

We are excited that so many passionate fans have decided to join us on our history-making journey towards the 2017 Suncorp Super Netball competition.

Sunshine Coast Lightning members are the heart and soul of our Club and we want to make sure your membership experience is a memorable one.

Lightning is extending an invitation to those supporters who haven't signed-up to one of our unique foundation membership packages, to do so **here**. (<https://premier.sportsubs.com.au/nnl/lightning/>)

We value your involvement and commitment to our Club, and we will aim to make the membership process as easy as possible.

A list of frequently asked questions is set out below. If your question is not answered, please contact the Club's membership department by phone on 1300LIGHTNING or via email at hello@sunshinecoastlightning.com.au

WHY DON'T MEMBERSHIPS INCLUDE TICKETS?

We are striving to make our home matches accessible to everyone. The Lightning's brand new boutique Sports Stadium at the University of the Sunshine Coast is home to 2,200 seats and with such strong community interest in the team, we want to ensure as many fans as possible have the chance to attend games. Therefore, we have decided that our unique membership packages will not include match tickets. Instead, members can choose exactly which games to attend and purchase tickets accordingly when match tickets go on sale in January 2017. By becoming a foundation member, you will receive access to an exclusive priority buying window for a special allocation of tickets across the various price categories, as well as access to a member's discounted price.

WHAT WILL TICKETS COST?

Ticket prices will be published on the Club's website shortly. There will be special discounted prices for members.

WHEN CAN I BUY TICKETS?

Tickets for Sunshine Coast Lightning's inaugural season will go on sale in January 2017. We will email members with updates leading into the on-sale date and during the exclusive buying window.

HOW DO I BUY TICKETS?

Lightning tickets will be for sale online only, via <https://premier.sportsubs.com.au/nnl/lightning/>

WHAT TYPE OF TICKETS ARE AVAILABLE?

All tickets at the University of the Sunshine Coast Sports Stadium will be reserved seating – no General Admission. Tickets will be available in Gold and Silver categories, with further details to be released in the new year.

DOES BEING A MEMBER GUARANTEE ACCESS TO TICKETS AS PART OF THE PRIORITY BUYING WINDOW?

A limited number of tickets for purchase will be released to members exclusively first. This will be based on a first in, first served basis. Membership will not guarantee tickets so we recommend getting in quickly! We will email members with more information before tickets go on sale in January 2017.

HOW MANY TICKETS CAN I BUY IN ONE TRANSACTION?

Members pre-sale: one ticket per member, per match – up to 10 members per transaction.

Public on sale: up to six tickets.

HOW WILL I RECEIVE MY TICKETS?

Tickets will be supplied via e-ticket and can be printed at home.

HOW MANY MATCH TICKETS CAN I PURCHASE WITH A FAMILY MEMBERSHIP?

Lightning's Supporter and Gold family memberships can consist of two adults and two children or one adult and three children. Whichever option you choose, all four members are entitled to a 25% discount on match tickets with an exclusive pre-sale period. Each member is entitled to purchase one discounted ticket per match. (Four tickets per family membership).

HOW DOES THE MEMBER PRE-SALE WORK?

Members will be notified via email and SMS of an exclusive pre-sale period where a limited amount of tickets will be available for purchase. The pre-sale will be held in January 2017 (with the dates to be announced shortly). During this pre-sale period, members have the opportunity to purchase one ticket, per match.

HOW DO MEMBERS ORGANISE SEATS TOGETHER?

During the members' only pre-sale period, members can purchase tickets using their unique barcode. This number is displayed on your member card and will unlock the ability to purchase tickets during the pre-sale window. For example, if two families wish to sit together, one person can manage the purchase via the online shopping cart, adding each member barcode, with a limit of 10 tickets per transaction. Make sure you have your barcode numbers ready! If you have not received your membership card please contact us on 1300LIGHTNING.

I'M A MEMBER AND WANT TO PURCHASE A SEAT WITH A NON-MEMBER. HOW DOES THIS WORK?

During the exclusive pre-sale period, only members can purchase tickets. If you wish to sit with someone who is not a member, you would need to wait until the public on sale date to purchase your seats together. Members will still receive 25% off their match ticket regardless of the time of purchase (i.e. Pre-sale period or public on sale). Alternatively, you can encourage your friend to sign up as a member. There are lots of great benefits including 25% off tickets!

HOW DO I PURCHASE ACCESSIBLE SEATING?

Please call us on 1300LIGHTNING if you have Wheelchair, Companion Card or Special Needs booking requirements.

WILL THERE BE LAST-MINUTE TICKET AVAILABILITY?

As the event date approaches, the venue may release tickets that were previously held.

WHY ARE LAST MINUTE TICKETS RELEASED?

The team or league may no longer need the tickets that were held when the event originally went on sale. At times, tickets may become available closer to the event for public on sale.

HOW DO I QUALIFY FOR A CONCESSION TICKET?

To qualify for a concession ticket, customer must hold one of the following forms of identification; Pension card (aged, single parent or disability), Student card (full-time only) or Veterans Affairs concession card. Health care cards and Seniors cards do not qualify.

HOW DO I QUALIFY FOR A JUNIOR MEMBERSHIP?

To qualify for a junior membership, the child must be under the age of 15 as at 1 January, 2017.

CAN I PAY MY MEMBERSHIP MONTHLY?

Membership package payments can be spread over monthly instalments for Gold and Platinum packages out to 15 April 2017. Monthly payments require an upfront payment when you purchase your membership, equal to your monthly instalment value. Subsequent payments will then be deducted on the 15th of each month. Click [here](#) to find out more in our Member Terms.

WHEN WILL I RECEIVE MY MEMBERSHIP PACK?

Membership packs will be dispatched once a week. Therefore, you can expect your pack to arrive within one to two weeks of ordering. Please note that we will have a small shut down period over the Christmas/New Year period. All orders placed between 14 December 2016 and 3 January 2017 will have slightly longer delivery times.

I WANT TO PURCHASE A MEMBERSHIP AS A CHRISTMAS PRESENT, WILL THIS ARRIVE IN TIME?

All orders placed before 13 December 2016 will be dispatched prior to Christmas. If you have any concerns, you can contact our membership team on email via hello@sunshinecoastlightning.com.au or call us on 1300LIGHTNING.

WILL ALL FOUR PEOPLE RECEIVE MERCHANDISE FROM A FAMILY MEMBERSHIP?

Yes. Regardless of how you configure your membership package (two adults and two children or one adult and three children), all four members receive their own merchandise including a foundation member cap, lanyard, member card, sticker sheet, fixture magnet and beach netball. Each member will also receive special sponsor discounts, access to an exclusive members' only training session and much more.

WHAT CORPORATE PACKAGES ARE AVAILABLE?

2017 Corporate Packages are still being finalised. They will be available for viewing on the Club website once confirmed.

HOW CAN I FIND OUT ABOUT OPEN TRAINING SESSIONS?

Information regarding open training sessions will be posted on our Facebook page once confirmed. Click [here](#) for the link to our Facebook page.

HOW DO I GET IN CONTACT WITH THE LIGHTNING MEMBERSHIP TEAM?

If you need to get in touch with us, you can:

Email your enquiry to hello@sunshinecoastlightning.com.au

Reach out on Facebook <https://www.facebook.com/SunshineCoastLightning/>

Or alternatively you can call the membership team on 1300LIGHTNING.

* A full breakdown of Sunshine Coast Lightning's terms and conditions terms can be found here: <http://bit.ly/2hRuUci>

We suggest that all supporters read this information when purchasing a Lightning foundation membership.

The Club's code of conduct can be found here: <http://bit.ly/2i7FW02>

#LightItUp