



## 2024 Cronulla Sharks Membership FAQs

### Membership Renewal

**1. When does Membership go on sale for the 2024 Season if I am a renewing Member?**

2024 Membership renewals will begin October 23. If you were a Member in 2023, you can [click here](#) to renew your Membership. If you would like to become a Member for the first time, [click here](#), to view all our 2024 package options which will be available from November 14.

**2. How do I know if my Membership will automatically renew?**

When purchasing your Membership for the 2023 Season, you would have been given the option for your Membership to automatically renew for the following Season. If you would like to check to see if your Membership will automatically renew for the following season, you can do so by logging into your Membership Portal.

**3. When will my Membership automatically renew?**

If your Membership is set up on auto renewal, your 2024 Membership payment will be processed on October 23. You will also receive an email from us at least 2 weeks prior to payment being debited from your account as a reminder.

**4. Can I opt out of automatic renewal?**

You can opt out of your Membership automatically renewing by updating this on your online Membership Portal or emailing the Membership Team on [members@sharks.com.au](mailto:members@sharks.com.au) with your Member Number and name no later than October 9.

**5. How do I change my Membership Package for 2024?**

If your Membership is set up to automatically renew you will need to opt out of this first. Once you have opted out, you can then browse our Membership Website to find a Membership Package that you feel as though may be more appropriate. If you need help choosing a Membership, you can contact the Membership team.

**6. How will I know my Membership has been renewed?**

You will receive a confirmation email once your Membership has been renewed and the funds have been debited from your account. If you are unsure whether your Membership has been renewed, please contact the Membership Team.

**7. Will I automatically get the same seat as I had in 2023?**

If you are a Reserved Seat Member and you renew your Membership prior to the same seat deadline, you will automatically receive your seat that you held in 2023.



## New Membership

### 1. Why should I become a Cronulla Sharks Member?

Members' play a critical role in the success of the Cronulla Sharks both on and off the field and are the lifeblood of the club. Our Members' passion and support for this great club is what inspires and drives our players. If you want to guarantee entry into our games, it is also vital to purchase a Membership due to the restricted capacity limits due to continued construction. With multiple sell outs throughout the 2023 Season, it is vital to become a Member if you want to guarantee your entry.

### 2. If I am a new Member, when will I be able to purchase a Membership?

New Members will be able to purchase Memberships from November 14.

### 3. How do I become a 2024 Member?

2024 Membership Renewal begins October 23. If you were a Member in 2023, you can [click here](#), to renew your Membership. If you would like to become a Member for the first time, [click here](#), to view all of your 2024 Package options which will be available from November 14.

### 4. What kind of Membership options are available?

There are 4 broad types of Membership options available, allowing every fan to become a Member.

1. Full Season – This Membership guarantees you entry into every Cronulla Sharks PointsBet Stadium home game for either Reserved Seats or General Admission.
2. Part Season – This Membership allows you to redeem a General Admission ticket for entry into a limited amount of Cronulla Sharks PointsBet Stadium Home Games.
3. Country & Interstate – This Membership is for Members that are unable to get to Cronulla Sharks PointsBet Stadium home games but are able to attend our away games.
4. Non-Ticketed – This Membership is for someone that can't get to games but would like to show their support to the club.

### 5. How will my Reserved Seat be allocated?

New Reserved Seat Members will be allocated their seat on a best available basis according to the category of Membership and time it was purchased. If you have a specific seating request, please note this at the time of purchase.

## Membership Packages and the Mber+ Portal

### 1. What is Mber+ Portal?

The Mber+ portal is an online platform which allows eligible 2024 Members to customise their Membership Pack with a range of items, some of which can be personalised. Each Member will receive a credit amount which they will be able to use to redeem items in the Portal.



**2. How do I begin?**

The Mber+ Portal will launch shortly after Memberships do for the 2024 Season. The Primary Account Holder (PAH) who purchased the Membership will receive an introductory email with a username and further information with how to establish an account. Members who renew or purchase a 2024 Membership should expect to receive the email within a week of their purchase.

**3. I am a 2024 Member, however I have not received an email about the Mber+ Portal?**

If you have not received your email within a week of your purchase, contact the Membership team on [members@sharks.com.au](mailto:members@sharks.com.au).

**4. How do I start building my Membership Package?**

Once you have received your introductory email and created an account, you will be able to log into the portal with the username provided and the password you created. Once signed in, you will be able to redeem and create your 2024 Membership pack and spend the assigned credit for yourself and your secondary account holders.

**5. Who receives a Membership Package and credit?**

All Members who have purchased a 2024 Membership are entitled to receive a Membership pack which are redeemed using their credit on the Mber+ Portal.

**6. How much credit do I receive?**

Once your Mber+ Portal account has been created, you can log into your account, and you will see your credit value in the top righthand corner of the screen. If you are the Parent Account Holder (PAH) you will hold the credit in your account for all of the Members linked to your account. This credit can be used to redeem items for your category of Membership (Adult, Junior, Baby, Pet) as well as contribute to the postage and handling fees associated with your order.

**7. How do I apply my credit to my order?**

Once you have selected all the items you wish to purchase, proceed to the checkout and your credit should automatically be deducted from the total of your order.

**8. Does my credit also cover the postage and handling fees?**

Yes, the credit can be used to cover the cost of the postage and handling fees.

**9. Can I spend more in the portal than the assigned credit?**

In 2024 you will be able to design your Membership pack in any way you desire. With the large variety of items on offer, there is no limit as to what can be included in your Membership Pack. If you do exceed the amount of credit value, you are able to pay the excess by entering your payment details. If at a later time you would like to add more items, you can always sign back into your account and purchase additional items in another transaction.



**10. When will my credit expire?**

Your credit will not be carried over to the following season so if you wish to redeem items from the Mber+ Portal, you must redeem your credit by August, 1. You will not receive a Membership pack unless you redeem your items, and you will not be entitled to any additional credit moving forward if you do not receive a Membership Pack.

**11. How can I personalise my Membership Pack inclusion items?**

Only selected items on the Mber+ Portal can be personalised with your choice of artwork design. Simply select which artwork you want within the product page prior to adding the item to your cart.

**12. What are the delivery timings on my order?**

Your Membership items are made to order. For Standard Shipping allow 10-14 working days, for Express Shipping allow 7-12 working days.

**13. I have placed an order, but I have not received my items yet.**

Once your order has been dispatched from the warehouse, you will receive a dispatch email which will contain a tracking number for the package along with the link. Follow the link and input your tracking number to see updates on your delivery. Please note that if your package has had an unsuccessful attempt to deliver to your address, it will be returned to us to contact you and resent out to you. For Standard Shipping allow 10-14 working days, for Express Shipping allow 7-12 working days. If your wait time exceeds these timeframes, please get in contact with us on [members@sharks.com.au](mailto:members@sharks.com.au) and include your order reference number.

**14. I received my order however there are items that are missing / damaged.**

If you have received your package but there is an issue, email us on [members@sharks.com.au](mailto:members@sharks.com.au) with your order reference number as well as any photos you can share.

**15. Can my credit be used at the Sharks Store instead?**

No, your credit is exclusive to the Mber+ Portal and cannot be redeemed or transferred to the Sharks Store.

## Member Classifications

**1. Junior Definition**

A child is eligible for a Junior Membership if they are aged between 4 and 16 years at the date of purchase. Please note that a name and date of birth is required for each junior Member. Please note children aged below three years old do not require a Membership or ticket providing that they are seated on their parent's lap or do not take up a seat.



## **2. Concession Definition**

The following Concession Card holders are eligible to purchase a Concession Membership: a holder of a Department of Social Services, Pensioner Concession (aged / single parent / disability), Veteran Affairs or current full-time Student Card. Senior and benefit cards do not qualify.

## **3. What does a Family Membership consist of?**

A Family Membership is comprised of 1 or 2 Adults and 2-4 Juniors aged between four and 16 years of age at the date of purchase.

## **4. Do the Sharks recognise Companion Cards?**

Yes, the Cronulla Sharks do recognise Companion Cards. Companion Card holders are eligible for complimentary entry to Cronulla Sharks PointsBet Stadium home games, with paying concession Members for the 2024 Season. To redeem the Companion Card Membership, this must be processed over the phone, you can contact the Membership Team on 1300 742 757.

## **5. Can children enter games for free?**

Children 3 years and younger receive free entry to PointsBet Stadium home games, however they are not allocated a reserved seat or Membership unless purchased.

## Payment

### **1. Can I pay for my Membership in instalments?**

For all Cronulla Sharks Memberships, we offer the Membership to be paid off in monthly instalments, which is controlled by an external company called Debitsuccess. Payments are debited from the Members credit card on the 14<sup>th</sup> of each month.

### **2. Are there any additional fee charges for choosing the part payment option?**

All part payment purchases incur a 4.12% transaction fee per instalment and a one-off \$5 fee on all new accounts. Penalty fees of \$14.95 will apply for all missed payment, payable directly to Debitsuccess.

### **3. Are there any additional fee charges on my Membership?**

A one off Ticketek Service and Handling fee of \$4.75 per transaction applies to all Memberships at the time of purchase.

### **4. How can I update my credit card details?**

If you are on a part payment plan and need to update your credit card details, you can update your details online via the Ticketek Member Portal or contact Debitsuccess directly on 1800 148 848.

### **5. I have not completed my payment plan for my 2023 membership. Can I still renew?**

Members will be unable to renew a Membership for the 2024 Season who are yet to complete their 2023 payments. Please contact the Cronulla Sharks Membership Team on [members@sharks.com.au](mailto:members@sharks.com.au) or 1300 742 757 to discuss options available to you.



**6. I pay by instalments, and I need to update my payment details, change my payment schedule, or make a catch-up payment. How can I do that?**

Contact Debitsuccess through their customer service team on 1800 148 848. You can make a payment online anytime at [www.paynow.debitsuccess.com](http://www.paynow.debitsuccess.com) or email through an enquiry to [customerservice@debitsuccess.com](mailto:customerservice@debitsuccess.com).

## Seat allocations and requests

**1. What and when is the same seat deadline?**

All 2023 Reserved Seat Members will have up until 5pm Friday November 3, 2023, to renew their Membership for the 2024 Season to ensure they retain their same seat. On Monday November 13, 2023, all unrenewed Reserved Seats will be released and the Seat Request process will begin for those who have made one.

**2. How can I change or upgrade my seat?**

Members looking to upgrade or change their seat for the 2024 Season, are advised to contact the Membership Team to discuss the options available to them. Members will then be prompted to email [members@sharks.com.au](mailto:members@sharks.com.au) with their seating request. From Monday November 13, 2023, seating requests will be actioned based on the Seat Request order and availability.

**3. If after attending a game I am not happy with my seat, can I request to change?**

If you attend a game and you are unhappy with your seat, contact the Membership Team on [members@sharks.com.au](mailto:members@sharks.com.au) or 1300 742 757 and we will do our best to arrange a new seat for you, subject to availability.

**4. What categories are Reserved Seat Memberships?**

We have 4 Reserved Seat categories

1. ET Upper/Lower (Sold Out, waiting list available)
2. Peter Burns Upper/Lower
3. Monty Porter Stand
4. Concourse

**5. What is a General Admission Membership?**

General Admission Membership allows Member's flexibility to stand anywhere around the ground or sit in any of the General Admission Reserved Seating, however this is based on a first in best dressed basis.

**6. Are there any seats in the General Admission area?**

At the Northern end of the ground, there are 6 bays (Bays 7-12) directly behind the goal posts that are reserved for General Admission Members, however these are based on a first in best dressed basis.

**7. How do I make a seating request?**

Seating requests can be made by emailing the Membership Team on [members@sharks.com.au](mailto:members@sharks.com.au).



**8. Can I upgrade ticket from General Admission to a Reserved Seat on Game Day?**

No, General Admission tickets are unable to be upgraded to a Reserved Seat on Game Day due to availability.

**9. Can I see if my seating request is granted prior to paying for my Membership?**

Seat Requests can only occur once a Membership has been paid for which means a seating request cannot be placed prior to your purchase. We are also unable to place seats on hold for Members prior to purchase.

## 2024 Season Draw

**1. When will the 2024 Season Draw be released?**

The 2024 Season Draw will be released in late November 2023.

**2. Will the Sharks be playing any home games outside of Sydney?**

Yes, the Cronulla Sharks will be taking 1 home game to the Coffs Coast and 1 game to Magic Round.

**3. Is the Coffs Harbour Game included in my Membership?**

No, the Coffs Harbour Game is not included in your Membership, if you would like to attend this game you will have to purchase a ticket for an additional cost (unless you purchase the Coffs Coast Country & Interstate Membership).

**4. If the Magic Round game included in my Membership?**

No, our Magic Round game is not included in your Membership, if you would like to attend this game you will have to purchase a ticket for an additional cost (unless you purchase the Magic Round Country & Interstate Membership).

## Game Day

**1. What if my Membership Card is lost or stolen?**

If you have lost or had your Membership Card stolen, please contact the Membership Team to arrange a replacement card. A replacement card can be sent out with a fee of \$10. Alternatively, we can have a digital Membership Card sent to you which you can add to your digital wallet on your phone or use the printout PDF version of your card.

**2. What if I forget my Membership Card on Game Day?**

If you forget to bring your Membership Card to PointsBet Stadium home games, you can follow the [link](#) to the PDF Guide online to resend your ticket to yourself via the Ticketek Portal. The Membership Team can provide you with a replacement ticket for the day. The Membership team can be located next to the Western Ticket Box, closest to gate 2, out the front of the Stadium.

**3. Is my Membership Card transferable?**

Membership cards are transferable if they are transferred to a person of equal or lesser status. Eg. An adult cannot gain entry using a Junior Membership.



**4. Can I bring flags and banners into the Stadium?**

If your flag is oversized, you will need to get approval off the Membership and Game Day Team. Please send an email to [members@sharks.com.au](mailto:members@sharks.com.au) with an image of the flag or banner, along with the size and location of where you are sitting.

**5. Is public transport included with my membership?**

Yes, transport via trains is included in your Membership and Tickets to PointsBet Stadium home games.

**6. If I am unable to make it to a game, can I give my Membership to someone else?**

If for any reason you are unable to attend a PointsBet Stadium home game, you may give your membership card to someone else to use. Please be aware that transfer of a Membership for game day entry is subject to the membership classification (i.e., an adult can't enter on a junior membership), and this cannot be upgraded to gain entry to an individual game.

### Seat Resale

**1. What is Seat Re-Sale?**

Seat Re-Sale has been developed by Ticketek and the Cronulla Sharks to enable Full Season Members who aren't able to attend a game to sell their seat to another Member or fan that does wish to attend.

**2. How do I begin?**

Login to the Membership Portal, view your Order History and select the seats you wish to re-sell for a particular game. A guide with further information can be found [here](#) (link to guide).

**3. I am a 2024 Member, however I don't seem to be able to access Seat Re-Sale?**

Seat Re-Sale is only available to Full Season Members. Therefore, only Members that have purchased a Reserved Seat or General Admission Membership for 2024 will be able to access this feature. If you hold a Full Season Membership and can't access the Seat Re-Sale via the Membership Portal, please contact the Membership team on [members@sharks.com.au](mailto:members@sharks.com.au)

**4. What do I receive for re-selling my seat for a game?**

If a Members Reserved Seat or General Admission Ticket put up for resale is successfully purchased, they will receive the vale off their 2025 Members in accordance with the below table;

	<b>Adult</b>	<b>Concession</b>	<b>Junior</b>
<b>General Admission</b>	\$15	\$13	\$9
<b>Concourse</b>	\$17	\$15	\$11
<b>Peter Burns</b>	\$23	\$21	\$14
<b>Monty Porter</b>	\$23	\$21	\$14
<b>ET Lower</b>	\$29	\$26	\$20
<b>ET Upper</b>	\$31	\$29	\$24





**5. What do I receive if my seat isn't purchased by another Member or fan?**

If your seat, or one of your seats, isn't re-sold, you won't receive any deduction off your Membership to the value of your seat. The Membership Team will endeavour to contact you if your seat wasn't purchased by another Member or fan.

General Admission Members are advised that Memberships put up for re-sale will only be sold once the initial allocation of General Admission tickets have been exhausted for the chosen game.

**6. Do I have to re-sell my seat if I am unable to attend a game?**

No, if you are unable to attend a Cronulla Sharks home game, you don't need to partake in the Seat Re-Sale. If you know that you are unable to attend a game and don't put your seat up for re-sale however, you may be preventing other Cronulla Sharks Members or fans from attending the game, and be missing out receiving a discount on your 2025 Membership.

## General enquiries

**1. What is a Cronulla Sharks Membership?**

Our Members are the lifeblood of our club and is the best way to show your support to the club. Think of it as being a part of the official fan club of the Sharks whilst at the same time supporting the club financially so the Cronulla Sharks have the best chance of success.

Becoming a Cronulla Sharks Member means you are more than just a fan, you are a part of the Sharks NRL Team.

**2. What is the difference between a Football Club and a Leagues Club Membership?**

A Leagues Club Membership is for our Sharks Leagues Club (which includes Kareela and our newly renovated Woolooware precinct due for completion in mid-2024) who run their own separate program. A Football Club Members is the only Membership of the Cronulla Sharks and the only Membership that directly supports the Cronulla Sharks NRL Team.

**3. What is a Ticketed Membership?**

A Ticketed Membership provides a Member access to Cronulla Sharks PointsBet Stadium home games. Access to these games is included in the purchase price of the package.

Ticketed Memberships can be purchased to access all PointsBet Stadium home games (Reserved Seat, Full Season General Admission) or some PointsBet Stadium home games (Flexi Membership).

**4. What is a non-ticketed Membership?**

A Non-Ticketed Membership does not provide a Member access to PointsBet Stadium home games. If a Non-Ticketed Member wishes to attend a PointsBet Stadium Home Game, they can do so by purchasing a Ticket through the Ticketek Website. All Cronulla Sharks Members are provided with a discount code to receive 10% discount on tickets for all PointsBet Stadium home games.



**CRONULLA SHARKS**

PO Box 2219,  
Taren Point, NSW, 2229

Ph: (02) 9521 5555

ABN: 86 002 692 186

**5. Can I purchase a Membership as a gift?**

We recommend putting the membership in the name of the person who will receive the gift, however, to avoid spoiling the surprise, please list your own contact details. Once the gift has been received, please contact the Membership Team to update their details so we can continue to update them on Cronulla Sharks news and events.

**6. How does the Flexi Membership work?**

A Flexi Membership entitles 1 person entry to either 3 or 5 PointsBet Stadium Home Games. Shortly after the purchase of your Membership, you should receive a unique code from Ticketek that you will use to redeem your complimentary Ticket.

**7. Do I get a discount on Away Game tickets?**

Discounts for away matches are subject to the hosting team. Please keep an eye on your email for updates throughout the season.

**8. Do I get a discount on PointsBet Stadium tickets?**

All Cronulla Sharks Members are entitled to a 10% discount on additional PointsBet Stadium home game tickets.