



MEMBERSHIP FAQs

What classifies as a concession?

Concession pricing for membership is available for juniors aged 14 years or younger. Valid concessions also include full-time students, aged pension, disability pension, TPI and war veteran pensions. Senior cards do not qualify for concession pricing.

Proof of concession must be provided on game day as requested by venue staff.

What classifies as a family?

A family membership consists of two adults and three juniors aged 14 years or younger. Individual names and dates of birth must be provided for each Member on an account.

Can children enter games for free? Children aged 4 years or younger will receive free entry to Miners home games, however, they do not get allocated a seat or membership unless purchased.

GENERAL QUESTIONS

When will my Miners Membership expire?

Memberships commence on the date of purchase and expires on September 31, 2025.

How can I get a refund on my membership?

Please read all the package descriptions thoroughly as refunds will not be issued for games that cannot be attended or changes in personal circumstances. Refer to terms and conditions for more information on our refund policy

Do I get a confirmation email after purchasing membership?

Following the successful purchase of membership, the Primary Account Holder will receive an email receipt to confirm it has been processed.

What is the bank statement description that will appear for my membership?

Membership purchase/s will be displayed as 'TICKETEK Club MSHIP' on your bank statement.

How long will it take to receive my membership pack? And how does collection work

Membership packs will be available for collection at Selkirk Stadium reception. If you require shipping, please let us know and we can arrange this. A shipping fee will be added.



Packs should be ready for collection approximately 2-5 days from date of purchase. Once your pack is ready you will receive an email with pick up details.

How do I apply for disabled seating?

Members who require disabled seating should include their specific seating requirements in their membership application at the time of purchase. This should include the need for a wheelchair space and, if required, a carer seat located adjacent to the person with the disability.

How do I make a seat request?

Members who purchase a ticketed membership with reserved seating (Gold) will be allocated best available in the North Stand at Selkirk Stadium.

What if I want to sit with friends/family?

Memberships purchased under the same order will automatically be allocated together.

If I can't make it to a game, can I give my membership to someone else to use?

If for any reason you are unable to attend a Miners home game that is covered by your membership, you may give your membership card to someone else to use. Please be aware that the transfer of a membership for game day entry is subject to the membership classification (i.e. an adult can't enter on a concession or junior membership) and this cannot be upgraded to gain entry to an individual game.