in to automatic renewal, your Membership will automatically renew for the 2027 season to the same package or a reasonably comparable package.

The Membership Team will contact you prior to your automatic renewal with information about the upcoming renewal and applicable Membership fees.

If you do not wish to automatically renew, you must opt out before the specified cut-off date.

When will I be charged if my Membership automatically renews?

If you have opted in to automatic renewal, your Membership fee will be charged to your nominated credit or debit card on 18 September 2026.

From 4 September to 17 September 2026, you can log in to your Membership account at any time to review and update your Membership details and choose to pay your Membership if you would prefer to complete your renewal before the automatic renewal date.

Please ensure your payment details are current and that sufficient funds are available on your nominated card before the automatic renewal date.

If your payment is unsuccessful, Sunshine Coast Lightning may contact you to request updated payment details.

Will I keep my existing seat when I renew?

Yes. Members who renew their Membership within the applicable renewal period will retain their existing reserved seat for the 2027 season, subject to the Membership Terms & Conditions and any required changes to stadium configuration or seating arrangements.

If you would like to request a different seat, please contact our Membership Team. Seat change requests are subject to availability and cannot be guaranteed.

How does automatic renewal work?

Automatic renewal makes renewing your Sunshine Coast Lightning Membership easier by automatically renewing your Membership for the following season.

Your stored credit or debit card will be charged the applicable Membership fee on the automatic renewal date.

We encourage all Members to check that their payment details are current before their Membership is renewed.

How do I opt out of automatic renewal?

If you do not wish to automatically renew your Membership for the 2027 season, you must opt out before the specified renewal cut-off date.

You can manage your renewal preferences through your Membership account or contact our Membership Team for assistance.

Can I renew my Membership and pay in full?

Yes. You can log in to your Membership account during the renewal period and pay your Membership in full.

Can I pay my Membership by installments?

Yes. Installment payment options may be available when purchasing or renewing your Membership.

Instalment plans are available for payments made by credit or debit card. Available payment options may vary depending on the payment option selected at checkout.

Please refer to the Membership Terms & Conditions for full information regarding instalment payments.

What happens if my Membership payment fails?

If a scheduled payment is declined or cannot be processed, Sunshine Coast Lightning may contact you to request updated payment details.

Membership entitlements, including game entry, may be suspended while an amount remains unpaid.

If payments remain outstanding, Sunshine Coast Lightning reserves the right to cancel the Membership in accordance with the Membership Terms & Conditions.

How can I update my credit or debit card details?

You can update your payment details through your online Membership account or by contacting the Sunshine Coast Lightning Membership Team at membership@sunshinecoastlightning.com.au.

Please ensure your payment details remain current if you are paying your Membership by instalments or have opted in to automatic renewal.

How do I upgrade or change my Membership package?

If you would like to change your Membership for the 2027 season, please contact our Membership Team at membership@sunshinecoastlightning.com.au.

All Membership changes are subject to availability.

Please note that Centre Circle, Season Membership and Flexi Membership are currently sold out. These Membership categories are only available if a position becomes available through the Membership Waitlist.

Can I change my reserved seat?

Yes. If you would like to request a change to your existing reserved seat for the 2027 season, please contact our Membership Team.

We will endeavour to accommodate seat change requests where the requested seat is available. Seat changes are allocated in the order requests are received.

Please note that seat changes cannot be guaranteed and are subject to availability. Seating arrangements may also need to be amended where required due to stadium configuration, Membership demand or other circumstances.

What happens if I don't renew my Membership?

If you do not renew your Membership within the applicable renewal period, your Membership and existing reserved seat will no longer be guaranteed.

Any Membership positions and seats that become available following the renewal period may be offered to Members on the Membership Waitlist.

Once your existing Membership and seat have been released, they cannot be guaranteed if you decide to purchase a Membership at a later date.

MEMBERSHIP ACCOUNT

How do I log into my Sunshine Coast Lightning Membership account?

You can log in to your Sunshine Coast Lightning Membership account through the Membership portal.

CLICK HERE TO LOGIN TO YOUR MEMBERSHIP ACCOUNT

How do I update my personal details?

You can update your personal details through your online Membership account.

Alternatively, you can contact our Membership Team at membership@sunshinecoastlightning.com.au for assistance.

Please ensure your contact and payment details are kept up to date so we can contact you regarding your Membership.

How do I change the name on my Membership?

You can update your Membership details through your online Membership account or contact our Membership Team at membership@sunshinecoastlightning.com.au for assistance.

Please note that any person using Membership rights must meet the applicable Membership category requirements.

PURCHASING A 2027 MEMBERSHIP

When can I purchase a 2027 Membership?

2027 Sunshine Coast Lightning Memberships with select offerings will be available for new members to purchase from Thursday 8 October 2026.

The following Memberships will be available for general purchase, subject to availability:

- Super Seat Membership
- Supporter Membership
- Trans-Tasman Membership
- Pet Membership

Centre Circle, Season Membership and Flexi Membership are currently sold out and will not be available through the general public on-sale.

If you are interested in one of these sold-out Membership categories, you must join the Sunshine Coast Lightning Membership Waitlist.

What Memberships are available to purchase?

For the 2027 season, the Memberships available for general purchase are:

Super Seat Membership: For supporters looking to secure a reserved seat for Sunshine Coast Lightning home games.

Supporter Membership: For supporters who want to be part of the Lightning family and receive Membership benefits without game entry included in their Membership.

Trans-Tasman Membership: For supporters based across the Tasman who want to stay connected with Sunshine Coast Lightning.

Availability is subject to Membership capacity.

What Membership is best for me?

Our 2027 Membership range offers options for supporters who want to attend Lightning home games, receive Membership benefits or stay connected with the Club from further afield.

If you are looking for a Membership with game access, Super Seat Membership is available for purchase, subject to availability.

If you are looking for a Membership without game entry, Supporter Membership provides the benefits of being a Sunshine Coast Lightning Member while allowing you to purchase tickets separately.

Our Trans-Tasman Membership is designed for supporters who live across the Tasman and want to remain connected with Lightning.

If you are looking for Centre Circle, Season Membership or Flexi Membership, these categories are currently sold out and are available through the Membership Waitlist only.

Why are some Memberships sold out?

Centre Circle, Season Membership and Flexi Membership have been sold out for multiple seasons. Due to the limited capacity of our home venue, Sunshine Coast Lightning can only offer a limited number of ticketed Memberships each season. These Memberships are not released for general public purchase. If you would like to be considered for one of these Memberships, you must join our Membership Waitlist.

Can I purchase Centre Circle, Season Membership or Flexi Membership when Memberships go on sale?

No. Centre Circle, Season Membership and Flexi Membership are currently sold out and will not be available through the general public on-sale.

The only way to be considered for one of these Memberships is to join the Sunshine Coast Lightning Membership Waitlist. Following the renewal period, our Membership Team will contact waitlisted members if a position becomes available.

How does the Membership Waitlist work?

If you would like to be considered for a Centre Circle, Season Membership or Flexi Membership, you must first join our Membership Waitlist. Following the renewal period, the Membership Team will review any Membership positions that have become available and contact waitlisted members where applicable. Joining the Membership Waitlist does not guarantee that a Membership position will become available.

How does a Membership position become available to the waitlist?

A position may become available when an existing Member does not renew their Membership. Available positions will depend on the Membership category and seats that become available following the renewal period.

When will Sunshine Coast Lightning contact the Membership Waitlist?

Our Membership Team will contact the Membership Waitlist between 21 September and 7 October 2026 regarding any available Membership positions.

Membership offers are subject to availability.

Can I join the waitlist if I already have a Membership?

Yes. If you are an existing Member and would like to be considered for a different Membership category that is currently sold out, please contact our Membership Team for assistance.

MEMBERSHIP TYPES & ELIGIBILITY

What is a Family Membership?

A 2027 Family Membership consists of two adults and two juniors.

Junior Members must be 15 years of age or younger as at 1 January 2027.

Additional children aged 15 years or younger will need to purchase an individual Junior Membership.

The name and date of birth of each Junior Member, along with relevant proof of age, must be provided when purchasing a Family Membership.

What age is a Junior Membership?

To be eligible for a Junior Membership, a child must be 15 years of age or younger as at 1 January 2027. Proof of age may be required before a Junior Membership can be issued.

What age is a Baby Membership?

To be eligible for a Baby Membership, a child must be 4 years of age or younger as at 1 January 2027. Proof of age may be required before a Baby Membership can be issued.

How do I qualify for a Concession Membership?

To purchase a Concession Membership, you must hold a valid and current eligible concession card.

Eligible concession types include:

- Department of Veterans' Affairs card, including TPI or DVA-issued Pensioner Concession Card
- Commonwealth Seniors Health Card
- Pensioner Concession Card
- Health Care Card
- Full-time secondary or tertiary student card

Student cards from institutions outside Australia are not eligible.

Concession Memberships are available to the cardholder only, not dependants listed on the card.

You may be required to provide your concession card details or supporting documentation when purchasing your Membership.

Do you offer Companion Card Memberships?

Yes. A Sunshine Coast Lightning Member who holds a valid Government-issued Companion Card is entitled to one complimentary Membership for their carer. The complimentary Membership will be issued in the same Membership category as the Member's purchased Membership. Once you have purchased your Membership, please provide proof of your Companion Card to our Membership Team.

GAME ACCESS & TICKETING

Do all Sunshine Coast Lightning Memberships include game entry?

No. Not all Membership categories include entry to Sunshine Coast Lightning home games. Supporter and Trans-Tasman Memberships do not include entry to Super Netball games. Please check the inclusions of your selected Membership before purchasing.

Does my Membership include Finals tickets?

No. Tickets to the League Finals Series are not included as part of your Sunshine Coast Lightning Membership. Finals ticketing is managed by Netball Australia. Further information about finals ticketing will be communicated when available.

Does my Membership include tickets to away games?

No. Away game tickets are not included in your Sunshine Coast Lightning Membership. Please contact the relevant host Club regarding tickets to away matches.

Can someone else use my Membership if I cannot attend a game?

Yes. You can transfer your game-day ticket to another person, provided they are eligible for the same Membership category. However, Membership benefits outside of the game-day ticket, including member events and functions, are non-transferable. The person using the ticket is also bound by the Sunshine Coast Lightning Membership Terms & Conditions.

TICKETING & MEMBERSHIP REDEMPTION

How do I redeem my Flexi Membership tickets?

Existing Flexi Members will receive information from Sunshine Coast Lightning regarding how to redeem their included game entitlements for the 2027 season in December 2026.

If you require assistance redeeming your Flexi Membership tickets, please contact our Membership Team at membership@sunshinecoastlightning.com.au.

How do I redeem my Supporter Membership discount?

Your Supporter Membership discount code will be provided to you via email prior to tickets going on sale.

If you cannot locate your discount code or require assistance, please contact our Membership Team at membership@sunshinecoastlightning.com.au.

How do I access my Membership if I don’t have my Membership card?

If you do not have your physical Membership card with you, please log in to your online Membership account to access your digital Membership information where available.

If you require assistance on game day, please speak with the Membership Team.

ACCESSIBLE SEATING

How do I arrange accessible seating?

If you require accessible seating or have specific seating requirements, please contact our Membership Team at membership@sunshinecoastlightning.com.au. We will work with you to accommodate your requirements, subject to venue availability.

MEMBERSHIP BENEFITS: PACKS & MERCHANDISE

When will I receive my 2027 Membership pack?

Your Membership pack will be posted to you via Australia Post. Once your pack has been dispatched from our warehouse and is with Australia Post, you will receive a confirmation email containing your tracking number.

What is included in my Membership pack?

Your Membership pack will be based on the inclusions outlined in your selected 2027 Membership package.

Family Memberships receive Membership packs for each Member included in the Family Membership.

Membership Benefits and Inclusions

The Club Membership's benefits or inclusions can contain but are not limited to: Ticketing to home matches, discounts on further club purchases, access to pre-sale ticket and ticket discount, Membership pack, Membership pack credits, digital news and/or exclusive sponsor offers. Membership pack credits can only be spent on items available in the Mber+ Reward Store, available when your Membership pack is emailed to you until the final game of the SN season. Membership credits do not roll over to the next season.

PAYMENTS & REFUNDS

What payment methods can I use to purchase my Membership?

Memberships may be purchased using:

- Visa
- Mastercard
- American Express

Available payment methods may vary depending on whether you choose to pay in full or by instalments.

What will the Membership payment appear as on my bank statement?

Your membership payment will appear on your bank statement as 'Sunshine Coast Lightning TTK'.

Is there an additional fee when I purchase a Membership?

Membership fees include GST unless otherwise stated.

Additional service and handling fees may apply to your transaction. Ticketek currently applies a $4.95 service and handling fee per transaction, as outlined in the Membership Terms & Conditions.

Can I get a refund on my Membership?

Membership refunds are only available in exceptional circumstances. Any refund request must be submitted to the Sunshine Coast Lightning Membership Team. Refunds are subject to the Membership Terms & Conditions and Australian Consumer Law. Sunshine Coast Lightning is unable to offer partial refunds of Membership fees. Additional conditions apply, for full refund conditions, please refer to the 2027 Membership Terms & Conditions.

What is changing with the Membership payment processing system in 2027?

As part of an upgrade to the Sunshine Coast Lightning's membership platform, we are changing our payment processing provider. From 04/09/2026, recurring membership payments will be processed through our updated secure payment system. You may notice a minor change in how the transaction appears on your bank statement, however, your payment schedule and membership benefits remain unchanged.

There is no change to your membership entitlements or payment schedule. Any future instalments and recurring payments will be processed through our new provider using your existing payment details, unless you choose to update them.

As part of this platform update, we have also updated our Membership Terms & Conditions to reflect the new payment processing arrangements and other administrative changes. The updated Terms & Conditions will apply from 04/09/2026 and are available at https://sunshinecoastlightning.com.au/. We encourage you to review them.

Your privacy and data protection are a priority to us. Our new payment provider processes payments securely in accordance with all applicable laws including privacy laws. For more information about how we handle your personal information, please refer to our Privacy Policy at https://sunshinecoastlightning.com.au/privacy-policy/.

If you have any questions or would like to update your payment details, please contact us via email membership@sunshinecoastlightning.com.au.

MEMBERSHIP CARDS

I have lost my Membership card. How do I get a replacement?

If you have lost your physical Membership card, please contact our Membership Team at membership@sunshinecoastlightning.com.au.

You can also access your digital Membership card through your online Membership account.

NEED MORE HELP?

I still have a question. Who can I contact?

Our Membership Team is here to help.

Email: membership@sunshinecoastlightning.com.au