



2019 Sunshine Coast Lightning

Automatic Renewal of Membership / Pledge Lightning FAQ

What is Pledge Lightning?

For season 2 of Suncorp Super Netball (SSN), Sunshine Coast Lightning introduced *Pledge Lightning*, an automatic renewal of Lightning Membership.

By electing to *Pledge Lightning* users authorise Sunshine Coast Lightning to renew their Membership each season into the same package or a reasonably comparable package. The applicable membership fees are then charged to the credit or debit card used to purchase the previous membership.

When purchasing a Sunshine Coast Lightning membership, *Pledge Lightning* is automatically selected and allowing the user to choose to opt-out.

How do I know if I opted into Pledge Lightning (automatic rollover)?

All 2018 Sunshine Coast Lightning Members will be sent an email advising them when the rollover will take place. If you are unsure, you can login to your Membership account to check your opt-in status or contact the Sunshine Coast Lightning Membership Team for assistance on 1300 544 486.

When will my membership automatically rollover?

If you were elected to Pledge Lightning, your Membership will automatically rollover on Wednesday 12th December 2018.

How do I opt-out of Pledge Lightning?

To elect to opt-out of the automatic membership renewal *Pledge Lightning*, you will need to contact Sunshine Coast Lightning via email at hello@sunshinecoastlightning.com.au or phone 1300 544 486. Please note you will need to contact the Membership Team by 5pm Tuesday 11th December if you wish to opt-out.

Can I pay upfront or instalments?

All 2019 Memberships (Supporter, Supporter Plus, Gold and Platinum Membership) will have the option to pay either upfront or on a monthly payment plan.

If you selected to pay upfront when purchasing your membership in 2018 you will automatically rollover on the 12th December and pay upfront. If you selected to pay via instalments when purchasing your membership in 2019 you will rollover on monthly instalments.

If you decide to renew earlier, you will be required to pay either upfront or your first instalment at the time of purchase.

Remaining instalments will be direct debited on the 12th of each month; January, February, March, April and May.



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Automatic Renewal of Membership / Pledge Lightning FAQ cont.

What membership category will I rollover into?

You will rollover into the same category of membership in 2019 as you had in 2018. Please note: Sunshine Coast Lightning have retained the same packages from 2018 to 2019. To review the member benefits for each membership category visit sunshinecoastlightning.com.au/memberships

If I would like to change my membership category for the 2019 season, how do I do this?

If you would like to change your membership category for the 2019 season you will need to contact Sunshine Coast Lightning by 5pm Tuesday 11th December 2018.

Please contact the Membership Team via email hello@sunshinecoastlightning.com.au or phone 1300 544 486.

If I am a platinum member, how do I secure my same seat for the 2019 season?

Renewing Platinum Members have until 5pm Friday 25th January 2019 to renew their membership and keep their existing seat for the 2019 Suncorp Super Netball Season.

- Platinum Members will be able to make changes to their seat choice by calling 1300 544 486
- Whilst we will endeavour to fulfil every request we receive, we are not able to guarantee seating requests.

If I upgrade to a platinum membership, when will I know which seat I have been allocated?

As part of the process of upgrading or purchasing a platinum membership, users have the option to place seating requests. Platinum seating will be allocated in February 2019. Sunshine Coast Lightning will contact you to advise on your seat/s that you have been allocated.