

MELBOURNE MAVERICKS TERMS & CONDITIONS

1 INTRODUCTION

The member acknowledges and agrees that their membership with the Melbourne Mavericks is subject to the terms of the Agreement and entitles the member to the rights and benefits described in these terms and conditions only.

If a member does not agree to the terms of the Agreement, they must not purchase a membership with the Melbourne Mavericks. In addition, each member must comply with any rules and regulations imposed by the Venue on members from time to time.

2 DEFINITIONS

In these Terms and Conditions:

“Business Day” means a day that is not a Saturday, Sunday, or a public holiday in the state of Victoria.

“Companion Card” means a card issued by the State or Territory the card holder resides in, entitling the card holder, who requires an attendant care support, to a second Membership for their companion at no charge.

“Home Game” means any of the matches designated as a Melbourne Mavericks home game during the regular SSN season played at John Cain Arena.

“Regular Season” means the period of each SSN season, as determined by Netball Australia, and usually commencing on or around April 2024 and ending on or around July 2024.

3 MEMBERSHIP PURCHASE

3.1.

Purchasing a membership (inc. New memberships)

3.1.1. After submitting an application and a payment of the membership fee has been made, the Melbourne Mavericks will send you a transaction summary via email once the membership has been processed. You must provide a valid primary email address upon applying to receive a transaction summary.

3.1.2. The Melbourne Mavericks reserves their right not to accept any membership application form in its absolute discretion.

3.1.3. Subject to applicable law, once your Membership has been processed you are not entitled to a refund. You may request a refund in writing (email or post) and your request will be assessed by Melbourne Mavericks Management. Any refunds (full or partial) will be at the sole discretion of the Melbourne Mavericks Management.

3.2. Renewing memberships

3.2.1. A Renewing Member is classified as anyone who held a 2024

Melbourne Mavericks membership.

3.2.2. More information of renewals will be available to members at the conclusion of the 2024 SSN season.

4 PRICES

4.1. All prices are inclusive of GST.

5 MEMBERSHIP PAYMENT

5.1. Upfront payment

5.1.1. All payments for memberships must be made in full at time of purchase via online store.

6 MEMBERSHIP SEATING

6.1. PILOT: Pilot members will receive a code to redeem one General Admission ticket to either a home game at John Cain Arena or MyState Bank Arena.

6.1.2 TAKE OFF: Take off members will receive a barcode to gain entry into each home game at John Cain Arena in the General Admission area for 1 person.

6.1.3 FULL FLIGHT: Full flight members will receive a reserved seat in the gold category. This will be allocated by one of our team members post purchase.

6.1.4 FIRST CLASS: First class members will receive a reserved seat in the teal category. This will be allocated by one of our team members post purchase.

7 MEMBER Communications

7.1. By purchasing a membership, you agree to be added to the Melbourne Mavericks electronic database and to receive information relating to the Melbourne Mavericks; be contacted by the Melbourne Mavericks regarding any services, offers or special promotions that are associated with, endorsed, or approved by the Melbourne Mavericks.

2. **7.2.** All members must take responsibility for updating their personal details so the Melbourne Mavericks can communicate with the member effectively.
3. **7.3.** The Melbourne Mavericks hold no responsibility for a member's failure to update their personal details.

8 Finals ticketing

1. **8.1.** Finals tickets are not included in any Melbourne Mavericks membership categories.

2. **8.2.** Should the Melbourne Mavericks qualify for the Finals Series, the club will work with Netball Australia to ensure members receive priority pre-sale access to purchase tickets via Ticketek.
3. **8.3.** Any pre-sale information will be communicated to members via email upon confirmation of the Melbourne Mavericks qualifying for finals.

9 Venue

9.1. Compliance

9.1.1. Members must comply with the rules and regulations imposed by the organisation in control of the Venues where Home Matches are played. If any of these Terms and Conditions or rules and regulations are breached, the Melbourne Mavericks and the Venue reserves the right to refuse entry or to remove Members from the Venues. Please refer to the website of the host venue to view their entry Terms and Conditions. John Cain Arena's conditions of entry can be found here: <https://johncainarena.com.au/plan-your-visit/conditions-of-entry/>.

10 Cancellation policy & refunds

10.1. Melbourne Mavericks memberships are non-refundable, however, requests for refunds may be made and considered where reasonable circumstances apply. A refund request must be made in writing and are at the sole discretion of the Melbourne Mavericks management.

11 Errors & Omissions

11.1. While every care is taken by the Melbourne Mavericks to ensure that the most accurate information is presented on our websites and social medias, including pricing, there may be some rare occasions where the information presented is incorrect.

11.2. Accordingly, the Melbourne Mavericks reserves the absolute right to not process any memberships that may have been obtained with the wrong information.

11.3. Before the Melbourne Mavericks can exercise this right, the Melbourne Mavericks must notify the affected person of the errors or omissions together with all necessary information to evidence that the information contained on the website is incorrect.

12 Privacy policy

12.1. The personal information you have provided in your Melbourne Mavericks membership application is collected, used and disclosed in accordance with the Netball Australia Privacy Policy – Netball Victoria is a party to this policy (click here for Netball Australia Privacy Policy).

12.2. Netball Victoria may use and disclose your personal information for the purposes of conducting and administering your Melbourne Vixens membership and other related

activities across Australia, providing you with member services or promotional material, complying with legal obligations or otherwise in accordance with the Netball Australia Privacy Policy.

12.3. Netball Victoria may share your information with third parties such as Netball Australia or Ticketek however your information is not generally disclosed to anyone outside Australia.

12.4. The Netball Australia Privacy Policy contains information about how you may access, and request correction of your personal information held by Netball Victoria or make a complaint about the handling of your personal information and provides information about how a complaint will be dealt with by Netball Victoria.

12.5. Your membership application may be rejected if the information is not provided. If you do not wish to receive promotional material from Netball Victoria sponsors and third parties, you must advise us via email or telephone or via the specific opt-out procedures provided in the relevant communication.