



## **ADELAIDE 36ERS MEMBERSHIP & TICKETING PACKAGES**

### **Terms & Conditions**

Benefits and conditions of membership are subject to change and at the discretion of Adelaide Basketball Pty Ltd.

#### **MEMBERSHIP CLASSIFICATION**

There are no voting rights. Adelaide 36ers Membership fees are non-refundable and benefits are non-transferable. On-selling Adelaide 36ers Membership benefits is a breach of the terms and conditions and penalties apply for offending members (including cancellation of Adelaide 36ers Membership)

#### **SEASON PASS CLASSIFICATION**

An Adelaide 36ers Season Pass subscription provides access to entry to minor round Adelaide 36ers games for the 2016/17 season. Season passes can be transferred to a like person, eg. Adult members may allow another adult to use their season pass to a game they cannot attend.

#### **REFUND POLICY**

Exchanges or refunds are not available on memberships, ticketing packages or additional products purchased.

#### **MONTHLY PAYMENT PLAN**

Monthly payments for the 2016/17 season will begin on 16 March 2016 and conclude on 16 November 2016.

Fortnightly payments for the 2016/17 season begin March 8 and conclude November 29, 2016.

When selecting the monthly or fortnightly payment option, you agree to be charged for previous months/weeks charges in the initial payment (if applicable) before it returns to the normal payment schedule in the following month.

Where possible, we encourage members to provide an alternate credit card in case of card rejection and to ensure that make up payments are at a minimum.

#### **CREDIT CARD FEES**

A credit card fee of up to 1.95% per transaction will be charged for every credit card transaction. This includes the fee for each monthly payment plan and outright payments for memberships.

#### **MEMBERSHIP AND SEASON PASS CARDS**

Adelaide 36ers season pass holders are required to carry their membership and season pass

card with them when attending a home game or club function. Adelaide 36ers season pass holders who do not have their valid season pass card with them when attending a home game may be required to pay an entrance fee.

### **LOST / STOLEN ADELAIDE 36ERS MEMBERSHIP AND SEASON PASS CARDS**

If an Adelaide 36ers Membership or Season Pass card is lost, the member will be required to provide the Adelaide 36ers with appropriate identification when receiving a card replacement. A fee of \$10 may apply.

In the instance of a stolen Adelaide 36ers Membership or Season Pass card, the Membership or Season Pass card will be replaced at no cost upon provision of a police report detailing the theft.

### **ADELAIDE 36ERS MEMBER CODE OF CONDUCT**

Whilst barracking and supporting your club is a vital part of the game, offensive language or offensive behaviour and gestures are not in the spirit of the game.

Likewise, aggressive behaviour, including yelling and swearing will not be tolerated. Furthermore, Adelaide 36ers season pass holders and members who consume alcohol on a game day are to do so responsibly so that their behaviour does not adversely impact the event for other patrons within the arena and surrounds – drunkenness will not be tolerated.

Adelaide 36ers Members who breach the behaviour code of conduct may face membership penalties including cancellation without refund.

If an Adelaide 36ers Season Pass holder or Member is to encounter a problem on the day/night of a game, we ask that they contact an attendant or security guard to assist in dealing with the problem. Alternatively, a text can be sent to 0427 795 579 on game day which will alert security to an issue. Ensure that seat location and the situation that is occurring is brief and succinct to allow security to respond appropriately and timely.

### **GENERAL ARENA RULES**

Patrons are not permitted to bring alcohol into any venue and must adhere to strict restrictions placed on alcohol consumption in designated areas in the venue. It should be noted that glass containers are not permitted in the venue.

Smoking: The Titanium Security Arena is a smoke free venue.

### **DRESS STANDARDS**

All dining rooms within the Titanium Security Arena maintain dress standards. The dress standard is neat casual – thongs and singlets are not permitted. Replica basketball singlets may be worn. Adelaide 36ers Season Pass holders, Members and fans who are not appropriately presented may be denied entry.

### **FINALS**

Adelaide 36ers Ticket Packages and Membership does not include any finals tickets played at the Titanium Security Arena, however Members with a Season Pass or Ticket Package have first rights to purchase seats for the finals. Members who have not purchased any ticket package have second rights to purchase seats to finals.

## **MEMBERS PRIVACY**

The Adelaide 36ers recognises the importance of your privacy. All information collected by the Adelaide 36ers will be handled in accordance with the applicable provisions of the Commonwealth privacy legislation and these terms and conditions.

## **CATEGORY DEFINITIONS**

### **MEMBERSHIP**

Adelaide 36ers Members will receive a member's pack according to the package they have selected. Once chosen, this cannot be changed or refunded.

### **ALLEY-OOP SEASON PASS**

Adelaide 36ers Alley-oop season pass seats are situated in row C, D or E on the north or south side of the arena. Alley-oop season pass holders also have a car park pass included in their season pass.

### **APOLLO SEASON PASS**

Adelaide 36ers Apollo season pass seats are situated below the concourse level on the north and south side of the arena, the eastern end and western end of the arena, excluding the middle section of both ends and above the concourse on the north of the arena.

### **SLAM DUNK SEASON PASS**

Adelaide 36ers Slam Dunk season pass seats are situated below the concourse level in the section directly behind the basket on the eastern and western sides of the arena.

### **CHERRY PICKER SEASON PASS**

Adelaide 36ers Cherry Picker seats are situated in the South Upper Grandstand located above the concourse on the southern side of the arena.

### **3-GAME PASS**

Once you have purchased the three game pass in either the Apollo or Slam Dunk section your games will be held as ticket credits called Adelaide 36ers Game 1, Adelaide 36ers Game 2 and Adelaide 36ers Game 3 in your Membership Portal account.

You can exchange your credits by clicking Manage My Tickets and they will be located in March 2017. Your ticket credits can only be exchanged for game tickets online.

If you have not used your credits by the end of the minor round, all credits will be forfeited. No refunds or exchanges on any Ticket Pass purchases.

### **5-GAME PASS**

Once you have purchased the five game pass in either the Apollo or Slam Dunk section your games will be held as ticket credits called Adelaide 36ers Game 1, Adelaide 36ers Game 2, Adelaide 36ers Game 3, Adelaide 36ers Game 4 and Adelaide 36ers Game 5 in your Membership Portal account.

You can exchange your credits by clicking Manage My Tickets and they will be located in March 2017. Your ticket credits can only be exchanged for game tickets online.

If you have not used your credits by the end of the minor round, all credits will be forfeited. No refunds or exchanges on any Ticket Pass purchases.

### **CONCESSION**

To obtain a concession discount on your Adelaide 36ers Ticket Package, you must show or supply a coloured copy of your valid Federal Government supplied Pension Card, a valid Seniors Card or full time Tertiary or Secondary School Card. Should you fail to provide the Club a valid Concession card, your membership and ticket package will be charged at an adult rate.

### **CHILD**

To be eligible for a Child Adelaide 36ers Membership or ticketing package, you must be under the age of 15 years as at 1 January 2016. Children under the age of 5 years may obtain free entry and are required to sit on the lap of their parent or guardian.

### **COMPANION CARD**

The Adelaide 36ers have limited spaces for companion card holders and must contact the Club directly for access. A valid Companion Card must be shown to qualify for this offer. Once capacity of limited space has been reached, it will be a case by case basis to approve.

### **ABSENTEE MEMBERSHIP**

An Absentee Season Pass allows you to place your membership on hold for a season and allows you to return to the same membership status and seat number when your circumstances change. A fee of \$50.00 applies per season. This can only be done by contacting the Club directly on 08 8345 0900.



## NOTICE TO PATRONS - CONDITIONS OF ENTRY

Smoking is not permitted anywhere inside the venue.

Due to safety reasons, strollers and prams are not permitted into venue seating bowl.

Unauthorised soliciting and customer surveying is not permitted.

No running is permitted inside the venue.

No climbing over chairs is permitted inside the venue.

Customers are not permitted to throw any objects around or within the seating areas.

Patrons are requested to note that it is a condition of entry that no Prohibited Goods are brought on to the premises.

The following items are considered Prohibited Goods:

- Alcoholic beverages and Glassware;
- Flares or other explosive or flammable goods or equipment;
- Firearms, knives or any other implement / item that in the opinion of the Adelaide Arena may be used as a weapon;
- Laser pointers and any other device that in the opinion of the Adelaide Arena may interfere with the players or event;
- Market umbrellas;
- Animals other than Assistance dogs;
- Any item or attire that may be considered offensive by the Adelaide Arena's authorised representative.
- Vuvuzelas, whistles and air-horns.

Please also note that it is a condition of entry to the premises that all bags and other carriers are allowed to be searched for Prohibited Goods by the Titanium Security Arena's authorised representatives. The Titanium Security Arena has the right to conduct metal detector searches for any of the Prohibited Goods. If found, the Titanium Security Arena's authorised representatives, will not allow Prohibited Goods to be brought on to the premises. The Titanium Security Arena's authorised representatives may also prohibit entry to the premises of any person found to be in the possession of Prohibited Goods.

Patrons refusing to be searched by the Adelaide Arena's authorised representatives or who are in possession of Prohibited Goods will be refused entry and/or expelled from the venue.

The Titanium Security Arena also reserves the right to refuse entry and to remove any person that:

- Behaves in a provocative, disorderly, insulting, offensive, objectionable or unsafe manner;
- Engages or participates in any conduct, protest or demonstration that may disturb or offend others or which may disrupt or hinder proceedings;
- Enters the court, players race, change rooms or other restricted area; and/or
- Fails to immediately follow the direction of any official or venue staff.

A person may only take images of activities at the venue for personal use and must not make available any images for commercial exploitation, sale or distribution by any person unless accredited and authorised to do so. Where the venue or the game staff reasonably suspect that images are being taken for non-personal use, the person taking the images will be liable to immediate removal from the venue at the direction of the venue or game staff.

A person found breaching the Conditions of Entry is not entitled to a refund of any money paid for admission to the venue. These measures are in the interest of patron safety and enjoyment, and the co-operation of the public in assisting with these measures is greatly appreciated.

