

UC Capitals Membership Terms and Conditions



All UC Capitals members are subject to the following terms and conditions. By purchasing a 2023/24 season membership you agree to these terms and conditions.

1. Refunds
 - a. Subject to applicable law, once your membership has been processed you are not entitled to a refund. You may request a refund by sending an email to uccaps@canberra.edu.au, outlining the reasons for your request. Refunds will be at the discretion of UC Capitals management and will typically only be granted for non-delivery.
 - b. Notwithstanding the above, should the season be cancelled and/or games be played with no attendance, full season members will be treated as follows:
If the season is cancelled at any point, or games must be played without fan attendance-
 - i. With 0 – 2 home games having been played – Members will be given the option to receive a full refund, minus a \$30 administration levy.
 - ii. With 3 – 5 home games having been played – Members will be given the option receive a 50% refund, minus a \$30 administration levy.
 - iii. If at least 6 home games have been played members will not receive any refund.
2. Membership renewals
 - a. All members will be given an opportunity to renew their memberships from the previous season before their seats are released to the general public.
3. Pricing
 - a. All pricing includes GST. The UC Capitals reserve the right to also charge the purchaser any transaction fees which it incurs from financial institutions (for example a credit card fee).
4. Membership
 - a. Full season members (Platinum, Gold, Silver and Bronze categories) are entitled to access to all regular season home games which the UC Capitals are the home team that are played within the ACT.
 - b. 3 Game Members are entitled access to three regular season home games of their choice. 3 Game Pass holders will be given instructions on how to confirm their home games choices but will not be able to redeem any of their 3 game passes to a home game that has already 'sold out'.
5. Inclusions
 - a. The UC Capitals reserve the right to make any changes to the membership pack for any reason whatsoever. UC Capitals will make best effort to ensure that the value of the membership packs will not be reduced due to any changes made.
 - b. Entry to membership events outside of games is not guaranteed and may be limited. The UC Capitals will make best efforts to ensure all members have access to any event.

6. Member Communications

- a. By purchasing a membership, you agree to be added to the relevant e-news and social media groups that the UC Capitals may use to deliver member communications.
- b. By purchasing a membership, you agree to receive, from time to time, special offers or promotions from the UC Capitals.
- c. Should a member wish to opt out of receiving any communications they must send an email to uccaps@canberra.edu.au

7. Cancellation

- a. Should the UC Capitals deem that any member has acted inappropriately whether on social media, at a member event or for any other reason, the UC Capitals reserve the right to cancel a membership. The decision to cancel a membership is final and the member will not be entitled to a refund should a membership be cancelled.

8. Privacy

- a. By purchasing a UC Capitals membership, you consent to the UC Capitals providing personal information that you have provided to the UC Capitals to partners and sponsors of the club only to receive offers which the UC Capitals believe may be of interest to you as a member.
- b. Your personal details are private and as such the UC Capitals will only disclose your information in accordance with the Privacy Act 1988. The member acknowledges that the UC Capitals and Ticketek, who provide the membership platform which is currently in use, will have access to these personal details for the purpose of administering the membership.
- c. To access your personal information, which is held by the UC Capitals database, please contact uccaps@canberra.edu.au

For any other membership questions or queries please contact uccaps@canberra.edu.au