



# **MEMBERSHIP TRANSITION TERMS & CONDITIONS**

BANKWEST STADIUM

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This document has been created by Western Sydney Wanderers FC trading as the Western Sydney A-League Club Pty Ltd ABN 26 156 634 016 of Blacktown International Sportspark, 81 Eastern Road, Rooty Hill NSW 2766

Western Sydney Wanderers FC reserves the right to change, amend or update these Terms and Conditions at any time without the prior notice given to members.

## **1.0 MEMBERSHIP & CATEGORY DEFINITIONS**

### **1.1 MEMBER**

Refers to Western Sydney Wanderers FC (WSW) members with a valid paid membership as of 17 December 2018. ANZ Stadium members or any other membership programs with reciprocal access to Wanderers matches in current and previous seasons are NOT members of WSW.

### **1.2 MEMBERS CATEGORIES**

Is the type of WSW membership package held by a member, the membership categories available are broken down into the following types:

#### **a. FULL SEASON TICKETED MEMBER**

Refers to a reserved or general admission membership package with access to 13 home matches per season.

#### **b. RESERVED SEAT MEMBERSHIP**

Refers to a member that holds the same assigned seat for 13 home matches per season. More specifically a Red Membership package or Black package.

#### **c. ACTIVE SUPPORTER MEMBERSHIP**

Refers to a membership package within the designated active supporter area as defined by the membership.

#### **d. GENERAL ADMISSION (GA) MEMBERSHIP**

Refers to a non-reserved seat membership with access to a general admission area where seating is not allocated.

### **1.3 PART SEASON MEMBER**

Refers to a reserved or general admission membership package with access to fewer than 13 home matches per season.

#### **a. RESERVED REDUCED ACCESS MEMBERSHIP**

Refers to a reserved seated membership with access to less than 13 home matches per season i.e. 7 Match Reserved or 6 Match Reserved Memberships

#### **b. FLEXIBLE ACCESS MEMBERSHIP**

Refers to a flexible 'flexi' general admission membership package with access to either three (3) or five (5) home matches per season i.e. 5 Match Flexi and 3 Match Flexi memberships

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## 1.4 NON-TICKETED MEMBER

Refers to a membership with access to one (1) home match or less per season, such as a:

- a. SUPPORTER MEMBERSHIP
- b. OUT OF TOWNER MEMBERSHIP
- c. BABY MEMBERSHIP

## 2.0 LENGTH OF CONSECUTIVE MEMBERSHIP YEARS

- 2.1 Refers to the number of seasons in a row that you have held an active and valid WSW membership. This is determined by the membership records held by the WSW from the season of inception in the 2012/13 Season through to the current season – 2018/19 Season. Should a member believe their consecutive membership years is incorrect, the member must contact the club in writing with any supporting documentation for the club to review before 31 October 2018. After this date the club will not accept any written requests to change the length of consecutive Membership years. If you would like to request a change or check your memberships years, please contact [memberships@wswanderersfc.com.au](mailto:memberships@wswanderersfc.com.au)

## 3.0 SEATING GROUP

### 3.1 SEATING GROUP

All 2018/19 Season members will be asked to form a Seating Group with other members they wish to sit with at Bankwest Stadium via the Seating Group form process online to have seats allocated together at Bankwest Stadium.

### 3.2 SEATING GROUP LEADER

As part of the Seating Group process, each group will be required to assign a Leader of the Seating Group to be the main point of contact for the group for all communications to/from the club during the entire transition process.

### 3.3 MAXIMUM SEATING GROUP SIZE

The maximum Seating Group size has been set at 12 members by the algorithm to ensure a smooth and accurate transition for all Seating Groups, members who hold over 12 memberships as of 31 August 2018 will be allocated the same number of seats in the transition process. Please note the larger the Seating Group the less flexibility there will be to meet any seating requests during the seat allocation process.

**Please note:** If a seating group size exceeds the maximum limit of 12 members, the Group Leader will not have the option to change the seats allocated during the designated seat offer window. The club cannot guarantee that any special seating requests can be met if the maximum seat limit is exceeded.

### 3.4 BREAKING OF, OR CHANGING, GROUPS

Members will be asked to form groups prior to 17 December 2018. There will be no opportunity to break or change groups after that date until the seating allocation process has been completed.

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### 3.5 SINGLE PERSON

Members who identify themselves as a Single Person via the Seating Group Form of the process will be deemed a Single Person. To ensure efficient use of seating inventory Single Persons will be used to fill a single seat when required to avoid leaving single seats with sections. Members who are not assigned to a Seating Group or Single Person during the grouping stage will be assigned seating as per the Transition Principles defined by the club, where possible the club will allocate these members in a similar category as held by the member in 2018/19 Season.

### 3.6 SEATING GROUP CHANGES

The Seating Group Leader is responsible for checking the member details provided in the Seating Group Form is correct and complete. The club does not accept any responsibility if the incorrect or incomplete information submitted by the Seating Group Leader. Once the form is submitted the Seating Group details are final and cannot be changed.

## 4.0 TRANSITION

### 4.1 SEATING STATUS 1

Status held by full season ticketed members that have access to 13 home matches per season with a valid paid membership in season 2018/19 for the transition to Bankwest Stadium.

### 4.2 SEATING STATUS 2

Status held by reduced access and non-ticketed season members that have access to fewer than 13 home matches per season with a valid paid membership in season 2018/19 for the transition to Bankwest Stadium.

### 4.3 SEATING STATUS 3

Season 2018/19 Members who purchase additional membership seats in Season 2019/20 as per the transition principles.

### 4.4 MEMBER SEAT ALLOCATION PROCESS

Is the defined step-by-step order in which seating will be allocated to members at Bankwest Stadium as part of this Member Transition Guide. This process has been outlined above and set in place to ensure a smooth and stress-free transition to the new venue for all members.

### 4.5 CHANGES TO BANKWEST STADIUM STRUCTURE AND DESIGN

The venue is based on designs supplied by the NSW Government. Please note that once the final seating build is complete at the venue discrepancies may occur between representations in stadium maps and actual seating at Bankwest Stadium. Seating discrepancies may include (but are not limited to) additional restricted view seating, pillars, hand-rails, additional seats, additional stairs, TV camera locations, protection from the elements, other changes to sight lines and contingency seating requirements.

### 4.6 SEAT DEPOSIT

As per the Seating Transition Process, to secure the seat offer the group leader will be required to make a \$50 deposit per seat via an online credit card payment. It is the responsibility of the group leader to collect the \$50 deposit from each group member. The payment must be made for the entire group by the Group Leader in one upfront payment. The remaining balances of the memberships will be issued as per the club's usual renewal process. Seating deposits are non-refundable.

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## **4.7 SPECIAL REQUIREMENTS**

The club recognises those that require special seating or additional carers seating at Bankwest Stadium. Members that have special requirements will need to provide the club with their requirements during the Seating Group stage of the process by completing the Bankwest Stadium Seating Group Form. Members must include a valid doctor's certificate or letter that is valid no later than 90 days earlier from the submission date. Please note that this information must be included in the form regardless of if it has been provided to the club previously. WSW will allocate the Seating Group with seating that best suits the specific requirements and access needs. The Club will assess on a case by case basis any members who request specific seating requirements for non-medical reasons and supporting documentation is required. WSW will make the final decision on all special requirement requests.

## **5.0 SEATING AND SEATING CHANGES**

- 5.1** The Seating Group Leader is responsible for checking the seating details for the entire Seating Group once seating allocations have been communicated via email. The Seating Group Leader will have a designated window to secure the seats or request ONE change for the entire group. It is the full responsibility of the Seating Group Leader to take action to the email within the required time frames. Should no action be taken the original allocation for the group will be locked in.