2027 MEMBERSHIP

TERMS AND CONDITIONS

1. Introduction

All Sunshine Coast Lightning Club members are bound by the Terms and Conditions of the Sunshine Coast Lightning Pty Ltd ACN 615 073 017 (Club / we).

By purchasing a Club Membership (including a renewal), you as a Member agree to these Terms and Conditions and any policies or codes of conduct set out or referenced in this document (or otherwise specified by the Club from time to time) which form an agreement between the Club and you.

2. Membership Application

Membership Website: https://sunshinecoastlightning.com.au/

Email: hello@sunshinecoastlightning.com.au

Mail: Sunshine Coast Lightning (ML31), Kabi Kabi Country, C/O University of the Sunshine Coast, PO Box 5280, Sunshine Coast Mail Centre Qld 4560

2.1. You must complete and submit a club membership application for the purchase of any club membership (new, renewing, and upgrading membership).

2.2. A successful membership application will be issued a payment confirmation invoice for the relevant club membership within 7 business days.

2.3. The club reserves the right not to accept any club membership application.

2.4. It is your responsibility to ensure your application is complete, accurate and legible. If you are in doubt, please contact the Membership Team.

2.5. You are responsible for ensuring that all personal details and banking details you provide to Sunshine Coast Lightning are kept up to date. Sunshine Coast Lightning accepts no responsibility for any consequences that flow from your failure to keep your personal details up to date. You can update your personal details by contacting the Membership Team.

2.6. 2026 members renewing their membership in can take advantage of the exclusive renewal period commencing 4 September 2026 till 18 September 2026. Reserve seat members can secure their same seat from 2026 to 2027 from 4 September 2026 till 18 September 2026. After this period, any seats not renewed will be made available for purchase to the membership waitlist.

2.7. Sunshine Coast Lightning cannot, and does not, promise that every application for membership, ticketing and/or seating allocation will be accepted.

2.8. Your membership commences on the date of receipt by the Club of your membership fee and your membership ends on the 30 September 2027, unless the Club suspends or cancels your membership earlier in accordance with the Terms and Conditions.

3. Membership Type

3.1. Membership classifications and concessions

3.1.1. Standard Membership (Adult): A member who is 16 years and older as of 1 January 2027 will be classified as a standard member.

3.1.2. Junior: To be eligible for a Junior Membership, children must be 15 years of age or younger as of 1 January 2027.
Proof of age must accompany the application for membership, if not already provided when previously purchasing a junior membership. Proof of age can be supplied in the form of a copy of birth certificate or passport. Memberships will not be issued until proof of age is supplied.

3.1.3. Baby: To be eligible for a Baby Membership, children must be 4 years of age or younger as of 1 January 2027.
Proof of age must accompany the application for membership, if not already provided when previously purchasing a baby membership. Proof of age can be supplied in the form of a copy of birth certificate or passport. Memberships will not be issued until proof of age is supplied.

3.1.5. Concession Membership: Any person holding a valid and current Pensioner Concession Card, Full-time Student card, Department of Veterans' Affairs card, TPI or Department of Veterans' Affairs issues Pensioner Concession Card, Commonwealth Senior Health Care Card, Pensioner Concession Card (PCC), Health Care Card (HCC), is eligible for a concession membership given they are the cardholders and not the dependants list on the cards. Full time secondary or tertiary student cards are also eligible for a concession membership, excluding student's cards from institutions from outside Australia. If you wish

to apply for a concession membership, you must notify Sunshine Coast Lightning of your concession type and relevant card number when you submit your membership application

3.1.5. Family: Family Membership consists of two adults and two juniors (under 15 years of age as of 1 January 2027). Additional children under 15 years of age will be required to purchase an individual Junior Membership. The name, and date of birth, and relevant proof of age must be supplied at the time of purchase of the family membership.

3.1.6. Companion Card Holder: Any Club member holding a Government issued Companion Card is entitled to one complimentary membership for their carer. Once you have purchased your membership, you are required to send through proof of your Companion Card and the Club will then issue you with a complimentary membership in the same membership category as the one you have purchased to allow your carer access to the games when caring for you.

3.2. Foundation Member

3.2.1. A member who secured their membership prior to the 17 of June 2017, and who has maintained their memberships in consecutive season since then, is considered a Sunshine Coast Lightning foundation member.

3.2.2. A member who was a foundation member, however, failed to maintain consecutive season memberships with Sunshine Coast Lightning, would no longer be eligible to be a foundation member.

4. Membership Benefits

4.1. Reserve seat membership categories

4.1.1. Super Seat, Centre Circle, Platinum, Gold, Silver and Bronze reserve seat memberships receive access to 7 home games played at UniSC (subject to venue change).

4.2. Part season membership categories

4.2.1. Two and four game (Flexi) memberships receive access to its membership specified number of home game (subject to ticket availability).

4.2.2. By purchasing a part season (Flexi) Lightning membership, you acknowledge that access to a particular game is not guaranteed. Access is subject to capacity and seat allocation must be reserved early to guarantee entry. Additional fees and charges are to be paid directly to the ticketing agent when reserving a seat.

4.2.3. Sunshine Coast Lightning will endeavour to honour all ticketing entitlements included in each membership, however, cannot guarantee that there will be 7 home games and are not responsible should government restrictions mandate a change to venue capacity, and seating arrangements, or any other changes made by Netball Australia at its discretion.

4.3. Non-access membership categories

4.3.1. Supporter and Trans-Tasman memberships do not include entry to any Super Netball games.

4.4. Membership kits/merchandise items: Membership merchandise will be issued based on the date your membership application is received at the club/processed online. If stocks are exhausted, kits will be fulfilled with existing stock. Sunshine Coast Lightning reserves the right to decline swap requests.

4.5. Sunshine Coast Lightning may introduce new promotions and offers to members from time to time. Any member who has purchased any membership or other item prior to these offers will not be able to request a refund for membership.

4.6. Sunshine Coast Lightning membership does not entitle member to any other rights except for those listed in the agreement and the membership

4.7. Finals Series Tickets: Please note that ticketing for the League Finals Series is managed by Netball Australia, and as such, Finals tickets are not included as part of your membership package. As part of our agreement with the League, we will work closely to ensure you as a member of Sunshine Coast Lightning receive priority ticket purchase arrangements. Please note you must have purchased your membership prior to team's last home match to access priority finals ticketing.

5. Memberships Reserved Seating

5.1. If a Member would like to request a location for their reserved seat(s), or a Member would like to request a change to their existing reserved seat(s), they are required to note their request in the Seating Preference section of their Membership Application or directly to Sunshine Coast Lightning via email. We will endeavour to honour seat change requests if the seat is available. We will allocate new seating and change requests in date order received.

5.2. Sunshine Coast Lightning reserves the right to amend seating arrangements at its sole discretion where necessary due to stadium changes and membership demands, or for any other reason reasonably required by Sunshine Coast Lightning. Members will be notified if there is a change to their seating and alternative arrangements will be discussed prior to the member(s) being moved.

5.3. Subject to any rights that the membership holder may have under the Australia Consumer Law that cannot lawfully be excluded, Sunshine Coast Lightning will not be liable for any loss or damage suffered by the membership holder or any other person arising out of or in connection with a change to a membership holder's seating.

6. Member Code of Conduct

6.1. It is a condition of membership that you comply with the Sunshine Coast Lightning Member Code of Conduct at all times while attending any Sunshine Coast Lightning event, function, game, or interacting with the Club on social media. The Member Code of Conduct can be accessed by https://sunshinecoastlightning.com.au/code-of-conduct/.

6.2. Any failure to comply with the Member Code of Conduct may result in the immediate suspension or cancellation of your membership at Sunshine Coast Lightning's discretion.

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

7. Your Privacy

7.1. Sunshine Coast Lightning may seek and collect personal information, including sensitive information (as those terms are defined in the Privacy Act 1988 (Cth)) about membership holders in accordance with the Netball Australia Privacy Policy. Sunshine Coast Lightning may use and disclose personal information for the purposes set out in our privacy policy which you can access at http://sunshinecoastlightning.com.au/privacy-policy/.

7.2. You may access your personal information held by contacting Sunshine Coast Lightning.

8. Transfer of Membership Rights

8.1. A Member may transfer or give their ticket for any of the seven (7) Sunshine Coast Lightning home games included in their Membership to another person for use at that particular game (a "Ticket Transferee"). A Ticket Transferee is a person who is temporarily authorised by the Member to use the Member's game-day ticket for a particular Sunshine Coast Lightning home game.

8.2. The Ticket Transferee must be eligible for the same Membership category as the Member and must meet any applicable eligibility requirements for that Membership category.

8.3. The transfer or use of a game-day ticket by a Ticket Transferee does not constitute a transfer of the Member's Membership. The Membership remains registered to the original Member and all Membership rights and benefits remain with that Member unless expressly stated otherwise in these terms and conditions.

8.4. Only the game day ticket may be transferred to a Ticket Transferee. All other Membership benefits are personal to the Member and are non-transferable. This includes, but is not limited to, access to Member-only events, functions, experiences, offers, entitlements and other benefits associated with the Membership.

8.5. A Member must not transfer, sell, assign or otherwise provide access to any Membership benefit other than a game-day ticket to a person who is not the Member or who does not meet the eligibility requirements for that benefit.

8.6. Any Ticket Transferee who uses a Member's game-day ticket is bound by any applicable ticketing terms and conditions and venue conditions of entry. The Member remains responsible for ensuring that any person to whom they transfer their game-day ticket complies with these terms and conditions.

8.7. Sunshine Coast Lightning reserves the right to refuse or cancel a ticket transfer where the proposed Ticket Transferee does not meet the applicable Membership category or eligibility requirements, or where the transfer is otherwise inconsistent with these terms and conditions.

8.8. Any unauthorised transfer, sale or misuse of Membership tickets or benefits may result in the suspension or cancellation of the Member's Membership, without refund, at the discretion of Sunshine Coast Lightning.

9. Membership Fees

9.1. Payment of membership fees advertised by the Club are inclusive of GST unless otherwise stated.

9.2. All Membership Fees are deducted by a third-party ticketing agency, Ticketek (the agency). The agency sets all additional fees and charges as listed in 9.2.1., these fees and charges can be amended by the agency or Sunshine Coast Lightning at any time without notice.

9.2.1. Additional fees and charges:

- Service and handling fee - $4.95 per transaction

9.3. When you pay your membership fees by credit or debit card, you authorise Sunshine Coast Lightning to renew your membership each season into the same package (or a reasonably comparable package), and to charge the applicable membership fees to the credit or debit card used to purchase your previous membership, unless you elect to opt out of the automatic membership renewal option.

9.4. You acknowledge that membership fees may increase from season to season. The Club will provide reasonable notice via email of any changes in the price of your next season's membership.

9.5. The Club will contact you via email prior to processing the automatic renewal. If you do not wish for your membership to roll over into the following season, you will be required to opt out before the specified cut-off date.

9.6. If a member fails to pay any amount to Sunshine Coast Lightning on the due date (whether in respect of their Membership or otherwise), access to all Sunshine Coast Lightning functions, Home Matches and other events may be cancelled at the discretion of Sunshine Coast Lightning.

10. Membership Payment

10.1 Payment Methods Memberships may be purchased using one of the following payment methods:

(a) Credit or debit card (Visa, Mastercard, American Express)

Available payment methods may vary depending on whether you elect to pay in full or via an installment plan.

10.2 Installment plans (Recurring Card Payments) are available only for payments made by credit or debit card. If you elect to pay via installments:

(a) You authorise Ticketek on behalf of the Sunshine Coast Lightning to securely store your nominated card details via its third-party payment gateway provider;

(b) You authorise Ticketek on behalf of the Sunshine Coast Lightning to process recurring payments against that card for the total membership amount divided into installments;

(c) Payments may be processed as merchant-initiated recurring transactions;

(d) Installments will be processed on or around the scheduled dates notified to you at the time of purchase.

Alternative payment methods (including Afterpay and other buy-now-pay-later services) are not available for installment plans unless expressly stated.

10.3 If you elect to participate in automatic renewal:

(a) Your membership will automatically renew for the following season in the same category (and seat, if applicable);

(b) The renewal amount will be charged to your stored card;

(c) Sunshine Coast Lightning will provide prior notice of the renewal and applicable fees;

(d) You may opt out within the timeframe specified in the renewal notice.

Auto-renewal is available only where a valid credit or debit card is stored on file.

10.4 It is your responsibility to ensure that your nominated card details remain valid and up to date. If your card expires, is cancelled, or is replaced, you must update your payment details before the next scheduled installment. Failure to maintain valid payment details may result in the suspension of your membership entitlements.

10.5 You are responsible for ensuring that your nominated payment details remain current, valid and capable of accepting recurring transactions. If your card expires, is replaced, cancelled, or otherwise becomes invalid, you must update your payment details prior to the next scheduled installment date. If a scheduled payment is declined, cannot be processed, or is returned unpaid for any reason, Sunshine Coast Lightning may attempt to re-process the payment within a reasonable period and/or contact you to request updated payment details. You authorise Sunshine Coast Lightning to process any outstanding amounts once valid payment details are provided. Membership entitlements, including barcode access and game entry, may be suspended while any amount remains unpaid. If payment remains outstanding after reasonable attempts to obtain payment have failed, Sunshine Coast Lightning reserves the right to cancel the membership without further notice. The member remains liable for any outstanding amounts accrued prior to cancellation.

10.6 If a scheduled recurring payment cannot be processed:

(a) Sunshine Coast Lightning may attempt to re-process the payment within a reasonable period;

(b) Sunshine Coast Lightning may notify you and request updated card details;

(c) Membership access (including barcode access) may be suspended until outstanding amounts are paid.

Sunshine Coast Lightning reserves the right to cancel a membership where repeated payment attempts fail.

10.7 Where payments are made via card:

(a) You acknowledge that installment and renewal payments are authorised recurring transactions;

(b) You agree to contact Sunshine Coast Lightning to resolve any billing concerns prior to initiating a chargeback with your card issuer.

Where a chargeback is initiated:

(a) Membership access may be suspended during the dispute process;

(b) If the chargeback is determined to be invalid, Sunshine Coast Lightning reserves the right to recover outstanding amounts and associated chargeback costs;

Sunshine Coast Lightning may cancel the membership without refund in cases of misuse or bad faith disputes.

Chargeback rights are subject to applicable card scheme rules and consumer protection laws.

10.8 Payment details may be updated at any time via your online member portal or by contacting Sunshine Coast Lightning Membership Team.

10.9 If a payment is declined, you are responsible for any fees charged by your card issuer. Sunshine Coast Lightning may apply a reasonable failed payment fee, where permitted by law.

10.10 Sunshine Coast Lightning reserves the right to suspend or cancel a membership if two or more scheduled installments cannot be successfully processed.

10.11 Payment information is processed securely through Sunshine Coast Lightning third-party payment gateway provider. Sunshine Coast Lightning does not store raw card details. All payment data is tokenised and managed in accordance with PCI-DSS security standards and Sunshine Coast Lightning Privacy Policy.

11. Refunds

11.1. Subject to the Australian Consumer Law, once a membership has been purchased, Sunshine Coast Lightning will only issue a refund of membership in exceptional circumstances.

11.2. In exceptional circumstances, Sunshine Coast Lightning may refund a membership fee. All applications are to be emailed or made in writing to the membership team located at Sunshine Coast Lightning (ML31), Kabi Kabi Country, C/O University of the Sunshine Coast, PO Box 5280, Sunshine Coast Mail Centre Qld 4560.

11.3. To receive a full membership refund by Sunshine Coast Lightning, the membership package must be returned in its original condition, Netball Pass login details must not be issued, and the

membership must be unused on game day/s, as well as no tickets being redeemed for any Lightning home games.

11.4. Sunshine Coast Lightning is unable to offer a partial refund of the membership fee.

12. Liability and Indemnity

12.1. A Member is responsible for any damage which the Member, their guests or any Invitee may cause at any Match, Venue, function or event of Sunshine Coast Lightning if such damage is caused by the Members' (or their guest or Invitee's) wilful act or negligence, and the Member indemnifies Sunshine Coast Lightning against any liability or claim Sunshine Coast Lightning suffers or incurs in relation to such damage.

12.2. In purchasing this membership, you agree to indemnify Sunshine Coast Lightning and their officers, employees and agents (The Indemnified) against any loss, cost, expense, liability or damage, including without limitation any personal injury or death, suffered or incurred by any of The Indemnified arising out of any act or omission by you. Your liability will be reduced to the extent that the applicable loss, cost, expense, liability or damage arises from a negligent act or omission of Sunshine Coast Lightning.

13. Super Netball

13.1. If any game has commenced and is impacted by a cancellation the rules are - if the third quarter has commenced, the match is then deemed official. The scores at the time of cancellation are reflected in the outcome. Any member with a reserved seat and or membership ticket, this result will deem the match complete.

14. Termination

14.1. Membership may be terminated by Sunshine Coast Lightning for failure to comply with the terms of this Agreement. Membership may also be cancelled due to the misconduct of a Member or their invitee at any Match, Venue, function or event of Sunshine Coast Lightning.

15. General Terms and Conditions

15.1. Sunshine Coast Lightning may, at its discretion, vary the terms and conditions of memberships. Sunshine Coast Lightning will communicate any changes to its membership terms and conditions via the Sunshine Coast Lightning website https://sunshinecoastlightning.com.au/. Terms and conditions will be effective from the time they are communicated. Sunshine Coast Lightning Members will have no claim against Sunshine Coast Lightning by reason of any change made to its membership terms and conditions.

15.2. Any failure by Sunshine Coast Lightning to insist on strict compliance with these terms and conditions will not constitute a variation or waiver of these terms and conditions.

15.3. These terms and conditions, and any contract between you and Sunshine Coast Lightning of which these terms and conditions form part, are governed by the laws of Queensland.

15.4. The club will use its best endeavours to provide all deliverables as outlined in each Membership Package for the 2027 Season. However, where there are any restrictions on providing deliverables that are outside of the control of the club, e.g. Federal or State issued restrictions, members will be informed, and Sunshine Coast Lightning may need to make changes to specific member benefits.