

2026 MEMBERSHIP FAQs

**ONE JUNGLE
NO LIMITS**



MEMBERSHIP RENEWAL

Will my 2025 Membership auto-renew?

Yes, all applicable 2025 Wests Tigers Members will automatically renew for the 2026 season on the 15th of October 2025. Members can renew their Membership online via the Wests Tigers Membership website or by calling the team on (02) 8741 3300.

Will I be allocated the same seats as in 2025?

Yes, Wests Tigers Premium Reserved and Reserved Members from 2025 have until **5 Days** after the draw to renew their same reserved seat for 2026. After this date, all previous reserved seats that have not been renewed will be released for general sale and cannot be guaranteed.

Can I upgrade my 2026 Membership?

Yes, you can upgrade your 2026 Membership before it is renewed. Please contact the team on (02) 8741 3300 if you would like to upgrade your Membership.

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.

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: To qualify for a Concession Membership, you must hold a Department of Social Services, Pensioner Concession or current full-time Student Card.

Wests Tigers retains the authority to request proof of identity and eligibility at any point.

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

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.

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 2026 membership, you will receive a welcome email within 72 hours containing your unique login details, giving you access to your benefits.

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?

This year, the Wests Tigers will introduce Flexi Membership packages which allows Members to attend home games of their choosing across our home grounds.

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.

NEW/RETURNING MEMBERS

I am a new Member, how do I join for 2026?

Memberships for 2025 will be on sale from the 25th of August 2025. Wests Tigers have Membership packages to suit everyone. Once you find the perfect match you can purchase your Membership online or by calling the team on (02) 8741 3300.

I used to be a Member but stopped and would like to re-join?

Welcome back! Previous Members can re-join Membership under their previous account that they held. If you wish to do this, please contact the team on (02) 8741 3300.

VENUES

What are our home venues this year?

In 2026 the Wests Tigers will play home games in Sydney at three stadiums, Leichhardt Oval, 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:

Leichhardt Oval — visit [Inner West Council Website](#)

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

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

GAME DAY

How do I access the game?

2026 Wests Tigers Members can attend designated home games by scanning their 2026 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 2026 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?

West's 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

What is Debit Success?

Debit Success are one of the largest full-service direct debit management services in Australia, New Zealand and beyond. Debit Success delivers premier experience across e-commerce services for a wide range of industries.

How does Debit Success work?

Debit Success is a partial payment program that gives our Members the option to pay their 2026 Membership over equal instalments opposed to one instalment at the time of purchase. The first instalment occurs the day after the Membership purchase and then on the 19th of each Month following the purchase. All partial payment purchases incur a 4.12% administration fee on each instalment and a one off \$5 fee on all accounts. Failure to complete payments will result in game access being revoked. It is the Members' responsibility to keep on top of payments and contact Debit Success should they need to make changes to their payment plan.

Service and Handling Fee:

A service and handling fee of \$4.75 applies to all 2026 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.