



## **MEMBERSHIP FAQs**

### **RENEWALS**

#### **How do I renew my Kings Membership?**

2023-24 Kings members can renew online, by email or over the phone prior to the renewal deadline. (Members can contact the club if they have any further queries. If you do not know your log in details, please contact the membership department on 1300 KINGS 1 or via email [membership@sydneykings.com.au](mailto:membership@sydneykings.com.au).

Any members who have not renewed by the renewal deadline, may have their seats re-allocated.

#### **How do I renew my Flames Membership?**

2023-24 Flames members can renew online, by email or over the phone, once membership is on-sale. Flames membership will go on sale following confirmation of the draw by the WNBL. Members can contact the club if they have any further queries. If you do not know your log in details please contact the membership department on 1300 546 471 or via email [membershipinfo@hoopscapital.com.au](mailto:membershipinfo@hoopscapital.com.au).

#### **What is rolling renewals?**

For members that are opted-in, this rollover will take place on Tuesday 2<sup>nd</sup> May 2024 and the membership system will automatically charge the credit card attached to the associated account.

All members received an email regarding their rolling renewal status on April 6<sup>th</sup>, 2024, and were provided with a 14 day opt-out period.

#### **Is my membership set-up for rolling renewals?**

As per the terms and conditions, all Kings and Flames memberships are by default opted in for rolling renewals.

All impacted members will receive an email regarding the automated rollover for 2024-25 memberships, at least 14 days prior to the rollover. If you do not wish for your membership to automatically renew, you will need to opt-out during this period.

#### **Will I automatically get the same seat each year?**

Renewing Kings Full Season Members will have first access to their same seat for the following season. Members will need to renew their Membership prior to the same seat renewal deadline to maintain the same seat from the year prior.

Please note, we are unable to guarantee the same seat for Partial Season Members, or in the event of a socially distanced crowd as may be required by government regulations.



## **SEAT ALLOCATIONS**

### **How is seating allocated?**

2023-24 Kings full season members will have until the same seat deadline to renew and maintain their same seats from last season. Following the same seat cut-off, renewing members wishing to relocate seats will be allocated first followed by new members based on new membership purchase date. While we will make every attempt to fulfil your seating request, seating allocations are based on availability and we are not able to guarantee specific seating within the arena.

### **I am a Kings Full Season member and I want to renew but also want to change seats. How can I confirm my new seats?**

To guarantee access to discounted early-bird pricing and ensure priority for new membership allocations, all full season renewing 2023-24 members must renew prior to the same seat deadline.

Members will be able to submit a seat change request form during the renewal window. Following the same seat renewal deadline, Kings staff will be in contact with all members regarding potential seat relocation opportunities. Please be advised, the Kings are unable to guarantee seat changes at time of renewal as seat availability is subject to other members renewing.

### **Will I still get to sit in my membership seat if social distancing is required?**

Unfortunately, we are unable to guarantee members will have access to their membership seats if a socially distanced crowd model is required.

## **PARTIAL MEMBERSHIPS**

### **I purchased a Partial (6 game, 3-Game, Regional) membership. When can I select my seat and nominate my games?**

Partial members will be given a window to redeem their membership seats in advance of the general public on sale. This year, we will be doing two separate windows with the first half of games available for redemption in July and the second half to be released later this year.

Please note access to games will be subject to capacity and availability at time of redemption. Reserved seats are based on a first in basis. To guarantee access into your preferred games, we recommend purchasing a Full Season Membership.

### **Due to my calendar, I am no longer able to attend games. Can I transfer my membership to next season, finals, an away game or get a partial refund?**

All Memberships (excluding Interstate memberships) are valid for the 2024-25 regular home and away season and can be used to access regular season home games only. We are unable to provide refunds (full or partial) to members who do not attend games or are unable to use their entitlements.

All Kings and Flames memberships are transferable. For members that are unable to attend games, we recommend sharing your tickets with friends or family members to help grow the game of basketball and share the experience with new fans.



## **PACKAGES**

### **What is Platinum Plus? I am a platinum member can I keep my same seat and upgrade?**

Platinum Plus seats are located behind the baseline on the Kings team end in Sections 4, 5 and 6. In addition to seats, Platinum Plus members have exclusive access to the Platinum Plus bar located in tunnel three. Only Platinum Plus members with seats in sections 4, 5 and 6 can have access to Platinum Plus benefits.

### **What are Diamond Seats? Do these seats include catering?**

Diamond seats are located in the fourth and fifth rows of Sections 1, 19 and 20. Diamond membership seats are uncatered however, corporate hospitality options are available in Coaches Circle.

For all corporate hospitality enquiries, please email [hospitality@sydneykings.com.au](mailto:hospitality@sydneykings.com.au)

For questions related to premium seating, please refer to page 7 of this document.

## **BENEFITS**

### **What is included in my Kings membership?**

Members receive the following benefits as part of their membership:

- Kings membership item (Only available to Full season & 6-Game Fixed and 6-Game Flexi members).
- Invitations to exclusive Kings member events
- Access into the Kings members bar with post-game player appearances
- 10% discount on food and beverage at Kings home games at Qudos Bank Arena
- 10% discount on full priced merchandise at the Kings gameday and online stores
- Member exclusive communications and member-only offers from our partners
- Priority pre-sale access to Christmas Day as well as finals tickets should the Kings play.

### **What is the members bar and where is it located?**

The Kings & Flames members bar is located inside Qudos Bank Arena on level 1 opposite door 44, the bar is open from doors open to after full time. To access the members bar, please present your membership card to security of the bars entrance.

There are also meet and greets that occur in the members bar post-game, the players are brought up to the members bar approx. 20-30 minutes after full time. Please note that we have a strict time constraint with the player appearances so we recommend that you only bring one piece of memorabilia to get signed.

### **I have misplaced my membership card, how do I get access to the benefits?**

If you have lost your membership card, you will be able to pick up a temporary membership card from the membership inquiries window next to the Ticketek box office.



## **PRICE TYPES**

### **How do I qualify for a Concession Membership?**

To be eligible for a Concession Membership, the applicant must hold a current government-issued Pensioner Concession Card, Full-Time Student Card or Repatriation Health Care Card Totally and Permanently Incapacitated.

### **How do I qualify for a Junior Membership?**

To be eligible for a Junior Membership, the applicant must be 18 years of age or younger as of 1<sup>st</sup> of October 2024. Juniors aged under three at time of the game are entitled to attend matches without a Membership, however, they must not occupy a seat.

### **What defines a Family Membership?**

A Family Membership may consist of two (2) adults and two (2) children, or one (1) adult and three (3) children. Children must be aged eighteen (18) or younger on 1<sup>st</sup> of October 2024.

## **GAME ACCESS**

### **How do I access games at Qudos Bank Arena?**

Full Season Members can gain entry to Qudos Bank Arena simply by scanning your Membership card at the doors. Partial Season Members (6-game, 3-game and regional Members) will be sent individual game tickets directly from Ticketek via your nominated method. Partial Season Members will need to scan the ticket for the relevant match at the doors to gain entry to Qudos Bank Arena.

### **Does my membership provide me with tickets to both Kings and Flames games for double headers?**

Kings and Flames members can use their memberships to access both games as part of doubleheaders. Why watch one game of basketball when you can get double the hoops action!

### **Can I use my Kings membership to access Flames stand-alone games?**

Only Full Season Flames members and Flames Stand-Alone members can access stand-alone Flames games as part of their membership.

We recommend any Kings members wishing to attend these games purchase a Flames stand-alone membership as an add on.



## TICKETS

### **When will individual game tickets for the NBL25 season go on-sale?**

Tickets will be made available to the public in the coming months.

As with in past seasons, partial members will be given a redemption window prior to the public on-sale. We recommend purchasing either a partial or full season membership to ensure the best value for money and access to the best possible seats.

### **I am a full season member, how does my friend purchase a ticket next to my Membership seat for an individual game?**

Members who wish to bring friends to the game can contact the front office on 1300 KINGS 1 or at [membership@sydneykings.com.au](mailto:membership@sydneykings.com.au) to purchase tickets. We are not always able to guarantee seats next to yourself but will make every attempt to accommodate your request.

### **I am a partial member, how does my friend purchase a ticket next to my Membership seat for an individual game?**

Partial members who wish to bring friends to the game can purchase additional tickets as part of the membership redemption process. We understand that this process can sometimes be confusing for first time members. If you require any assistance with redeeming your tickets, please contact the front office on 1300 KINGS 1 or at [membership@sydneykings.com.au](mailto:membership@sydneykings.com.au).

### **I am unable to attend a match. Can someone else use my Membership?**

All Kings and Flames memberships are transferable, and you can forward onto family, friends, and workmates via ezytickets. Tickets are subject to the same ticketing classification rules (e.g., concession, junior etc).

Please be advised, memberships or individual game tickets cannot be on-sold. There is legislation in relation to the resale of tickets at Qudos Bank Arena, and breach of these laws may attract criminal penalties.

## PAYMENT AND REFUNDS

### **Can I pay off my membership in instalments?**

We offer an 8-month payment plan through DebitSuccess. There is a \$14.95 sign-up fee and 3.09% management fee charged by DebitSuccess. These instalments will be taken out on the 2<sup>nd</sup> of each month beginning in May. Instalments are offered as a pro-rata subject to the number of months remaining.

### **Can I get a refund if I decide during the season if I do not want to be a member anymore?**

In previous seasons the Kings and Flames have not offered refunds on memberships or parking passes. However, considering COVID-19 and subsequent government restrictions relating to mass gatherings and crowds. Members can view this policy which is included in our Membership Terms and Conditions on our website.



## **PREMIUM SEATING**

### **What packages are included with premium seating?**

The following categories are listed as premium seating:

- Emperor's Seat
- Row 1 Sideline
- Row 2 Sideline
- Row 1 Baseline
- Row 2 Baseline
- Row 3 Baseline
- Coach's Circle
- Corporate Boxes.

### **What benefits are included in premium seating?**

All corporate premium seating options include the following:

- 1 Premium ticket to your chosen seating category, and 8 tickets if a Corporate Box is selected
- Parking Pass for P1 (quality is dependent on how many seats are purchased)
- Access to the pre-game corporate lounge, offering catered food & beverages
- Access to the post-game corporate lounge often with players in attendance\* & cash bar
- VIP Entry into Qudos Bank Arena on game day – Entry B
- All full season members will receive an exclusive Premium Membership pack
- Premium seats on the floor and all corporate boxes will receive exclusive in game beverage service to their seat.
- Exclusive access and invites to corporate and member functions.

\*Pending availability

### **How will I receive specific details of the game day?**

Prior to the game, you will receive the premium seating game day guide via email. This guide comprehensively outlines all the pertinent details and logistics for the game day experience, such as timings, parking instructions, VIP entrance locations, dress code recommendations, and highlights of any additional activations scheduled during the event.

### **How and when will I receive my parking pass?**

Your parking pass will be emailed to the address associated with your account or the one used during ticket purchase in the week leading up to the game. If you need to update the email address for receiving the parking pass, please reach out to us at [hospitality@sydneykings.com.au](mailto:hospitality@sydneykings.com.au)

### **Can people under 18 attend the pre-game function?**

Yes, Sydney Kings premium experiences are suitable for all ages, and individuals under 18 are welcome to attend the pre-game and post-game functions.





## **OTHER**

### **Does my membership include finals series?**

Full season Sydney Kings memberships include access to 13 regular season home games and partial memberships are only available for redemption at Kings home games during the regular season.

Full season Flames memberships include access to eleven regular season home games and partial members are only available for redemption at Flames home games during the regular season.

A benefit of being a member is that you will get priority access to finals tickets. Whilst we will endeavour to assist members to provide access to same seats for finals, we are unable to guarantee same seat as it is subject to turn-around times and Ticketek timelines throughout the finals series.

### **Will I have access to the Christmas Day game through my Membership?**

Last year, the decision was made that the Christmas Day game will not be included in memberships. This will mean that full season Members will be unable to use their membership card and partial Members will not be able to use their redemption entitlements for the game. Similar to the finals series, members will be provided with priority access to tickets through an exclusive pre-sale.

### **I have misplaced my membership card. How do I get into the game?**

Our friendly membership team is always here to assist. You can contact us on 1300 KINGS 1 (Monday-Friday) or via email at [membership@sydneykings.com.au](mailto:membership@sydneykings.com.au) (Kings) or [membershipinfo@hoopscapital.com.au](mailto:membershipinfo@hoopscapital.com.au) (Flames)

For any queries on game day, please visit our staff at the membership window next to the Ticketek box office at Qudos Bank Arena. Staff will be available to assist from doors open.