

2018 ST.GEORGE QUEENSLAND REDS MEMBERSHIP FAQs

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WHAT ARE THE BENEFITS OF 2018 ST.GEORGE QUEENSLAND REDS MEMBERSHIP?

Joining the St.George Queensland Reds family in Season 2018 offers something for everyone. This seasons membership packages provide flexibility for members who are unable to commit to a full season package, supporter packages that are non ticketed but still give you all of the benefits, and of course our premium season ticketed packages for those who want to be part of the action for every home game throughout the year.

2018 EXCLUSIVE MEMBER BENEFITS:

- + 2018 Member Card
- + Member Lanyard
- + Members Pre & Post Match Function at Suncorp Stadium

2018 MEMBER EXTRAS:

- + Weekly Members e-Newsletter
- + 10% off all St.George Queensland Reds merchandise online or on match day (excludes sale items)
- + QRU Partner Network - access to various QRU offers and sponsor discounts
- + Invitation to attend Special Events & Functions throughout the year
- + Priority access to purchase tickets to the Qantas Wallabies Test Matches played at Suncorp Stadium
- + Priority access to purchase tickets in the event of a home semi-final or final played at Suncorp Stadium
- + Priority access to purchase additional tickets to home matches at 10% discount on a fixture by fixture basis through QRU (purchase up to four (4) tickets with discount per MyRugbyID)

WHO CAN USE MY MEMBERSHIP CARD?

St.George Queensland Reds Members are entitled to transfer their ticket to a family member or a friend providing that person is of the equivalent level of entry. (I.e. Concession/Junior)

Adults found to be using a Concession / Junior membership card will be refused entry and will have the membership card confiscated. Should you need to upgrade your ticket, please visit the Ticketek Box Office at the game.

LOST / REPLACEMENT MEMBERSHIP CARDS

To organise a replacement membership card, call 1300 753 733 or email redsmembership@redsrugby.com.au.

Replacements cards are charged at \$20 per card.





I'VE LOST MY TICKETS AND I CANNOT CONTACT THE ST.GEORGE QUEENSLAND REDS MEMBERSHIP TEAM - WHAT CAN I DO?

Should you lose your membership card/ticket, there will be a dedicated St.George Queensland Reds Membership staff member at all home games. Please visit Box Office E should you require any assistance.

SEATING ALLOCATIONS

All members (with that of renewing same seat members excluded) will not receive confirmation of their seat location until their membership card arrives. If there is a complication regarding your seating preferences not being available, the St.George Queensland Reds Membership Team will contact you.

To request a change to your current seating allocation please complete the 'change seating request' details on your booking form.

WHAT HAPPENS IF I MISS THE RENEWAL DEADLINE?

Any 2017 St.George Queensland Reds Members who does not renew by Friday 13 October 2017 will not be guaranteed their same seat(s) for the 2018 season. Once the renewal period has closed, new St.George Queensland Reds Members will be seated in the best available seats which may include any non-renewed seats. Should you renew after the Friday 13 October 2017 and your seats are not available then you will be allocated the next best available seating.

DOES MY MEMBERSHIP INCLUDE 2018 HOME FINALS MATCHES?

Membership only includes access to St.George Queensland Reds Regular Season home games. Members will receive exclusive Priority Purchase for Reds Super Rugby Home Finals in 2018. All Full Season members will be given the opportunity to secure their same seat for these games. Members will be notified of the details of the purchase period closer to the 2018 Finals series.

DOES MY MEMBERSHIP INCLUDE THE 2018 QANTAS WALLABIES TEST MATCH AT SUNCORP STADIUM?

Ruby Membership packages include the SAME RESERVED SEAT to the Qantas Wallabies Test Matches to be played in Brisbane in 2018. Platinum, Gold, Silver & Forever Red members will be given a Priority Purchase Period for Qantas Wallabies Test Matches in Brisbane in 2018. Please note, it is not possible to be allocated the same seat you hold for the regular Super Rugby season in these categories, however the St.George Queensland Reds and the ARU will work together to ensure you have access to the best available seats.

Members will be contacted via email, with details on the Priority Purchase Period. You must have a valid email address registered with the St.George Queensland Reds to receive ticketing updates and offers, so please ensure you details are kept up to date. Please visit your account to update member details. Alternatively, you can call the Membership Hotline on 1300 753 733 or email redsmembership@redsrugby.com.au.



DOES MY MEMBERSHIP INCLUDE BRISBANE GLOBAL TENS AT SUNCORP STADIUM?

All St.George Queensland Reds Members will be given a Priority Purchase Period for the Brisbane Global Tens at Suncorp Stadium in 2018. This will also include a 10% discount for a limited time (subject to availability). Please note, it is not possible to allocate same seats for Ruby, Platinum, Gold, Silver & Non-Ticketed Members. Members will be contacted via email, with details on the Priority Purchase Period. You must have a valid email address registered with the St.George Queensland Reds to receive ticketing updates and offers, so please ensure your details are kept up to date. Please visit your account to update member details. Alternatively, you can call the Membership Hotline on 1300 753 733 or email redsmembership@redsrugby.com.au.

DO ST.GEORGE QUEENSLAND REDS MEMBERS GET ACCESS TO ST.GEORGE QUEENSLAND REDS PRE SEASON MATCHES OR EXHIBITION MATCHES DURING THE YEAR?

All 2018 St.George Queensland Reds Members will receive Priority Purchase to any St.George Queensland Reds Trial Matches or Exhibition Matches played in 2018. You will be contacted via email with full details once fixtures are confirmed.

NATIONAL RUGBY CHAMPIONSHIP

Perpetual Ground Members and 30 Year Members can gain access to seating at Brisbane City Home Games at Ballymore by showing their Membership Card. All other members will need to purchase tickets through www.redsrugby.com.au.

HOW DO I PURCHASE TICKETS TO ST.GEORGE QUEENSLAND REDS 2018 SUPER RUGBY AWAY GAMES?

For Australian team home matches, please contact the respective ticketing company to purchase tickets, or please contact us on the Membership hotline 1300 753 733 as we may be in a position to facilitate your request during the season. Tickets for New Zealand and South African matches are sold through a number of local ticketing agents. If you are experiencing difficulties, please contact the St.George Queensland Reds Membership Team who may be able to assist.

JUNIOR / CONCESSION CRITERIA

Junior discounts apply to any child under the age of 16 as at 1 January, 2018. Children under the age of 4 may attend St.George Queensland Reds home games free of charge, however they will not be provided with a separate seat. Concession discounts apply to full government pension card holders (War, Aged, TPI, Invalid and Disability) and full-time Secondary and Tertiary students only. Please note that Senior Cards and international student cards are not accepted.

WHAT CONSTITUTES A FAMILY OF 2 OR FAMILY OF 4 MEMBERSHIP?

- + *Family of 2 includes: 1 x Adult and 1 x Junior*
- + *Family of 4 includes: 2 x Adults and 2 x Juniors*



HOW WILL THE ST.GEORGE QUEENSLAND REDS COMMUNICATE WITH ME DURING THE SEASON?

We mainly contact our members by email. This includes e-newsletters, Finals and Test Match ticket information, event and match day information and exclusive offers via the Reds Rewards Program. Please ensure your contact details are kept up to date at all times by visiting the online membership portal.

WHERE CAN I BUY MERCHANDISE?

Members can purchase merchandise by visiting www.redsrugby.com.au and following the links to the merchandise store. By using your MyRugbyID you can receive a discount of 10%. This code cannot be used in conjunction with any other offers. If you have misplaced your code please contact the St.George Queensland Reds Membership Team on 1300 753 733. Merchandise can also be purchased at the merchandise outlets on game day at Suncorp Stadium with the same discount.

DISABLED SEATING

The Queensland Reds have the ability to assist disabled members (subject to availability) with easy access seating in the 2018 season. This will also cover those with any injury or illness that may prevent them from gaining access to their regular seats. We are usually able to accommodate a disabled member along with an additional member to accompany them; however we are not able to move large groups. Most of the time, this can be done on a week-by-week basis, however if the injury is long-term, we can look at facilitating a season change. Please refer to details regarding Suncorp Stadium and looking after disabled members below.

DISABLED SEATING - FACILITIES

Suncorp Stadium rivals the best stadiums in the world in catering for patrons with disabilities. Key facilities include 228 wheelchair positions, 228 escort seats, 312 enhanced amenity seats, level walkways, wheelchair accessible entries and exits, manned lifts and five wheelchair access gates.

TO ORGANISE DISABLED SEATING

If you require disabled seating for any reason at all, please contact the St.George Queensland Reds Membership Team for a discussion – 1300 753 733

DISABLED PARKING - SUNCORP STADIUM

A car parking zone at Castlemaine and Cordova Streets is available for the holders of Queensland Blue Disability Parking Permits and Australia Disability Parking Permits. There are limited spaces available so bookings are essential. Staff are positioned in Cordova, Castlemaine and Chippendall Streets to assist patrons with a disability to gain access to the stadium.

To organise parking at the stadium – please contact 07 3331 5000 or visit the Suncorp Stadium website for more information.

SUNCORP STADIUM - TRANSPORT & PARKING

IS THERE PUBLIC TRANSPORT AVAILABLE TO AND FROM THE MATCH?

Suncorp Stadium has Train and Bus stations directly adjacent to the Stadium. Upon presentation of your 2018 St.George Queensland Reds Membership Card, you can receive free public transport (except City Cat Ferries) to and from the match as part of your membership. Free public transport is available up to 4 hours before kick-off and runs 4 hours after the conclusion of the match. The Brisbane City Bus Network operates “shuttles” that run direct to the Stadium prior to the game and return to the same locations after the match. These services operate 2 hours prior to kick off and for one hour following the full-time siren.

- + *Brisbane City (Stop 45 Adelaide Street and Makerston Street)*
- + *Carindale Shopping Centre (Stop H Carindale Bus Interchange)*
- + *Chermside Shopping Centre (Stop D Chermside Interchange)*
- + *Eight Mile Plains (Eight Mile Plains Busway Station – Platform 1)*
- + *Upper Mt Gravatt Busway Station (Platform 1)*
- + *The Gap (The Gap Terminus Waterworks Road)*

STADIUM PARKING

On event days, parking restrictions will apply in the local area including the Stadium (1.5km radius of the Stadium). Fifteen minute parking limits will apply in most of the restricted areas. On the spot fines will be issued to offending motorists.

HOW DO I GET TO MEET THE ST.GEORGE QUEENSLAND REDS TEAM?

The best chance to see the boys in action is by attending the St.George Queensland Reds home games. Throughout the season, we will be holding member only training session and we will be in touch via email regarding those dates, as well as the St.George Queensland Reds Fan Day in 2018.

WHAT ARE THE TERMS AND CONDITIONS FOR THE 2017 ST.GEORGE QUEENSLAND REDS PAYMENT PLAN?

Any orders on the payment plan (monthly or upfront) will now be debited through Debit Success. As such, there will be a \$5 set up fee and a 3% charge of the total transaction amount. Should you have any questions, or wish to make changes to your 2018 St.George Queensland Reds Membership, including seating and name changes, please call the Reds Membership Team on 1300 753 733. If you do not wish to continue using the payment plan you must opt out by Sunday 10 September, 2017 by emailing redsmembership@redsrugby.com.au.

IMPORTANT INFORMATION

- + *All payments incur a \$5 set up fee*
- + *All payments incur a 3% charge of the total transaction amount*
- + ***[Click here to view the payment plan terms and conditions](#)***
- + *All payments on the monthly or upfront payment plan will now be processed through Debitsuccess*