



2024 CRONULLA SHARKS

MEMBER'S GUIDE

HOW TO RENEW YOUR
MEMBERSHIP ONLINE

2024
MEMBERSHIP

HOW TO RENEW YOUR MEMBERSHIP ONLINE

1. **Log into your Member account via the Ticketek Portal (Note: Your Member Number is your Username)**

Forgotten your password?

If you forgotten your password or logging in for the first time, please use the reset password button to activate your account.

RESET PASSWORD

Not a member yet? - Please choose a membership package to suit your needs and follow the steps to register your details.

Member login

Please sign in to manage your account (your username is your Member Number).

Username

Your member number

Password

[Forgotten your password?](#)

.....

SIGN IN

Remember my username
Uncheck if you are on a shared computer.

2. **The “Update Account Details” page will automatically appear. Please check these details thoroughly before clicking the “Continue” button. If changes need to be made, make the changes and scroll to the bottom of the page and click the “Save” button.**
3. **You will then be taken to the “Package Information” page which is where your Renewal Membership Package will be. This particular Member has 2 Adult and 1 Concession Membership Package along with 1 Pet Membership.**

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|-----------------------|------------------|-----------------|--|----------|------------------------|
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Concessi | Seating Info & Preferences | \$460.00 | Remove |

Change Delivery Method: Membership Card

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|----------------|--|---------|------------------------|
| ██████████ | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method: Membership Card



4. Check the “Member Name” assigned to each individual Membership are correct and correlate to the correct “Price Type”. NOTE: This is the name that will appear on the Membership Card

| Package Information | | | | | | |
|---------------------|-----------------------|------------------|-----------------|--|----------|------------------------|
| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
| [Redacted] | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] | ET Upper - Reserved ‡ | ET Upper | Member Concessi | Seating Info & Preferences | \$460.00 | Remove |

Change Delivery Method:

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|----------------|--|---------|------------------------|
| [Redacted] | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method:

5. If all details are correct, scroll down where you will be able to select your “Renewal Preference for the following Season.

If the box is ticked, your Membership will Automatically renew for the 2024 Season. If you would prefer to manually renew your Membership for the 2024 Season, ensure the box is unticked.

Renewal Preference

Rolling renewal means we do all the work for you! Rest assured, we always contact you each season before rolling your membership over. If you wish to opt-out of having your membership(s) automatically renewed (rolling renewal) each season please uncheck this box.

6. Under Payment details, you can select to either Pay the Membership is full (Credit Card option) or in 10 monthly instalments (Part Payment option)

Enter your Card Details in the “Payment Details” Section. Once completed select the “Submit Payment” button.

Payment Details

Pay with: Credit Card Part Payment

Credit Card Details For: [Redacted]

*Card Type: Mastercard Visa American Express

*Card No:

*Name On Card:

*Expiry Date:

*CVC: ?

Securely save card details to my account
Card used must be that of the account holder.



CHANGING MEMBERSHIP PRICE TYPE (EG. JUNIOR TO ADULT)

1. Log into your Member account via the Ticketek Portal (Note: Your Member Number is your Username)

Forgotten your password?

If you forgotten your password or logging in for the first time, please use the reset password button to activate your account.

RESET PASSWORD

Not a member yet? - Please choose a membership package to suit your needs and follow the steps to register your details.

Member login

Please sign in to manage your account (your username is your Member Number).

Username

Your member number

Password




.....


[Forgotten your password?](#)

SIGN IN

Remember my username
Uncheck if you are on a shared computer.

2. The “Update Account Details” page will automatically appear. Please check these details thoroughly before clicking the “Continue” button. If changes need to be made, make the changes and scroll to the bottom of the page and click the “Save” button.
3. You will then be taken to the “Package Information” page which is where your Renewal Membership Package will be. This particular Member has 2 Adult and 1 Concession Membership Package along with 1 Pet Membership.

| Package Information | | | | | | |
|---|-----------------------|------------------|----------------|--|-------------------------|------------------------|
| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|  | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
|  | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
|  | ET Upper - Reserved ‡ | ET Upper | Member Concess | Seating Info & Preferences | \$460.00 | Remove |
| | | | | | Change Delivery Method: | Membership Card |

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|---|---------------------------------|------------------|----------------|--|-------------------------|------------------------|
|  | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |
| | | | | | Change Delivery Method: | Membership Card |



4. This Member needs to change the highlighted Membership from a “Concession” to an “Adult”.

| Package Information | | | | | | |
|-------------------------|-----------------------|------------------|----------------|--|-----------------|------------------------|
| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Concess | Seating Info & Preferences | \$460.00 | Remove |
| Change Delivery Method: | | | | | Membership Card | |

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|-------------------------|---------------------------------|------------------|----------------|--|-----------------|------------------------|
| ██████████ | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |
| Change Delivery Method: | | | | | Membership Card | |

5. Click the arrow and a drop-down box will appear where you will be able to select which price type you require.

| Package Information | | | | | | |
|-------------------------|-----------------------|------------------|--------------|--|-----------------|------------------------|
| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| Change Delivery Method: | | | | | Membership Card | |

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|-------------------------|---------------------------------|------------------|----------------|--|-----------------|------------------------|
| ██████████ | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |
| Change Delivery Method: | | | | | Membership Card | |

6. The same process applies if a Members Name is required to be changed, click the drop-down box next to their name and all Secondary Account Holders Names will appear.

| Package Information | | | | | | |
|-------------------------|-----------------------|------------------|--------------|--|-----------------|------------------------|
| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| ██████████ | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| Change Delivery Method: | | | | | Membership Card | |

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|-------------------------|---------------------------------|------------------|----------------|--|-----------------|------------------------|
| ██████████ | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |
| Change Delivery Method: | | | | | Membership Card | |



ADDING MORE MEMBERSHIP PACKAGES

1. Once you are on the “Package Information” page, if you wish to add additional Memberships, click the “Add More Packages” button.

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|-----------------------|------------------|----------------|--|----------|------------------------|
| [Redacted] ▼ | ET Upper - Reserved ‡ | ET Upper | Member Adult ▼ | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] ▼ | ET Upper - Reserved ‡ | ET Upper | Member Adult ▼ | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] ▼ | ET Upper - Reserved ‡ | ET Upper | Member Adult ▼ | Seating Info & Preferences | \$495.00 | Remove |

Change Delivery Method: ▼

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|------------------|--|---------|------------------------|
| [Redacted] ▼ | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership ▼ | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method: ▼

[Create Secondary Account Holder](#) [Add More Packages](#)

2. You will be taken back to the “Home Page” where you can select which additional Package you would like to purchase. (See how to do this in the “How to Purchase a Membership Online” guide)

3. Once you have gone through the steps, the additional Membership will appear under the “Package Information”. This Member has decided to purchase an additional Shark Net Membership.

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|-----------------------|------------------|----------------|--|----------|------------------------|
| [Redacted] ▼ | ET Upper - Reserved ‡ | ET Upper | Member Adult ▼ | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] ▼ | ET Upper - Reserved ‡ | ET Upper | Member Adult ▼ | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] ▼ | ET Upper - Reserved ‡ | ET Upper | Member Adult ▼ | Seating Info & Preferences | \$495.00 | Remove |

Change Delivery Method: ▼

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|------------------|--|---------|------------------------|
| [Redacted] ▼ | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership ▼ | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method: ▼

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|----------------|--|---------|------------------------|
| [Redacted] ▼ | Shark Net - General Admission ‡ | Shark Net | Member Adult ▼ | Seating Info & Preferences | \$65.00 | Remove |

Change Delivery Method: ▼

[Create Secondary Account Holder](#) [Add More Packages](#)

4. Process the payment for the Membership as above.



REMOVING A MEMBERSHIP PACKAGE

1. Once you are on the “Package Information” page, if you wish to add additional Memberships, click the “Remove” button next to the chosen package.

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|-----------------------|------------------|----------------|--|----------|------------------------|
| [REDACTED] v | ET Upper - Reserved ‡ | ET Upper | Member Adult v | Seating Info & Preferences | \$495.00 | Remove |
| [REDACTED] v | ET Upper - Reserved ‡ | ET Upper | Member Adult v | Seating Info & Preferences | \$495.00 | Remove |
| [REDACTED] v | ET Upper - Reserved ‡ | ET Upper | Member Adult v | Seating Info & Preferences | \$495.00 | Remove |

Change Delivery Method: v

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|------------------|--|---------|------------------------|
| [REDACTED] v | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership v | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method: v

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|----------------|--|---------|------------------------|
| [REDACTED] v | Shark Net - General Admission ‡ | Shark Net | Member Adult v | Seating Info & Preferences | \$65.00 | Remove |

Change Delivery Method: v

[Create Secondary Account Holder](#) [Add More Packages](#)

2. This will then remove the package from your Order.

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|-----------------------|------------------|------------------|--|----------|------------------------|
| [REDACTED] v | ET Upper - Reserved ‡ | ET Upper | Member Adult v | Seating Info & Preferences | \$495.00 | Remove |
| [REDACTED] v | ET Upper - Reserved ‡ | ET Upper | Member Adult v | Seating Info & Preferences | \$495.00 | Remove |
| [REDACTED] v | ET Upper - Reserved ‡ | ET Upper | Member Concess v | Seating Info & Preferences | \$460.00 | Remove |

Change Delivery Method: v

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|------------------|--|---------|------------------------|
| [REDACTED] v | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership v | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method: v

3. Process the payment for the Membership as above.



CREATING NEW MEMBERS

1. If you require to add new Members to your account so you are able to assign their name to a Membership, you can do this by clicking “Create Secondary Account Holder”.

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|---------------------------------------|-----------------------|------------------|--------------|--|----------|------------------------|
| <input type="text" value="REDACTED"/> | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| <input type="text" value="REDACTED"/> | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| <input type="text" value="REDACTED"/> | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |

Change Delivery Method:

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|---------------------------------------|---------------------------------|------------------|----------------|--|---------|------------------------|
| <input type="text" value="REDACTED"/> | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method:

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|---------------------------------------|---------------------------------|------------------|--------------|--|---------|------------------------|
| <input type="text" value="REDACTED"/> | Shark Net - General Admission ‡ | Shark Net | Member Adult | Seating Info & Preferences | \$65.00 | Remove |

Change Delivery Method:

[Create Secondary Account Holder](#) [Add More Packages](#)

2. The below pop-up box will appear, where you can fill in the Secondary Account Holders Details. Once completed select “Add Account”

Create Secondary Account Holder

| | | | |
|------------|---|---------------|--|
| First Name | <input type="text" value="Reefy"/> | Last Name | <input type="text" value="Junior"/> |
| Number | <input type="text" value="1300742757"/> | Email Address | <input type="text" value="members@sharks.com.au"/> |

[Add Account](#)

Review added Accounts [Finish](#)

3. Then allocate the name to the correct Membership via the Drop-Down box.
4. Process the payment for the Membership as above.



ADDING A SEAT REQUEST

1. If you require to add a seat request to your order, you can do so by clicking on the “Seating Info & Preferences” button.

Package Information

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|-----------------------|------------------|----------------|--|----------|------------------------|
| [Redacted] | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] | ET Upper - Reserved ‡ | ET Upper | Member Adult | Seating Info & Preferences | \$495.00 | Remove |
| [Redacted] | ET Upper - Reserved ‡ | ET Upper | Member Concess | Seating Info & Preferences | \$460.00 | Remove |

Change Delivery Method: [Membership Card](#)

| Members Name | Package Type | Seating Category | Price Type | Seating Preferences | Price | |
|--------------|---------------------------------|------------------|----------------|--|---------|------------------------|
| [Redacted] | Pet Membership - Non Ticketed ‡ | Pet Membership | Pet Membership | Seating Info & Preferences | \$40.00 | Remove |

Change Delivery Method: [Membership Card](#)

2. Your existing Reserved Seating from the 2022 Season will appear

Seating Information and Preference

The below is the seating information for your order.

Venue: SHA

Category: ET Upper
Section: [Redacted]
Row: [Redacted]
Seat: [Redacted]

Choose your seating preferences from the drop down menu below.

| Seating Preference | Enter Specific Details |
|---|---|
| <input type="checkbox"/> I require escort seating | <input type="text" value="Enter specific details here."/> |
| <input type="checkbox"/> I require enhanced amenity seating | |
| <input type="checkbox"/> I require an aisle seat | |
| <input type="checkbox"/> I require unlicensed seating | |
| <input type="checkbox"/> I would like to sit with a friend | |
| <input type="checkbox"/> Other | |

[Submit](#) [Close](#)



3. If you wish to put in a request, you can do so by clicking on the suggested “Seating Preference” or you can “Enter Specific Details”

Seating Information and Preference

The below is the seating information for your order.

Venue: SHA

Category: ET Upper
Section: [REDACTED]
Row: ●
Seat: ●

Choose your seating preferences from the drop down menu below.

| Seating Preference | Enter Specific Details |
|---|---|
| <input type="checkbox"/> I require escort seating | I would like to be seated next to Reefy Shark |
| <input type="checkbox"/> I require enhanced amenity seating | |
| <input checked="" type="checkbox"/> I require an aisle seat | |
| <input type="checkbox"/> I require unlicensed seating | |
| <input checked="" type="checkbox"/> I would like to sit with a friend | |
| <input type="checkbox"/> Other | |

Submit **Close**

4. Once completed you can then click the “Submit” button.

Seating Information and Preference

The below is the seating information for your order.

Venue: SHA

Category: ET Upper
Section: [REDACTED]
Row: ●
Seat: ●

Choose your seating preferences from the drop down menu below.

| Seating Preference | Enter Specific Details |
|---|---|
| <input type="checkbox"/> I require escort seating | I would like to be seated next to Reefy Shark |
| <input type="checkbox"/> I require enhanced amenity seating | |
| <input checked="" type="checkbox"/> I require an aisle seat | |
| <input type="checkbox"/> I require unlicensed seating | |
| <input checked="" type="checkbox"/> I would like to sit with a friend | |
| <input type="checkbox"/> Other | |

Submit **Close**

5. Your Seating Preference will then be submitted, and we will contact you by late November to notify you if we were able to accommodate your request.
6. Process the payment for the Membership as above.

