



WESTS TIGERS

Zurich Centre, Loftus Street, Concord NSW 2137

PO BOX 169, North Strathfield NSW 2137

PH: 02 8741 3300 FAX: 02 9715 6574

ORGANICA

Café . Restaurant . Patisserie
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West's Tigers 2024 Membership FAQs

Will my 2023 Membership auto-renew?

Yes, all applicable 2023 West's Tigers Members will automatically renew for the 2024 season on the 19th October 2023. Members can renew their Membership online via the [West's Tigers Membership website](#) or by calling the team on (02) 8741 3300.

Will I be allocated the same seats as in 2023?

Yes, West's Tigers Premium Reserved and Reserved Members from 2023 have until the 30th November 2023 to renew their same reserved seat for 2023. After this date, all Premium Reserved seats that have not been renewed will be released for general sale and cannot be guaranteed.

I am a new Member, how do I join for 2024?

Memberships for 2024 will be on sale from the 23rd of October 2023. West's 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.

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.

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) 8471 3300.

Can I upgrade my 2023 Membership?

Yes, you can upgrade your 2023 Membership before it is renewed. Please contact the team on (02) 8471 3300 if you would like to upgrade your Membership.



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Where does my Membership contribution go?

Your membership contribution plays a significant role in supporting the club and all its initiatives, including but not limited to:

- NRL Football Program
- Pathway Football Programs for our Junior Leagues
- Community Programs

What constitutes the different Membership classifications?

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

Junior - A child is eligible for a Junior Membership if they are aged between 5 and 15 years at the date 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. Failure to update your details will result in the cancellation of your 2024 Family Membership.



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Do you accept companion cards?

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) 8471 3300 for assistance.

What is in my Membership pack?

Each Membership package entitles different inclusions in the Membership Pack. These inclusions can be viewed under each package on the [Membership website](#).

What are my Member benefits?

To view your member benefits, please click [here](#).

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.

Payment

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.



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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 2024 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 11th 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. Wests Tigers Club, Interstate, Pet, and Cub Membership packages cannot be purchased via the partial payment program.

Wests Tigers Member Store

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 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.



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What can I redeem my credit on?

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

How long will my items take to arrive?

As we work with an international supplier your items will take between four and five weeks to arrive following redemption. You will receive an email once they are on their way.

Venues

What are our home venues this year?

In 2024 the Wests Tigers will return to their 2 traditional home grounds, Leichhardt Oval and Campbelltown Sports Stadium. The seating maps for these venues can be found on [Wests Tigers Website](#).

You can contact the stadiums directly via:

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

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

Ticketing

Do I receive a discount on home game tickets?

Yes, all 2024 Wests Tigers Members are eligible for a 10% discount on all home game tickets. Please contact the Membership team to access the codes.

Can I buy additional seats next to my reserved seat?

For any seating requests please contact the Membership team directly on (02) 8471 3300. All seating requests are subject to availability.

How do I redeem my Cody's Crew tickets?

All Cody's Crew Members will receive a digital Membership card to their email on file. Your digital Membership card will have a unique barcode. This barcode can then be entered into Ticketek for designated games which unlocks your complimentary tickets.

Do I receive a ticket discount on away games?

Wests Tigers Members receive away game discounts on applicable games with participating clubs. Please contact the Membership team to access codes.



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Do I get access to any special pre-sales?

Yes. Wests Tigers Members receive exclusive pre-sales for Wests Tigers Home games, State of Origin games and NRL Final Series games.

Game Day

How do I access the game?

2024 Wests Tigers Members can attend designated home games by scanning their 2024 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 eMembership card that is emailed to you.

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 2024 Membership entitles you to access or other Member benefits you are set to receive, please contact the Membership Team.

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 are given a two-week window to opt-out of this automatic rollover, whereby the Member needs to complete the opt-out form. No opt-out requests will be accepted verbally over the phone.

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.



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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 2023 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.

What can I do in my Membership account?

Your membership account allows you to:

- Renew your membership.
- Purchase additional membership products, including events or junior clinics.
- Update your personal details including contact details, payment details etc.

Is there a Membership loyalty program?

Yes, Wests Tigers values all their Members and rewards loyalty through a program which considers consecutive Membership tenure, commencing from 2007. Once Members reach certain milestones, they will receive a commemorative item from the club. To view our Member Loyalty program, click [here](#).

Service and Handling Fee

A service and handling fee of \$4.75 applies to all 2024 Membership transactions.