



CRONULLA SHARKS

2022 MEMBERSHIP FAQ'S

2022
MEMBER
CRONULLA SHARKS



2022 MEMBERSHIPS



1. How do I become a 2022 Member?

2022 Memberships Renewals begin November 1. If you were a Member in 2021, 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 our 2022 package options which will be available November 15.

2. Will I get my exact same seat back when we return to pointsbet stadium in 2022?

Yes, if you were a Season Ticketed Member throughout the temporary relocation to Netstrata Jubilee Stadium (Seasons 2020 & 2021), you will be given a priority window of 2 weeks to renew or request a change your PointsBet Stadium seat for Season 2022.

*With the new Leagues Club still under construction, a small number of seats will be impacted. We will accommodate these Members with the best alternative seat available. Once construction is complete in that area, you will be moved back to your original seat allocation.

3. When will I be able to renew my seat?

2021 Members will be able to renew their Membership for the 2022 Season from November 1. Non-Members will be able to become Members for the 2022 Season from November 15 for pre-Christmas delivery.

4. Can I buy extra seats when renewing?

Yes, you can purchase available seats and additional memberships when renewing or contacting our membership team.

5. If I was not a reserved seat member at pointsbet stadium in 2019, but was in 2021 at netstrata jubilee stadium, where and when will my seat be allocated?

These Members will be able to renew their Membership from November 1 where we will allocate an equivalent membership level seating option to where you were sitting at Netstrata Jubilee Stadium. You can accept this seat before November 15.

6. What if I do not renew before november 15?

Your seat will be made available for purchase by the general public if you do not renew before November 15.

7. If i'm not a member, when am I able to purchase my 2022 membership?

New Members will be able to purchase Memberships from 15th November 2021.

8. Where can I purchase my membership?

2022 Cronulla Sharks Memberships will be available for purchase online (<https://www.sharks.com.au/membership/>) or by calling our Membership team (1300 742 757)

9. Is there a seating map available?

PointsBet Stadium seating map is available on our Membership website


10. My details have changed, how do I update them?

If you need to update your address, contact information or payment details, you can do so by logging into your Membership account and following the steps below. Otherwise please contact the Membership Team for assistance.

[Click here](#) to sign into your online Membership account.

11. Membership Emails

Email communication is an important tool for the Cronulla Sharks to keep Members informed. Having your most up to date details ensures you will not miss out on important information - including tickets and game day information, special events and Member exclusives. If you haven't updated your email address log into your account or call the Membership team on 1300 742 757



12. Can I buy a Membership as a gift?

You can purchase a Membership as a gift or on behalf of someone else. On the confirmation page during your online purchase, you will find a series of responses where you can include the recipients personal and contact details.

If you prefer to leave the Membership as a surprise, ensure you provide your own postal and contact details. If you are purchasing a Cronulla Sharks Membership as a gift, please allow sufficient time for delivery.

If you would like a gift certificate to provide before the package arrives, please make contact our Membership team or download in [Members Account](#)

13. How do I know if I have successfully renewed/purchased a Membership?

You will receive a confirmation email within 72 hours to confirm the renewal or purchase of a Membership. You will also receive a tax invoice immediately after if you purchase online.

14. Membership Cancellation and Refunds

Membership applications will be processed as received and cannot be withdrawn once processed. Once a Membership is processed, the Cronulla Sharks are under no obligation to provide a cancellation or refund.

In the event of an exceptional circumstance: requests for special consideration for a cancellation or refund must be made via email or letter in the form of a statutory declaration to the Cronulla Sharks Membership Team and will be assessed by Cronulla Sharks Management.

Granting of refunds, either in full or partially, is at the discretion of the Cronulla Sharks, and cancellation fees may apply.

It is recommended that all Members read through the Terms and Conditions before they purchase a Membership.

15. Membership Packs

How long does it take to receive my Membership pack?

Membership packs are delivered by Sea freight. At time of purchase you do have the option of selecting Airfreight at an additional cost.

Specific timelines are yet to be confirmed and may be affected by potential COVID-19 delays. The Cronulla Sharks Membership Team will provide further updates to all 2022 Members who renew before this time.

16. Replacement Fees/Change of Address

Members requiring a replacement resulting from a lost membership card will be charged an additional \$10 if a replacement card is required. Members who fail to advise the Cronulla Sharks of a change of address and as a result their pack is returned to sender, will be charged an additional \$20 fee if a replacement card and Member pack is required.

17. Membership Classifications

Junior Definition

A child is eligible for a Junior Membership if they are aged between 5 and 16 years at the date of purchase. Please note that a name and date of birth is required for each junior Member. Failure to provide this data will result in the Membership pack not being sent and Cronulla Sharks retain the authority to cancel this Membership. Please note children aged below five years old do not require a Membership or ticket providing that providing that they are seated on their parent's lap and do not take up a seat.



Concession Definition

To qualify for a Concession Membership, you must hold a Department of Social Services, Pensioner Concession or current full-time Student Card. Cronulla Sharks retains the authority to request proof of identity and eligibility at any point.

18. Do you accept Companion Cards?

Yes. You must notify the Membership team if you require a companion, and we will assist in providing a companion ticket for the games you wish to attend.

19. Payment

Can I pay my Membership on a payment plan?

Membership payments can be spread over 8 instalments from 14 November 2021 to 14 August 2022. Purchase of a membership after November 2021 requires an upfront payment, equal to the instalments that have passed as part of the monthly payment schedule. Subsequent payments are deducted on the 14th of each month. Payment dates cannot be changed from the nominated schedule.

20. Can I pay for my Membership in advance if I am on a monthly payment plan?

You can pay your Membership in advance by contacting the Membership team and letting them know how far in advance you would like to pay.

21. Will my Membership Rollover from 2021?

2021 Members will not automatically renew for 2022. Due to moving back to PointsBet Stadium we require you to renew your Membership manually through our membership portal on the 1st November. Members who sign up online, or who opt into the rollover when signing up for Membership will automatically have their Membership renewed each year. All Members on the monthly payment plan will also have their Membership automatically renewed onto the monthly plan each year.

Members will be notified leading into a new season and have the right to opt out at any time by contacting the Membership team.

22. When will I receive my membership card & pack?

Membership packs – including your card - will be sent out within 7 days of ordering. Please note delivery of packs can take between 4-6 weeks. Once your order has been dispatched, you will receive an email with some information to track the process of your order. In the event of an upcoming game, an electronic version of your Member card will be sent to you via email as a temporary replacement.

Please contact the Membership Team on 1300 742 757 if you want to attend a Sharks game, but your tickets have not arrived yet. If you have any other questions, please do not hesitate to get in touch with our friendly Membership team on 1300 742 757, or alternatively you can email us at members@sharks.com.au

23. Pre-christmas delivery

We understand that some people want to purchase Memberships as gifts, especially for Christmas. All Memberships purchased before November 19th 2021 have the opportunity to select Air freight allowing their packs to arrive pre-Christmas providing the address on your Membership account is correct prior to dispatch.

Please note that all Memberships purchased after this date will not arrive prior to Christmas.

24. Service and handling fee

A service and handling fee of \$4.75 applies to all 2021 Membership transactions.





25. Game access

2021 Cronulla Sharks Members can attend designated home games by scanning their 2021 Membership card. If you forget your Membership Card, you can scan the PDF version of your card that is emailed when your pack is on its way. If you are unable to locate this email, please come and visit our friendly Membership team at the game.

26. General

Sharks at Kareela Club & Cronulla Sharks Rugby League Football Club. What's the difference?

The Sharks at Kareela Club is a separate entity to the Cronulla Sharks RLFC and as such their memberships are separate.

Cronulla Sharks Membership directly supports the NRL Club and team on the field and can include ticket access to games, priority purchasing for major RL fixtures (Finals and State of Origin) and exclusive Cronulla Sharks content and discounts.

Sharks at Kareela can be contacted by calling 02 9521 5555 or by visiting <https://sharksatkareela.com.au>
Cronulla Sharks RLFC can be contacted by visiting <https://www.sharks.com.au/>

Still have a question? If your question is not answered above, please contact the Membership team on members@sharks.com.au

