

2025 MEMBERSHIPS

AUTO RENEW - TERMS AND CONDITIONS



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AUTO RENEW PAYMENTS T&C'S – FLEXI PAYMENTS

1. The auto renewal flexi payment method is available to all Queensland Firebirds members in season 2025 and enables the member to pay their membership in either monthly instalments or as a one-off payment directly from a credit or debit card and to have their membership rollover from one Queensland Firebirds' season to another.
2. By committing to the auto renewal payment method, the member authorises the Queensland Firebirds to arrange a transfer of funds from the member's nominated debit or credit card for the amount applicable to the member's membership type. Members can select for payments to be deducted either in full or across 7 equal monthly instalments.
3. The auto renewal payment method rolls over the member's membership and payment each year for the following season. Payments are applied in the same method as when the member signed up.
4. In 2025 the payment process will be automatic and the member will be provided with two options for payment of future membership fees – a full rollover or a monthly instalments rollover. The payment process will remain as per 2024 eg upfront or part payment unless you request it to be changed manually.
5. For a full rollover, the total payment for the 2025 membership will be deducted from your nominated card when you confirm your 2025 membership in your account – this will go live and payment deducted on Monday 7th October 2024, and rollover for each successive year on the date confirmed by Queensland Firebirds each season.
6. For a monthly instalments rollover:
 - (a) The monthly payment will be the membership cost divided by 7 equal payments with the first payment applied at the time of purchase. If Auto Renewing this initial part payment will be Monday 7th October 2024.
 - (b) The subsequent 6 instalment payments will be processed each month after on the following dates:
 - i. Thursday 7th November 2024
 - ii. Saturday 7th December 2024 (Payment will be processed on the Monday)
 - iii. Tuesday 7th January 2024
 - iv. Friday 7th February 2024
 - v. Friday 7th March 2024
 - vi. Monday 7th April 2024

If the member signs onto the monthly instalment rollover payment plan after the initial payment date each monthly instalment payment will be processed on the 1st of every subsequent calendar month.

7. Members will be given at least 14 days written notice prior to the initial processing of payment that is set to rollover to the next season. If members do not wish for their membership and payments to rollover for the following season, they can opt out at this time prior to any payment being processed.

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8. All payments are managed and processed by a third party, Debit Success who charge a 4.12% processing fee per transaction, on top of the cost of the membership. Additional fees may apply from Debit Success subject to new accounts being set up.
9. If a payment run falls on a public holiday or weekend, the payment will be processed on the next business day.
10. It is the member's responsibility to ensure that there are sufficient funds available in the nominated bank account each month. Any fees levied to you by your financial institution for a dishonoured payment will be payable by the member.
11. Debit Success charge all customers a \$10 dishonour fee for missed payments.
12. It is the member's responsibility to notify both Queensland Firebirds and Debit Success of any changes to their financial institution details that will impact their monthly or annual payments.
13. If a member opts out of the payment method, they are only opting out of the auto renewal and will still receive Queensland Firebirds communications and information on their membership.
14. If any payment fails to process, further attempts will be made throughout the next two weeks to attempt to clear the fund transfer. The member will be contacted via SMS and email to advise of failed payments.
15. The Queensland Firebirds reserves the right to suspend or cancel a membership if on two consecutive occasions, a payment cannot be processed from the nominated account for the membership payment. Members will be notified in writing should this occur. This suspension will include game access, finals rights and invitations and access to Queensland Firebirds' events.
16. For suspended memberships, members can reactivate their game entry barcodes after all payments are up to date to the schedule outlined above. Please note that any payment plans set up with Debit Success to pay off Queensland Firebirds payments for membership, do not apply for consideration against the member's Queensland Firebirds membership.
17. Members with suspended memberships are advised that it may take up to two (2) business days to reinstate entitlements and game access.
Any outstanding balances from previous seasons must be paid in full before a new membership application and payments will be accepted.
18. If a member believes that a withdrawal has been initiated incorrectly, please contact Debit Success on 1800 148 848, alternatively contact us via email on firebirdmembership@netballq.org.au
19. The Queensland Firebirds reserves the right to amend these terms and conditions at any time.
20. If you believe a withdrawal has been initiated incorrectly, please contact Queensland Firebirds Membership department via email on firebirdmembership@netballq.org.au. You will receive a full refund of the withdrawal amount if we cannot substantiate the reason for the withdrawal.