

FREQUENTLY ASKED QUESTIONS

When will I receive my 2010 ticket and benefits?

Season tickets and membership cards for all Members will be delivered from Monday, 22nd February 2010.

For orders received prior to 15th December 2009, membership kits will be delivered as per:

- a) 2009 Roosters Ticketed Members renewing the same seating, scheduled delivery from 17th December.
- b) Purchasing a Roosters Ticketed Membership for the first time or purchasing additional seats within an uncovered area, scheduled delivery from 17th December.
- c) Renewing or purchasing a Non-Ticketed Membership package, scheduled delivery from 17th December.
- d) 2009 Roosters Ticketed Members applying for additional tickets or requesting to relocate seating within the Tri-Colour Reserved covered area or in the Chookpen covered area; scheduled delivery from 27th January 2010.

For all orders received after 15th December 2009, delivery will re-commence from 27th January within twenty-one days of receipt of your order. *NB: If purchasing just before Round 1, you will receive your tickets and membership kit prior to our first home game.*

What if I am purchasing a Roosters Membership package as a gift?

If you are purchasing a 2010 Roosters Membership as a Christmas or birthday gift, please contact your Roosters Membership team on 8063 3800 to organise benefit delivery or a Gift Certificate prior to close of business on Tuesday, 22nd December 2009.

I note the cut-off date to renew my 2009 season tickets is Friday, 20th November. What will happen if I have not renewed my seat(s) by this time?

If you held a reserved seat in 2009 and we have not received your 2010 application form and payment details prior to close of business on Friday, 20th November 2009, your existing seat will be released for sale.

I am applying for reserved seats for the first time and would like to know where my seats will be located?

Each application will be processed on a "first in first served" basis as per the below guidelines. We will make every endeavour to meet your requirements, however in the event that we cannot fulfil your request your Roosters Membership team will contact you with an alternate offer.

1. Ultimate Members
2. 2009 Roosters Ticketed Members purchasing Tri Colour Reserve, Tri Colour Chookpen, Tri Colour General Admission or 5 Game membership packages
3. 2009 Non-Ticketed Members upgrading to Tri Colour or 5 Game Membership
4. New applicants purchasing Tri Colour Membership
5. New applicants purchasing 5 Game Membership

Does a Roosters Membership guarantee entry to home games, even if I arrive late?

Roosters Ticketed Membership guarantee's entry, and your seat if purchasing a Tri-Colour Reserved or Chookpen covered membership. You also save up to 50% on the cost of day entry prices and avoid all queues at the ticketing Box Office.

As I go to most Roosters home games, how does a membership package save me money?

Roosters Membership packages are an affordable option for supporters who attend home games. If you attend all ten home games (SFS and SCG) you will save an average of 40% on the cost of match day tickets for adults and kids, and up to 50% on the cost of family tickets.

I cannot make it to all Roosters home games, but can attend some games. Is there a membership package suitable for me?

The 5 Game Membership package is especially for Roosters fans who cannot commit to all home games. You will receive full membership benefits, plus a season pass valid for five home games nominated by the Club. The nominated games include Wests Tigers, Cowboys, Warriors, Dragons (SCG Blockbuster) and the Sea Eagles. If you attend all five games you will save up to 30% on the cost of match day tickets.

What other benefits do I receive by becoming a Member?

Apart from guaranteed entry and your membership kit, you will receive many other benefits including access to NRL Players at Members Only events, priority purchasing offers for the NRL Finals Series, Grand Final and Sydney State of Origin and the opportunity to recover the entire cost of your membership investment (through the Easts Group Rewards program). See the 2010 membership brochure for a complete list of Member benefits.

I noticed there are "Upgrade Packages" advertised within the 2010 brochure. Can I purchase an "Upgrade Package" without becoming a Roosters Member?

You must be a financial 2010 Roosters Member to purchase the Travelling Rooster and/or tickets to **exclusive** Roosters events.

Can I renew or purchase my Roosters Membership package online?

We encourage all Roosters supporters to renew or purchase their 2010 membership online at www.sydneyroosters.com.au. If you are purchasing for more than one person, or requesting to relocate, please note your preferences and the names of additional Members in the comments box.

Everyone purchasing a 2010 membership package online will automatically enter the draw to win one of five "Rooster For a Day" experiences. Your Roosters experience will include seating for a home game within the player's area, a 2010 Roosters polo and pre or post game dressing room visit.

Can I have my seat allocated near my friends?

If you wish to sit with a group of friends or family, apply online in one transaction or mail your application forms to the office stapled together. An accompanying note outlining your requirements would be appreciated.

Are there pensioner, concession or student rates available?

Concession rates are available across all Ticketed Membership categories (excluding Ultimate and Travelling Rooster) for the following people:- Aged, Invalid, Disabilities, TPI and War Veterans pension card holders. Children sixteen years of age and under or students attending a recognised educational facility full-time.

A certified photocopy of your Concession Card or Student Identification Card must be included with your 2010 application if older than sixteen, or adult rates will be charged.

Who may I include when purchasing a family membership package?

Family membership packages accommodate two adults and two children sixteen years of age and younger, or one adult and three children sixteen years of age and younger.

What happens if I lose my Roosters membership card (season ticket)?

If you lose your Membership Card (season ticket) it will need to be replaced. Please notify your Roosters Membership Team immediately so your ticket may be disabled. When ordering a replacement card, a fee of \$25 will be incurred, which is payable prior to distribution of your new card.

I have young children I would like to bring to the football with me. Do they need their own seat?

Children aged three years of age and younger are permitted free entry into reserved areas only if sitting on the lap of their parents. Children aged five years of age and younger are permitted free entry into General Admission areas.

Children aged six and over must have their own ticket.

I am purchasing a Red, White & Blue or Country membership package. How do I claim my tickets to a home game of choice?

To claim your tickets, contact your Membership Team on 8063 3800 from two weeks prior to your chosen game and tickets will be available for you to collect from Member Services on game day. Bookings close at 5pm on the Wednesday leading into each home game.

I am purchasing an Interstate Membership. How do I claim my tickets to an Interstate game?

If you are purchasing an Interstate Membership, tickets need to be booked from three weeks prior to each event. **Tickets will be mailed to you, therefore bookings close at 5pm on the Monday prior to each game.**

For Interstate Members residing in Queensland, if you claim your tickets for the Titans match in Round 12, tickets may be ordered and paid for through the Club for the Broncos match in Round 20. You can then be seated with fellow Roosters Members to watch the match.

What age must my kids be to buy the Chookster Membership?

Chookster Membership is available for all kids aged fifteen years and under from Round 1.

Can I pay for my 2010 membership via instalments?

If you would like to pay for your membership via instalments, we offer direct debit through Debit Success. Payments are applicable on a monthly payment plan from November to September. Payments per month are subject to the number of monthly payments with final payment on 15th September 2010. Applications must be received by the end of the month for first payment on the 15th of the following month.

An initial \$5 account set-up fee is applicable and an account transaction fee of 4% per transaction will be deducted with each payment.

What are the postage charges to have my membership kit delivered?

Postage will be charged at \$12 per order (maximum of two memberships) and \$24 per family. If you prefer to collect your membership kit from Sydney Gameday, please note this on your application form prior to submitting.

What is the Club's refund policy?

Any person seeking a refund must do so in writing addressed to the Membership Manager prior to Round 1 of the NRL season. All requests will be considered fairly and will be applicable at the discretion of the Sydney Roosters.