TERMS & CONDITIONS 2027



TERMS AND CONDITIONS

By purchasing a membership, you agree to be added to the Queensland Firebirds electronic database, which is maintained by Netball Queensland Limited ABN 58 429 487 881 ("NQ" or "**Queensland Firebirds**"). By doing so you agree to receive information, offers and special promotions regarding Queensland Firebirds. Furthermore, you agree for Queensland Firebirds to disclose your information to third parties associated with Queensland Firebirds so they can contact you for the purposes set out in this document and in the Netball Australia Privacy Policy (including for the purposes of offering any services, offers and special promotions they may have available to Queensland Firebirds members). Should you not wish to receive any such information or offers, please notify us in writing to PO Box 6365, Upper Mount Gravatt, QLD, 4122 or firebirdmembership@netballq.org.au with a request to opt out or unsubscribe.'

PRIVACY

Queensland Firebirds 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. Queensland Firebirds may use and disclose personal information for the purposes set out in the Netball Australia Privacy Policy which can be viewed here: https://firebirds.net.au/privacy-policy

MEMBERSHIP TYPE

Standard Membership (Adult/Admit)

A member who is over the age of 12 as at 31 December 2026 will be classified as a standard member.

Junior Membership

A member who is 12 or under as at 31 December 2026 will be classified as a junior member. Proof of age must accompany the purchase or application for membership, if not provided when previously purchasing a junior membership. Proof of age can be supplied in the form of a copy of birth certificate, passport or letter from the child's school on official school letterhead signed by an authorised representative. Memberships will not be issued until proof of age is supplied.

Concession and Companion Membership

To qualify for a concession membership, members must hold one of the following forms of concession ID for the duration of the season, including finals: Pension card, Full-time Student card, Senior's card, Veteran's Affairs card, Disability card or Carer's card.

Concession members must produce their concession ID on game day when entering the venue with their membership card. If a member is no longer entitled to a concession card the member must contact the club and upgrade the membership to a standard membership.

Members holding a health care card are not eligible for a concession membership.

Members holding a companion card will be entitled to an additional complimentary membership for their companion to use to attend with the member on game days. Upon application for a companion membership the companion card number must be supplied.

Family Membership
Queensland Firebirds Family Memberships are for either adults and two junior memberships or 1 adult and three junior memberships. Additional junior memberships can be purchased at the current junior membership price. The name, date of birth and relevant proof of age must be supplied at the time of purchase of the family membership.

MEMBERSHIP BENEFITS
"Platinum" and "7 Game Reserved" season ticketed Queensland Firebirds members receive access to 7 home games played at Nissan Arena (subject to venue change). Entry to Nissan Arena is via scanning of membership card at entry..

"3-game" ticketed members receive access to three home games (subject to Queensland Firebirds selection of the games or availability of tickets).

Season (7-game) and 3-game ticket holders are guaranteed their admission based on their section allocation for home games at Nissan Arena.

By purchasing a 3 game Firebirds membership, you acknowledge that access to a particular game is not guaranteed. Access is subject to capacity and seat allocation must be reserved early in order to guarantee entry (particularly to blockbuster games). Additional fees and charges are to be paid directly to the ticketing agent when reserving a seat.

The Queensland Firebirds 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.

MEMBERSHIP APPLICATIONS
Membership is available to purchase via the following methods:
Web: https://firebirds.net.au/memberships/
Phone: 07 3462 9500
Email: firebirdmembership@netballq.org.au
Mail: PO Box 6365, Upper Mount Gravatt, QLD, 4122

Queensland Firebirds may decline to accept an application for membership in its absolute discretion. If Queensland Firebirds declines to accept an application and the membership fee (or part thereof) has already been processed, Queensland Firebirds will refund the fee. Queensland Firebirds also reserves the right to cancel a membership without refund to any member in breach of these terms and conditions.

MEMBERSHIP TRANSFER POLICY
Members wishing to transfer their membership to a friend or family member to use on game days can do so, provided that the patron using the membership card falls under the same category as the member – i.e., a child using a junior ticket or a patron using a concession membership must show proof of age / concession etc.

MEMBER'S RIGHTS AND RESPONSIBILITIES
You acknowledge that when purchasing a membership, you may be doing so before the release of the relevant season's fixture with the dates and times of the games not yet determined. No

refunds will be offered where members are unable to attend games, including due to a conflict in scheduling.

Members are encouraged to support our team at every opportunity and are a vital part of our team's success. Offensive behaviour is not in the spirit of our sport and will not be tolerated in anyway. On game days, at events and functions and via social media, members may not engage in or endorse any form of threatening conduct, vilification or abuse on the basis of race, gender, religion, disability or sexuality.

Queensland Firebirds members who breach the Netball Queensland Code of Conduct and Integrity may face penalties including (but not limited to) immediate membership cancellation without refund. Queensland Firebirds management reserves the right to request police investigation of members breaching the code of contact where appropriate.

Members can view our code of conduct and integrity here: https://qld.netball.com.au/policies

MEMBERSHIP REFUND POLICY
Subject to any rights the membership holder may have under the Australian Consumer Law, once a membership has been purchased, Queensland Firebirds will only provide a cancellation or refund in exceptional circumstances. All applications for refunds are to be made in writing and addressed to:
Membership Department
PO Box 6365, Upper Mount Gravatt, QLD, 4122; or
firebirdmembership@netballq.org.au

To receive a full refund the membership package must be returned in its original condition and the membership unused on game days.

SUNCORP SUPER NETBALL GAME RULINGS
In the event that any match that 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. This also will result in the match being deemed an official Queensland Firebirds home game entitlement for those with reserved seating.

RESERVED SEATING MEMBERSHIP
Queensland Firebirds reserves the right to amend seating arrangements at its sole discretion where necessary due to stadium build changes and membership demands, or for any other reason reasonably required by Queensland Firebirds.

Members will be notified if there has been a change to their seating and alternative arrangements to seating will be discussed before members are moved. All seating changes will be kept to a minimum and where reasonably possible Queensland Firebirds will use best endeavours to keep affected members in a comparable seat (having regard to the reason for the seating relocation).

Subject to any rights that the membership holder may have under the Australia Consumer Law that cannot lawfully be excluded, Queensland Firebirds 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.

INDEMNITY
In purchasing this membership you agree to indemnify Queensland Firebirds and Netball Queensland 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 Queensland Firebirds.

CONTENT
The Netball Queensland ("NQ") and Queensland Firebirds websites ("Website") shall display various information including, but not limited to, articles, images and data ("Material") from time to time. Changes are made periodically to the Material and Material could include technical inaccuracies or typographical errors. NQ makes no warranties or representations regarding the quality, accuracy, completeness, merchantability or fitness for purpose of any Material.

NQ does not warrant or represent that the Material will not cause damage or is free from any computer virus of any other defects or errors. NQ is not liable to users of the Material for any loss or damage however caused resulting from the use of the Material.

LINKS
Material may contain links to other sites. NQ does not necessarily sponsor, endorse or approve of any material on such sites or the operators of such sites. NQ makes no warranties or representations regarding the quality, accuracy, merchantability or fitness for purpose of any material on other websites to which Material is linked.

COPYRIGHT
Unless otherwise expressly indicated in specific Material, copyright subsisting in Material is owned or licensed by NQ. Other than for the purposes of, and subject to the conditions prescribed under, the Copyright Act 1968 (Cth), no part of any Material may in any form or by any means (including electronic, mechanical, microcopying, photocopying or recording) be reproduced, adapted, stored in a retrieval system or transmitted without the prior written permission of NQ or other copyright owner.

CHANGES TO TERMS AND CONDITIONS
The Queensland Firebirds may from time to time, at its discretion, vary the terms and conditions of memberships. The Queensland Firebirds will communicate any changes to its membership's terms and conditions via the Queensland Firebirds website https://qld.netball.com.au/policies. Members will have no claim against NQ or the Queensland Firebirds by reason of any change made to its membership terms and conditions.