

Sydney FC Membership Terms and Conditions

1. General

1.1 Membership Definition & Rights

Sydney FC offers Membership in the form of ticketed and non-ticketed packages which are renewed on a yearly basis.

Sydney FC reserves the right to change all or any of the package details, name, pricing, benefits, inclusions, venue, admission conditions or scheduling, including changing allocated and general admission seating areas at any time.

Sydney FC reserves the right to cancel Membership at any time if, in the opinion of Sydney FC, a Member engages in any unbecoming conduct which is prejudicial, or likely to be prejudicial, to the interests or reputation to the game, Sydney FC, Football Federation Australia, or any of their sponsors. Sydney FC reserves the right to not accept any application for Membership in its absolute discretion.

It is a condition of sale that any Membership or Ticket may not without prior written consent of Sydney Football Club Pty Ltd be resold at a premium nor used for advertising, promotion or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods and services. If a Membership is sold or used in breach of this condition, the bearer of the Membership may be denied admission without prejudice to any other right available to Sydney FC.

1.2 Membership Inclusions

For avoidance of doubt, and without limitation, Membership does not give a Member the right to vote in any meeting of club, to vote for any position on the board of directors or to participate in any dividend entitlement of any nature whatsoever.

Sydney FC Membership Benefits or inclusions can contain but are not limited to: ticketing to home matches, discounts on further club purchases, access to premium ticket sales, Membership pack, digital news.

Sydney FC may include public transport for ticketed Members to and from Sydney FC games (subject to change season on season). In seasons where this is applicable, Memberships and match tickets include return travel on public transport to A-League games at Allianz Stadium only. This includes train services (bounded by Bomaderry, Goulburn, Bathurst and Dungog stations), regular and special event shuttle buses, Sydney Ferries and light rail services. Memberships / match tickets are valid for travel on public transport until 4am the following day. Detailed information on transport options can be found at transportnsw.info or by calling 131 500. Note: A station access fee applies for travel to and from Domestic and International airport stations. Memberships / match tickets do not include the access fee. Anyone travelling to or from these stations will need to buy a separate Gatepass.

1.3 Duration

Your Membership commences on the date your Membership is accepted by Sydney FC and continues provided all payments are kept up to date, until the date it is cancelled or terminated. Provided you pay your Membership fees by credit card or debit card you authorise Sydney FC to automatically renew your Membership each season and you authorise Sydney FC to arrange a transfer of funds from your nominated credit or debit card in the amount applicable to your Membership type in the payment preference (upfront or monthly) you have chosen at time of joining.

Each year's Membership is rolled over on May 28 and Sydney FC will provide in writing a notice of renewal, which will explain the proposed equivalent Membership package(s) for the upcoming year and the applicable Membership fee for the package(s).

You will have 28 days from the date of the Club's notice to advise the Club of any changes you wish to make to your Membership package or opt-out of being renewed automatically on May 28.

Any Member can choose to opt out for the upcoming years Membership at any time by the following actions:

- a) emailing the Membership Team at membership@sydneyfc.com and submitting your request in writing; or
- b) Calling the Membership Team on (02) 8314 5101, Monday to Friday from 9am-5:30pm.

All opt-out requests must be made three business days prior to the rollover date of May 28 each year to be removed from the automatic renewal.

In the cases that:

- a) You have purchased your Membership at a discounted or pro-rata rate, your Membership will be placed on the automatic renewal for the following season at the full price of the equivalent Membership.
- b) Any junior or concession Memberships that no longer qualify to age or concession restrictions, will automatically be upgraded to an adult Membership. This information will be outlined in the automatic renewal communication.

1.4 Reserved Seat Members

Members that renew their reserved seat before the advertised deadline are entitled to keep their previous season's seats.

The exception that small changes might be made to seating in the event of an empty seat in that row needed for other Members, an existing Member will be relocated closer to half way and notified by email, as long as the Member does not move away from other family Members in different rows.

2. Payment & Cancellation

2.1 Payment Options

Sydney FC accepts payment of Membership in the following capacities: Cash, Cheque, Money Order, Credit Card (Mastercard, Visa), American Express (attracts 3.5% surcharge) or Electronic Funds Transfer at point of sale (EFTPOS).

There are two ways a Membership fee can be paid:

- a) Full or Upfront Payment
If this method is chosen, full payment will be deducted in one instalment upon receipt of your Membership application. The responsibility of the Membership applicant is to ensure:
 - I. you provide credit or debit card details of your card;
 - II. there is enough money on your nominated card on the payment day and the next 5 days; and
 - III. you tell us about any changes to your credit card, such as its expiry date or number, before the next rollover date of May 28.

You are able to change the card Sydney FC keeps on file for your Membership at any time. Change your credit card details by:

- I. calling the Membership Team on (02) 8314 5101 during business hours;
- II. emailing the Membership Team at membership@sydneyfc.com and submitting your request in writing; or
- III. logging on to the Membership website my.sydneyfc.com/member-home and updating your card details online.

If there are insufficient funds to charge your credit card, you will be contacted by email and you will need to rectify the payment within 7 days or forfeit your Membership rights and be refused entry to any future games. Sydney FC also refuse to renew any Membership for any season until all unresolved payments are made.

b) **Monthly or Part Payments**

This will split your payment into 12 monthly part payments to be debited on the 28th of each month of the year.

For those automatically renewing, the first payment relating to a new season is May 28th and the Membership for that upcoming season will debit in 12 equal debits up until April 28th of the following year.

In the case that you become a Member in the middle of a monthly payment cycle, within the first 24 hours of Membership the club will debit the monthly payments in arrears from May 28th to the date that you became a Member. You will then be debited one twelfth of the total yearly Membership fee on the 28th of each following month up until April 28th of the following year.

To qualify for this program, you need to ensure:

- I. you provide credit or debit card details of your card;
- II. there is enough money on your nominated card ahead of each payment day and the next 5 days; and
- III. you tell us about any changes to your credit card, such as its expiry date or number, before the next debit date.

If there are insufficient funds to charge your credit card, you will be contacted by email and you will need to rectify the payment before the 28th of the following month.

If you become two payments behind, your Membership and access to games is suspended without any payment or reimbursement to you and you will be notified by email.

If your account is not rectified within 60 days of the first missed payment, your Membership will be cancelled and recovery action may be taken and recovery charges may apply. Sydney FC may also refuse to renew any Membership for any season until all unresolved payments are made.

2.2 Currency Transactions

Sydney FC charges Memberships in Australian Dollars, and is not responsible for any loss caused as a result of use of foreign currency

2.3 Cancellation, Refunds and Replacements

Once your Form is sent to the Club via any means, you cannot cancel your Membership and, without limiting clause above, refunds and exchanges are allowed only as expressed in this Agreement.

The Club will refund the face value of parts of the Membership if:

- a) a Match is cancelled and cannot be rescheduled;
- b) the Hyundai A-League is cancelled; or
- c) you are entitled to a refund by virtue of the operation of Australian Consumer Law rights.

Subject to your Australian Consumer Law rights, you cannot exchange your Membership and you cannot obtain a refund if:

- a) after a Match has started, it is cancelled for any reason, including due to inclement weather; or
- b) the time of, or teams participating in, a Match changes after the date you purchased your Membership.

Subject to your Australian Consumer Law rights:

- a) the Club is not liable to you for any loss or damage you suffer as a result of the Hyundai A-League or any Match being cancelled, postponed or changed; and
- b) the Club disclaims the existence of any common law duty of care to you and any holder of the Membership.

3. Game Admission Conditions

3.1 Pricing Categories

Concession prices apply to holders of a valid Seniors Card and to valid current Full Time Student ID. Proof of eligibility for Concession is required. Ticketing/Memberships MUST be available for display on entry into the ground.

Juniors must be 16 years and under at time of the first game of the season. Children under 4 are admitted free of charge as long as they do not occupy a seat.

Family Memberships refer to the following classifications only:

- a) 2 adults and 2 juniors; or
- b) 1 adult & 3 juniors.

3.2 Venue Policies

Membership rights are subject to the policies and other operational decisions as may be directed by the Venue Operator from time to time in its discretion. Sydney Football Club shall not be liable to Members for any matters arising as a result of the implementation of any such policies.

3.3 Capacity Matches

Members with unreserved seating are not guaranteed a seat. These Members are strongly advised to arrive early to avoid disappointment. Sydney FC will try to ensure that all Purchased Members with an unreserved seat are granted access.

3.4 Membership Card Entry

Membership cards are transferable, and will allow entry to patrons regardless of the printed name on the card, providing the entrant is of the same price type category as the purchased Membership. Each ticket will only permit one (1) entry per match.

3.5 Lost Membership Card

A replacement fee of \$15 will be incurred for the replacement of lost, stolen or damaged season passes. Lost passes will be cancelled and new passes issued prior to the next home fixture. Temporary passes can be issued on game day for forgotten or misplaced passes by presenting photo ID at the Membership Enquiries window in the Driver Ave forecourt.

3.6 Terms of Admissions

You must comply with FFA's Terms of Admission and Code of Spectator Behaviour (available at www.ffa.com.au) and must not enter the playing enclosure of a venue at any time and, if you do, you may be fined, expelled from the venue or banned from attending further Matches and subject to legal action.

3.7 Finals Tickets / Non Hyundai A-League Fixtures

Members will receive priority-ticketing access to any Sydney FC home Finals Series fixtures and Non A-League matches. Please note your priority may vary depending on Membership level and ticket package held. With the FFA hosting the Final Series Sydney FC is unable to guarantee the same seat/s as you have during the season. You may request your same seat with the Ticketing Agent at the time of booking your finals tickets (Via phone or agency bookings only). Sydney FC will also use its best efforts to secure the maximum number of tickets available for its Members. Non Hyundai A-League fixtures include the Finals Series, promotional and any International or Confederation fixtures.

4. Privacy

Sydney FC respects the privacy of the individuals on whom it collects, uses and discloses personal information. The personal information that the Club collects on the Form is used for the purpose of processing your Membership and providing you with Football related information and offers from the Club, its sponsors and FFA, and will be applied in accordance with the provisions of these Terms and Conditions as follows:

By agreeing to become a Member of Sydney FC, you agree that your personal information pertaining to your Membership may be disclosed to Football Federation Australia. Subject to the

preceding paragraph, you may be contacted by FFA and Sydney FC's sponsors during the life of your Membership in connection with their special offers and other information about their services and products. While some important information is sent to every Member, some information is by preference and any Member can change their communication preferences by following the directions at the bottom of the relevant communication. A copy of Sydney FC's Privacy Policy is available to any Member upon written request.