

2027 MEMBERSHIP FAQs



Updated: September 2026

Stadium and Fixtures

Where will the club play its home games in 2027?

Home matches will be split across Campbelltown Stadium and CommBank Stadium during the 2027 season.

How many matches are included in the 2027 Membership package?

Memberships include access to a minimum of ten (10) home matches for the 2027 season.

How many games will the club play at each venue?

The Club will host a minimum of six (6) games at Campbelltown Stadium and a minimum of four (4) games at CommBank Stadium, including the Easter Monday blockbuster against the Parramatta Eels.

Will any home games be played outside our primary home stadiums?

Yes. The Club will host a home game at Magic Round 2027, as well as an additional home game on the road as the Club navigates both of its spiritual homes being unavailable across at least the next two seasons.

How many home games are eligible for Membership redemptions?

Members can access 10 home matches split between Campbelltown Stadium and CommBank Stadium.

Why is the club not playing games at Leichhardt Oval in 2027?

Leichhardt Oval is undergoing a \$40-million upgrade and will be unavailable for the entire 2027 season. The Club is scheduled to return to Leichhardt Oval in 2028.

Will my Membership provide access to games at both venues?

Full-season packages include access to all six (6) home matches at Campbelltown Stadium and all four (4) home matches at CommBank Stadium. Partial-season Memberships will allow members to select matches based on their chosen venue tier.

Are tickets to away games included in my Membership?

No. However, members receive a 10% discount on selected away-game tickets, subject to seat availability and the host team's ticketing policies.

MEMBERSHIP CATEGORIES

Adult: An adult membership is for anyone aged over 15 years at the year of purchase.

Junior: A child is eligible for a Junior Membership if they are aged between 5 and 15 years at the year of purchase.

Please note that a name and date of birth is required for each Junior Member. Failure to provide this data will result in the Membership pack not being sent and Wests Tigers retain the authority to cancel this Membership. Please note children aged below five years old do not require a Membership or ticket providing that they are seated on their parent's lap and do not take up a seat.

Concession: A concession is classified as anyone who holds a valid, current card in one of the following categories for the duration of the NRL season.

- **Students:** Full-time secondary or tertiary students.
- **Pensioners & Beneficiaries:** Aged Pension, Disability Support (DSP), Disability Carer (CAR), or Single Supporting Parent (PPS).
- **Veterans:** DVA Veteran Card, TPI Pension, War Veteran, or War Widow status.

Verification & Conditions

- Proof of eligibility may be required at the time of purchase.
- Wests Tigers reserves the right to request proof of identity and valid concession status at any time, including upon entry to the venue on match days.

Family: A Family Membership is the most cost-effective way to take your family to Wests Tigers home games. A Family Membership is comprised of two (2) adults and two (2) juniors aged between 5–15 years old.

Please note that all Family Members must have their name and date of birth on their Membership account. Wests Tigers retains the right to withhold sending your Membership pack until these details are updated.

Companion: Yes. Companion card holders are eligible for complimentary entry to home games, however are ineligible for Member benefits unless paying as a Member. A valid companion card must be presented at the time of purchase. If you are a companion card holder or require special needs and/or wheelchair seating, please contact the Membership Team on (02) 8741 3300 for assistance.

MEMBER BENEFITS + MEMBER PACKS

What is in my Membership pack?

Each membership pack can be viewed on our website in October.

What are my Member Benefits?

- 10% discount on full-priced Wests Tigers Merchandise at the Roarstore – Contact the Membership team for the code – (02) 8741 3300
- 10% discount on pre-purchased home game tickets and away games with participating clubs – Contact the Membership team for the codes – (02) 8741 3300
- Access to the exclusive Wests Tigers Member shop
- Subscription to exclusive Member communications
- Exclusive Invitations to Member-only events
- Member-only competitions and giveaways
- Priority access to NRL major events and NRL finals involving Wests Tigers

These can alter based on the type of membership

How long will my membership pack take to arrive?

As we work with an international supplier your Membership pack will take between four and five weeks to arrive once redeemed online. No packs are automatically sent until redeemed online. You will receive an email once your pack is on its way.

Do you ship overseas?

Yes. We do offer overseas shipping however, international shipping charges will apply.

Do you ship to the United States?

Due to new U.S. tariff and customs regulations, we've had to temporarily pause sending membership packs to the USA. We know this is frustrating for our overseas Tigers, and we're actively working to find a streamlined solution. We'll update our U.S. members as soon as delivery options resume.

Can I purchase a Membership as a gift?

Yes, and what a great gift! If you prefer to leave the Membership as a surprise, ensure you provide your own postal and contact details as you will receive many communications on your order status. Once the recipient receives the gift, they can contact the team to update the contact details. If you would like a gift certificate to provide before the package arrives, please contact our Membership team or download it from our website.

MEMBER BENEFITS + MEMBER PACKS

What is the Wests Tigers Member Store?

The Wests Tigers Member Store is a bespoke Member platform where Members can 'build their own' Membership pack by redeeming entitlements on a wide range of Member exclusive items. They can also redeem their assigned entitlements, including the core Member pack, through this portal.

How do I log into the Member Store?

Once you purchase your 2027 membership, you will receive a welcome email within 72 hours containing your unique login details, giving you access to your benefits.

***Please note the Member Store will open in late November 2026.**

How do I receive credit?

Depending on the Membership, Members will have the option to redeem a core pack or have a certain amount of credit to build their own pack. Once logged into the Member store and the credit option is chosen, credit is automatically uploaded into the Members account.

How do I redeem my credit?

Once all desired items are added into your cart, you are ready to checkout. Once at the checkout you must enter your shipping details, then on the next page credit is automatically applied.

What can I redeem my credit on?

You can redeem your credit on any item in the Wests Tigers Member Store platform.

This credit can only be redeemed through the Member Store. It cannot be used on the Roar Store, carried over into the following season, or transferred.

How do I know about the exclusive Member days?

We advertise our member events on our social media and you will also be sent these dates via email.

FLEXI MEMBERS

What is the Flexi Membership?

The Wests Tigers have a Flexi Membership package which allows Members to attend home games of their choosing across our home grounds.

How do I get into matches?

Flexi Members must redeem a ticket to attend the game. This can be done on the Ticketek Portal and will be open once tickets are on sale for the 2027 season.

How do I redeem my Flexi Membership tickets?

The tickets are redeemed by entering your barcode, which is found on your physical and digital Membership card, into the password section on Ticketek for the desired game. If you have any issues in redeeming your tickets, please contact the Membership team on (02) 8741 3300.

Can I redeem multiple at once?

Yes. you can redeem multiple barcodes for different Members at once, but can use only one Flexi ticket for each Membership per game.

Can I buy additional seats next to my reserved seat?

For any seating requests please contact the Membership team directly on (02) 8741 3300. All seating requests are subject to availability.

GAME DAY

How do I access the game?

2027 Wests Tigers Members can attend designated home games by scanning their 2027 Membership card, physical or electronic. If you are unable to locate your Member card, please come and visit our friendly Membership team at the game.

What if I have misplaced my Member card?

That's ok, these things happen and that's why you can also access the game with your e-Membership card that is emailed to you. Alternately you can purchase a new member card by contacting the membership team (02) 8741 3300 OR Membership@weststigers.com.au.

How many games do I have access to?

Game access for Members varies according to the Membership package you have. For further information on the number of games your 2027 Membership entitles you to access or other Member benefits you are set to receive, please contact the Membership Team.

Where can I access to Game Day Guide?

This can be found on our social media the week of the game, on our website and is also sent to our members via email.

What is the Game Day Guide?

This guide helps our members and fans stay up to date on game day, including key timings and activations. For any further questions, please contact the Membership team on (02) 8741 3300 or membership@weststigers.com.au.

PAYMENT

How will I know if I have successfully purchased my Membership?

You will receive a confirmation email within 72 hours to confirm the renewal or purchase of a Membership. You will also receive a tax invoice immediately after if you purchase online.

What are my payment options?

Wests Tigers have made the payment process as flexible as possible with the option to pay in full at the time of purchase or over equal instalments through Debit Success.

This is only applicable to ticketed memberships.

Service and Handling Fee:

A service and handling fee of \$4.75 applies to all 2027 Membership transactions.

GENERAL

How do I opt out for next year?

Upon the purchase of a Wests Tigers Membership you are opted into the automatic rolling renewal program, which takes place at the end of the season or a date specified by the club. All Members can opt out of their automatic Membership renewal by logging in to their Membership account on the Membership website or by contacting the Membership team.

How can I update the details on my Membership?

You can update your details at any time through the membership portal which you can access by clicking [here](#) or by contacting our team via membership@weststigers.com.au or (02) 8741 3300 during business hours.

Can I cancel my Membership?

No, once renewed you cannot cancel your Membership. Wests Tigers Memberships are non-refundable, and Member benefits are non-transferable. Once a Membership has been purchased, Wests Tigers is under no obligation to provide a cancellation or refund. Requests for refunds must be submitted in writing and may only be considered in exceptional circumstances.

I am not receiving any communication from Wests Tigers?

Email communication is an important tool for Wests Tigers to keep Members informed. Having your most up to date details ensures you will not miss out on important information – including tickets and game day information, special events and Member exclusives. If you aren't receiving any emails from the Membership team, please check your contact details in the member portal or contact us on (02) 8741 3300.

How do I log into my Membership account?

You can log into your account by clicking [here](#). Your username will be your Member number. If you have forgotten your password, click on the 'forgot password' link next to the login. Alternatively, please contact the Membership Team on (02) 8741 3300 for further assistance.

How do I apply the discount code to purchase tickets?

To receive your 10% discount on tickets, enter the unique member code provided by our Membership team into the password box on Ticketek. Once you click 'Find Tickets,' the discount will automatically apply to all tickets.

What can I do in my Membership account?

Your membership account allows you to Renew your membership, Purchase additional membership products and manage your Membership renewals and Update your personal details including contact details, payment details etc.

VENUES

What are our home venues this year?

In 2027 the Wests Tigers will play home games in Sydney at Campbelltown Sports Stadium, and CommBank Stadium. The seating maps for these venues can be found on the Wests Tigers Website. You can contact the stadiums directly via:

Campbelltown Sports Stadium — [visit Campbelltown Council Website](#)

CommBank Stadium — [visit CommBank Stadium Website](#)

When will we be back at Leichhardt Oval?

The club is scheduled to return to Leichhardt Oval in 2028 in line with the completion of the Stadium Upgrade.

For more information on your Leichhardt Oval Membership Renewal, please see the specific guide [HERE](#)

How can I keep my seat/reserve my Spot at Campbelltown Stadium?

Members wanting to secure their spot at Campbelltown Stadium will be required to hold a Membership for three consecutive years at the same level. This process follows a similar process to the Leichhardt Oval “Reserve, Renew, Retain” Model advertised in 2025.

For more information on your Campbelltown Stadium Membership Renewal, please see the specific guide [HERE](#)