



## Canberra Chill Hockey ACT

National Hockey Centre  
196 Mouat St, Lyneham ACT 2602  
(02) 6189 0570

# Canberra Chill Membership Terms and Conditions

## 1. Membership

Canberra Chill Membership provides access and entry to all three regular home games for the 2022 season. Memberships are transferrable provided the person with the ticket meets the ticket requirements. Hockey ACT reserves the right to move membership pass holders to alternative seating at its discretion.

**1.1. Member benefits:** Canberra Chill Membership benefits are non-transferable. On-selling Canberra Chill Membership benefits is in breach of the Canberra Chill Membership terms and conditions, penalties for this breach may include cancellation of the Canberra Chill Membership in question.

**1.2. Code of Conduct:** Members are to abide by the Canberra Chill Members Code of Conduct. For code of conduct click [HERE](#).

### 1.3. Member Categories:

**1.3.1. Adult Membership:** Person aged 18 years or older as at 31 December 2022.

**1.3.2. Concession Membership:** To obtain a concession discount on a Canberra Chill Membership, a valid concession card must be carried at all times and presented when requested by Canberra Chill or Hockey ACT event staff. Failure to show a valid concession may result in removal from the venue and a suspended membership until the difference between concession and adult membership has been paid. The following concession card holders are eligible to purchase a Concession membership; Pension card (aged, single parent, disability); Student card (full time) or Veterans Affairs card.

**1.3.2.1. Companion Card Holders:** The Canberra Chill will honour all Companion Cards where a copy of the card is provided to the club. Companion Card holders must contact the club directly to purchase a membership.

**1.3.3. Junior Membership:** To be eligible for Junior Membership in the 2022 season children must be 17 or under on 31 December 2022.



**1.3.3.1. Children under 3:** Children aged 3 and under as at 31 December 2022 are admitted free when accompanied and seated on the lap of a parent or guardian. If a child aged 3 and under requires a seat, they will need to purchase a junior membership.

**1.3.4. Family Membership:** Family Memberships consist of two adults and up to four juniors.

**1.4. Companion Card Holders:** The Canberra Chill will honour all Companion Cards where a copy of the card is provided to the club. Companion Card holders must contact the club directly to purchase a membership.

**1.5. Member details:** It is the responsibility of the Member to notify Canberra Chill should their details change including the issue or withdrawal of a concession card, member contact details or any other relevant information that could affect their membership with Canberra Chill.

## **2. Refund Policy**

Exchanges or refunds are not available on memberships, ticketing packages or additional products purchased.

## **3. Lost or Stolen Canberra Chill Membership Cards**

If a Canberra Chill Membership card is lost or stolen please advise the club as soon as possible so the card can be cancelled.

**3.1. Lost Cards:** If a membership card is lost the member will be required to prove their identification when requesting and collecting a replacement card. A \$20 replacement fee may apply.

**3.2. Stolen Cards:** If the card was stolen the replacement fee may be waived upon receipt of appropriate documentation.

## **4. Finals**

Membership packages do not include tickets to season finals.

**4.1. Reserved Seat Members Only:** Canberra Chill Reserved Grandstand Seating Members will have priority and first rights to purchase their seat/s for the finals series\* during the Membership Pre-Sale period.

**4.2. General Admission Members:** Canberra Chill General Admission Members will be given priority access (over non-members) to purchase a ticket to Hockey One finals\*. This priority access will also be extended to Member of the other competing club.

\*Subject to participation



## 5. Membership Renewal

**5.1. Membership Renewals:** By purchasing a 2022 season membership, 2022 members will be given first access to 2023 season membership.

**5.1.1. Renewing Reserved Seat Members (Current Season):** Members must renew their membership with the corresponding membership type ending before (on the last day of the date notified to members via the Renewal Date) to retain same seating. Members who do not renew on or before this date will be allocated a member's seat on a "best available seat basis" at the time of purchase. Changes to membership seating and categories may apply each season. Should a member's seat be impacted by changes upon renewal, the member will be renewed into the next best seat(s) available.