



MEMBERSHIP TERMS AND CONDITIONS

All Ballarat Miners Members or persons seeking to become a member agree to be bound by the following Terms and Conditions. Terms and Conditions apply from receipt of your membership payment to September 31, 2025. Terms and Conditions are subject to change and are at the discretion of the Basketball Ballarat Association.

APPLICATION

1. Members may choose to join or renew either online, or in person at Selkirk Stadium. Regardless of how the membership is purchased, as a condition of their membership, all Members agree to be bound by the Terms and Conditions of Basketball Ballarat.
2. All 2025 memberships are valid from the time of purchase and expire on September 31, 2025.

CLASSIFICATION AND AGE RESTRICTIONS

1. Junior:
 - To qualify as a junior you must be 14 years or younger.
 - Children aged 4 years or younger on this date may enter the venue for free, but are not allocated a seat or membership unless purchased.
2. Concession:
 - Valid concessions 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 or Selkirk Stadium staff. If proof of concession can't be provided then the membership card holder may be refused entry to the venue.
3. Family:
 - A family membership is classified as two adults and three juniors aged 14 years or younger.
 - All children on a family Membership must have their membership placed under their own individual names and a date of birth must be provided for each Member on an account.
4. Transferable membership:
 - If for any reason you are unable to attend a Miners NBL1 South home game that is covered by your membership, you may give your membership card to a friend or relative to use.
 - Please be aware that the transferal 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.
 - Memberships are not transferrable for Member event entry.



- Any user of a membership card is also bound by the terms and conditions of membership, and the member is obliged to inform such persons of these Terms and Conditions

CODE OF CONDUCT

All Members are expected to comply with a strict Code of Conduct and respect fellow fans. In the event of misconduct your membership may be cancelled at any time. As a Member, you agree to:

1. Work with the Club to enforce the Code of Conduct at home and away games.
2. Advise the Club of any people not complying with the Code of Conduct.
3. Respect that opposition fans have an allegiance to their own Club and welcome all fans to our home venues.
4. We will not abuse or use bad language towards fellow supporters, away supporters, players, officials, media or other spectators.
5. Understand that anti-social behaviour causing offence by words, actions or intoxication will not be tolerated and will result in ejection from the venue and possible cancellation of your membership.
6. We will not engage in activity that embarrasses or inhibits others from enjoying the viewing of the game.
7. We will advise security or police of anti-social behaviour.
8. We recognise the efforts of the players as playing to the best of their ability in an effort to win each and every game.
9. We will not publicly criticise the Miners in a demeaning or derogatory manner regarding team selection, coaching, player contracts, and other decisions made by the administration.
10. We will not display banners with obscene or inappropriate messages.
11. Abide by the Conditions of Entry of Selkirk Stadium

COMMUNICATIONS

1. In order to receive important up-to-date information throughout the season, it is recommended that the Member provides a valid email address.
2. It is the responsibility of the Member to notify Basketball Ballarat should a Member's contact details change. Basketball Ballarat hold no responsibility for a Member's failure to update their personal details.
3. Members can update their details by logging into the Member portal or by contacting Basketball Ballarat.



DELIVERY OF MEMBERSHIP PACKS

1. Membership cards and packs are packaged at Selkirk Stadium and should be available for pick up approximately 2-5 days from date of purchase.
2. If you have purchased a membership and have not received your pack prior to the next home game, contact Basketball Ballarat at reception@ballaratbasketball.com
3. All Member packs will be available for collection at Selkirk Stadium. If you require shipping please let us know.
4. Items are available only while stocks last.

MEMBERSHIP BEHAVIOUR

1. Basketball Ballarat reserve the right to suspend/cancel a membership of any Member who behaves in a manner that is deemed to be inappropriate. Please be mindful of those around you, and immediately report anything you deem to be inappropriate to the customer service staff on game day so the matter can be dealt with immediately
2. Basketball Ballarat have the right to decide what constitutes inappropriate conduct in its sole discretion. The Member has no right to object to or appeal against any decision by Basketball Ballarat to suspend or cancel a membership as a consequence of the Member acting in a manner Basketball Ballarat consider is inappropriate.
3. All memberships are subject to the Conditions of Entry to the venues included in your chosen membership which may include: Selkirk Stadium or Minerdome. Basketball Ballarat have the right to cancel memberships for breaches of the Conditions of Entry

PAYMENT

1. Members are able to purchase memberships in full only.
2. Payments are available online or in person at Selkirk Stadium reception opening hours only. Personal or Company cheques or money orders are unavailable.
3. Memberships transactions may incur a 'Service and Handling' Fee.
4. Membership purchase/s will be displayed as 'TICKETEK Club MSHIP' on your bank statement

PRIVACY AND PROMOTIONS

1. The products and services offered in any sponsor promotional material are not offered by Basketball Ballarat. Basketball Ballarat do not accept liability for any product or service referred to in such material, and to the widest extent possible at law excludes all liability with respect to these products and services.
2. Your privacy is important to Basketball Ballarat and we have procedures in place to ensure that your information remains confidential. We are mindful that your personal details are private and as such we will only disclose your information in



accordance with the Privacy Act 1988. You may access your private information held on our database by contacting the Basketball Ballarat.

3. A copy of the Basketball Ballarat Privacy Policy explaining the way your information is collected, held, and disclosed is available on our website.

REFUND AND CANCELLATION POLICY

1. Refunds will not be issued for games that cannot be attended, changes in personal circumstances nor requests made based on team performance.
2. The Club is not liable to you for any loss or damage you suffer as a result of the 2025 NBL1 South being cancelled, postponed or changed (including venue change).
3. Once a membership has been purchased, Basketball Ballarat is under no obligation to provide a cancellation or refund. Requests for refunds may only be considered in exceptional circumstances and must be submitted in writing to the Club by emailing khyal.thompson@ballaratbasketball.com
4. The Basketball Ballarat have the right to cancel memberships for breaches of the Conditions of Entry to Selkirk Stadium or breaches of the Member Code of Conduct.
5. Cancelled memberships will not be reimbursed and no compensation will be provided. In circumstances where your membership is suspended or cancelled for inappropriate conduct you will not be entitled to a refund for any unused portion of your membership entitlements.
6. The Club shall not be liable in any manner for failure or delay in fulfilling any obligation to the extent and during the time that such failure is caused by natural calamity, strike or other industrial action, regulation or by any other cause beyond its reasonable control.

DELIVERY OF MEMBERSHIP PACKS

1. Basketball Ballarat do not warrant that every request for membership, ticketing, and/or seating allocation can or will be complied with.
2. Basketball Ballarat reserve the right to move Members up to three seats in order to better satisfy seating requests. In these circumstances the Member may not be contacted by the Club.
3. Seats are the property of the venue and are subject to availability e.g. in case of redevelopment to sections of the stadium, seats may no longer be available.
4. If required, ticket allocation for Miners NBL1 South Home Games at venues other than Selkirk Stadium will be allocated based on similar characteristics of Selkirk Stadium seating where possible. Some flexibility may be required due to different sized seating bays.
5. Seating requests must be placed at the time of membership purchase.
6. To transfer a seat to another Member, authorisation must be received from the current seat holder to confirm permission to change seat owners for the season

