

2025 MEMBERSHIPS

FREQUENTLY ASKED QUESTIONS (FAQS)



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MEMBERSHIP

HOW CAN I PURCHASE A QUEENSLAND FIREBIRDS 2024 MEMBERSHIP?

Members from the 2024 season, will have their packages available for renewal under their account they signed up with last year. If you are wanting to make changes to the seats and packages you had last year, please email through to the membership team. If you are looking to purchase a new membership, you can sign up online or email us at firebirdmembership@netballq.org.au. All our packages are available online for perusal at <https://firebirds.memberlink.net.au/memberhome>. Don't hesitate to email in and ask any questions.

WHEN DO 2025 MEMBERSHIPS GO ON SALE?

2025 Firebirds Memberships with select offerings are set to go on sale from September/October. This year we are offering three main windows.

AUTO RENEW – SUNDAY 29 SEPTEMBER

Members will be sent a series of emails ahead of time to opt in or out of the auto-renew process. Should you opt into auto renew- you will automatically be switched to your new membership category, with your same payment terms (flexi or up-front) from this season to be active from that date. This is the cut off date for you to have chosen auto renew on or off.

RENEWALS – PAYMENT TAKEN – MONDAY 7 OCTOBER

RENEWALS – CHANGE OF CATEGORY/ CHANGE OF PAYMENT / CHANGE OF SEAT / ADD OR REMOVE A FRIEND – MONDAY 30 SEPTEMBER – TUESDAY 29 OCTOBER

If you would like to make changes to your new 2025 Memberships, please let us know in advance via email or preferably by filling in the forms sent out via email. We are going to allow Members a week to renew their exact category and seat which then allows us to offer our existing members the opportunity to secure the best remaining seats or categories before going live to the general public.

We ask members wanting to make the change of category, adding or removing people or changing from part to full payment (or vice versa) to auto renew as no. Please then get in contact with the Membership Team with the full details or complete the forms that were emailed out for us to manually help you make those changes.

If you would like to just change seats we ask you to select the auto renew as yes and we can see what opportunities arise from remaining seats but any seats that may have become available.

NEW MEMBERSHIP SALES – WEDNESDAY 30 OCTOBER

New memberships will be available to purchase from this date – allowing new members the opportunity to put a Queensland Firebirds Membership under the Christmas Tree.

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WHAT IS AUTOMATIC RENEWAL?

Automatic renewal makes it easier than ever to lock in your Firebirds membership year on year. Your memberships will simply renew each year on a specific date for the upcoming season, without you having to lift a finger! In 2025 the functionality will be live and if you are registered for this process we encourage you to check your payment details.

WHEN WILL I RECEIVE MY MEMBERSHIP PACK?

Membership packs will begin their delivery process in December 2024 for the 2025 season and will take approximately 2 weeks to arrive. If you place a membership order from January onwards, we expect it take around 2-3 weeks for your pack to arrive to you. If you do not receive your membership pack in the above timeframes, please contact us immediately for assistance.

IS IT TRUE I CAN CUSTOMISE BY MEMBERSHIP PACK IN 2025?

Membership packs will not be automatically sent out. In 2025 we have designed a range of various products from member merch, lifestyle, drinkware, pet and baby for you to pick and choose what you really want. Alternatively, you may not want any items. More information will be sent to members on Mber+ and how to activate and use the credits. Even better some products you can personalise.

I LOST MY MEMBERSHIP CARD, HOW DO I GET A REPLACEMENT?

If you have lost or had your membership card/s stolen we can organise a replacement. There will be a \$10 fee for a replacement. This can be ordered by contacting the Membership team via email firebirdmembership@netballq.org.au. Otherwise, members can also organise e-tickets or a digital card for their phone wallet instead of having a membership card resent, at no charge. Members will receive information on the e-ticket process closer to the start of the season.

HOW DO I CLAIM THE TICKETS IN MY 3-GAME MEMBERSHIP?

Members will be sent a code to redeem their 3-Game membership tickets prior to tickets going on-sale to the general public. Once available, members will be able to choose from any of the 7 home games to attend, by entering the code sent in the password box prior to ticket type selection. More information on the redemption process will be sent to 3-Game members closer to the start of the season. Additional tickets for guests can be purchased at the same time as redemption. If you have any issues please contact the Membership team via email so we can assist you process tickets. firebirdmembership@netballq.org.au

WHAT HAPPENS IF I CAN'T ATTEND A GAME?

If a Season member cannot attend a home game for any reason, they are welcome to transfer their game entry ticket to friends or family to use, via their online account. Members cannot resell their membership tickets for any purpose, as per our Terms and Conditions. Any member in breach of this, risks having their membership cancelled without refund. If a 3-Game member cannot attend a home game they have pre-selected, please contact the Membership team via email with the details prior to the event. Providing the member has given 24 hours' notice before centre pass, the Club can

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cancel those tickets and the member can select from the remaining home games available. Alternatively, the above ticket transfer option is also available.

WHAT IS THE AGE FOR A JUNIOR MEMBER?

Junior Members must be aged under twelve (12) years old as of 31 December 2025. Proof of date of birth in the form of a birth certificate, passport or letter from the child's school, on official school letterhead signed by an authorised representative, must be provided at the time of purchase. Memberships will not be issued without proof of age.

WHAT IS THE DEFINITION OF A FAMILY MEMBERSHIP?

2025 Queensland Firebird family memberships consist of two (2) full adult and two (2) junior members. You also have the option to include additional junior members to your Family membership.

HOW DO I QUALIFY FOR A CONCESSION MEMBERSHIP?

To qualify for a concession membership, members must hold one of the following forms of concession ID for the duration of the Season, including Finals: Pension card, Full-time Student card, Senior's card, Veteran's Affairs card, Disability card or Carer's card. Proof of concession must be supplied at the time of purchase, with an expiry no earlier than 1 June 2025. If a member is no longer entitled to a concession card the member must contact the club and upgrade the membership to an adult.

Members holding a Health Care card are not eligible for a concession membership.

Members holding a Companion card will be entitled to an additional complimentary membership for their Companion to use to attend with the member on game days. Upon application of a Companion membership the Companion card number must be supplied.

HOW ARE SEATS ALLOCATED TO MEMBERS?

Renewing members have first rights to renew their existing membership seat from the previous season. These renewals must be made by Tuesday 29 September 2024. After this date, any unrenewed or unpaid seats will be released to the general public for new member to choose from. New Members can purchase any available seat at the time of their sign up. If a new member wishes to take over an unrenewed member seat, they can do so via registering their interest with the Club immediately at the time of sign up. Once the reserved seat cut-off date has passed, the Club will notify the new member if their seat preference is available.

HOW DO I FIX AN ERROR ON MY MEMBERSHIP CARD?

If any of the membership details are printed incorrectly on your member card, please contact the Membership team via email firebirdmembership@netballq.org.au for a replacement card, free of charge.

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HOW DO I FIND MY MEMBER NUMBER?

Your member number is located on the back of your membership card. It will also be sent at time of transaction as this will become your unique login to the portal. The number starts with QFB.

HOW DO I CHANGE MY CONTACT DETAILS?

Members can update their personal details online through their member account. To log in, simply use the member number and password – once in your account you will be free to make those changes. Alternatively, please contact the Membership team via email

firebirdmembership@netballq.org.au

HOW MANY GAMES WILL I GET TO SEE AND WHERE?

You can secure your place at all 7 home games via the seven-game membership options. Alternatively, there is also three-game membership options for you to choose your games. At time of on sale all home games will be played at Nissan Arena (590 Mains Road, Nathan Q 4111).

Please note, the 2025 Season Draw is yet to be announced by the league, with information expected later in the year. We will be in contact with our members with more information once it is available. Please note: Suncorp Super Netball and Netball Australia reserve the right to change the draw at any time, including the location of where matches are being played. Netball Queensland will not take any responsibility for lost travel costs, accommodation or otherwise in relation to these changes.

PAYMENT PLAN

CAN I PAY FOR MY MEMBERSHIP IN MONTHLY INSTALMENTS?

Yes, all Queensland Firebirds memberships and add-on products, can be purchased on a Payment Plan with 7 monthly instalments. The monthly payments commence on Monday 7 October 2024, and will run every month on the 7th of that month until all payments are cleared. If the 7th falls on a weekend the payment will be taken on the Monday. More information on the automatic renewal payment plan can be found at www.membership.firebirds.com.au.

CAN I PAY FOR MY MEMBERSHIP IN FULL?

Yes, full payment can be made upon purchasing or renewing your membership. Alternatively, if you are already paying your membership in instalments, you can pay the balance at any time during the Season. Members will remain on the automatic rollover until the member opts out.

WHAT HAPPENS IF MY FORTNIGHTLY MEMBERSHIP PAYMENT DECLINES?

If your payment does fail, the Queensland Firebirds Membership team, or associated third party (Debit Success), will be in contact to rectify the payment/s outstanding. Should you fall two or more instalments behind, your barcode will be blocked and membership entitlements will be suspended until payments have caught up.

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HOW DO I UPDATE MY ACCOUNT OR CREDIT CARD DETAILS?

If you need to update your credit card please log into your account to 'CHANGE PAYMENT DETAILS' in your Member Portal. If you are on the Payment Plan and have recently updated your credit card number or expiry date, please contact the Queensland Firebirds Membership team at firebirdmembership@netballq.org.au.

I CAN NO LONGER AFFORD MY MEMBERSHIP, CAN I CANCEL?

Members are entitled to cancel their membership at any stage throughout the season. To cancel your membership, please contact the Membership team on firebirdmembership@netballq.org.au. Please note that cancelled memberships do not automatically receive a refund. Please refer to the Membership 2025 Terms & Conditions for more information.

GAME DAY

HOW DO I GET TO NISSAN ARENA FOR FIREBIRDS HOME GAMES?

All game entry tickets including memberships, include free public transport to and from the venue. Simply head to www.translink.com.au to plan your journey or check out www.nissanarena.com.au or more information on venue access. Patrons can also use ride share providers or park on-site at the venue. Alternatively a member can buy a season car parking pass or individual game parking.

IS THERE PARKING AT NISSAN ARENA?

Members can pre-purchase carparks at Nissan Arena. The Club offers a season pass (7 games) for members to purchase a spot onsite at Nissan Arena for game day. The parking is not allocated, but all pre-purchased carparks are guaranteed access on game day. If you are interested in a carpark at Nissan Arena for all Firebirds home games. Parking isn't included in any 2025 Memberships but all ticketed members e.g. Reserve 7 Game or 3 Game – will be able to purchase a season pass for the season. Person with disability permits can contact the Memberships Team to organise theirs as an inclusion. Individual game parking can be purchased closer to the season via Ticketek.com.au.

WHERE ARE MY SEATS LOCATED?

A seating map is available on our website under Members and is also available under the packages if you want a more specific look to see which sections are included in each membership.

I LEFT MY MEMBER CARD AT HOME, CAN I STILL COME TO THE GAME?

Absolutely! If members forget or lose their member card on game day, you can still access the game. You can log on to your online account and download an e-ticket for the match, or visit the Membership team when you arrive at the game to have your ticket printed. Issuing of an e-ticket or paper ticket will invalidate your member card for that game.

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CAN I BRING MY OWN FOOD AND DRINKS WITH ME?

Members may bring small portions of food and drink bottles (excluding commercial products) into the centre. Nissan Arena will also have catering outlets open throughout all events. Members will not be permitted to bring glass or excessively large items. Visit the venue website www.nissanarena.com.au closer to the event for information on any restrictions.

OTHER

DOES MY MEMBERSHIP GIVE ME ACCESS TO THE SUNCORP SUPER NETBALL FINALS MATCHES?

The Suncorp Super Netball finals matches are conducted by Netball Australia and as such, your season membership does not include entry to these fixtures. However, all Queensland Firebirds Members will be provided a priority access member pre-sale, should we host a 2025 home final. Should you purchase finals tickets, please note you will not be guaranteed access to your same seat during finals matches.

DO I GET TO SIT IN MY REGULAR SEAT AT FINALS SERIES MATCHES?

As the Suncorp Super Netball finals matches are conducted by Netball Australia you are not guaranteed access to your same seat as regular season matches. However, priority access should ensure all Queensland Firebirds members have an opportunity to purchase the best seats in the house before they go on sale to the general public.

DOES MY MEMBERSHIP ALLOW ME TO TRAVEL AND WATCH THE FIREBIRDS AWAY?

The season membership covers home matches only. However, tickets to away matches can be organised by talking to the Firebirds membership team via email at: firebirdmembership@netballq.org.au.

HOW DO I APPLY FOR ACCESSIBLE SEATING?

Members requiring accessible seating will need to purchase a 7 game reserved or 3 game reserved ticket through the membership portal. All accessible seating located within Nissan Arena is available directly behind the Reserved seating sections.

Accessible seating will be provided to those patrons who require:

Wheelchair seating

Companion card holders

Seating with limited steps

Vision and hearing impairments; and

other accessibility requirements, subject to availability.

If purchasing online please enter all specific requirements in the box provided on the website or contact the membership team directly by emailing firebirdmembership@netballq.org.au and our staff will process your membership accordingly.

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IS THERE ACCESS TO DISABLED PARKING?

Yes, limited disabled parking is available. For information on disabled parking at Nissan Arena on (07) 3426 9500 to book your season parking or contact the membership team directly by emailing firebirdmembership@netballq.org.au. Bookings will open a month before the first game.

WHO DO I CONTACT IF I HAVE A QUESTION ABOUT MY FIREBIRDS MEMBERSHIP?

Preferred and quickest contact is via email at firebirdmembership@netballq.org.au.