

## **COVID-19 IMPACT POLICY FOR GIANTS MEMBERS**

The AFL announced on Friday, May that the 2020 AFL Premiership season will resume on **Thursday, June 11**. Strict protocols will be in place to protect players, officials, staff and the wider public with all involved in the game regularly tested ahead of any contact sessions or matches. As such, there will be a material difference in your membership, with crowds not permitted at games due to the ongoing COVID-19 pandemic, however this will be assessed by the relevant Governments throughout the course of the season.

This Policy applies to GWS GIANTS members with match access\* memberships including both GWS GIANTS members that have paid in full upfront and GWS GIANTS members that are paying in instalments on payment plans (Payment Plan Members).

Considering the announced changes, the GIANTS will make available to GIANTS members a range of compensation options, as well as implement new arrangements for GIANTS Easy Pay Members. Those options and new arrangements are described in this Policy with further information provided in the links included.

As further information becomes available, this Policy may be supplemented or amended.

### **GIANTS MEMBERS WHO HAVE PAID THEIR MEMBERSHIP FEE UP FRONT**

If a GIANTS member does not agree to one of the following options, the GWS GIANTS will rely on that as being the member's consent to keep 100% of their membership funds with the club. Members have until Monday 8 June 2020 to agree to one of the following options. These options can be selected via the GWS GIANTS website or by calling the GIANTS membership team on 1300 GIANTS (1300 442 687). If you do not agree to one of the following options by Monday 8 June 2020, and you would like to agree to an option, please email the GIANTS membership team on [membership@gwsgiants.com.au](mailto:membership@gwsgiants.com.au).

#### **1. I Never Surrender – Keep 100% with the club**

- All 2020 membership fee payments that have been paid in full by you will be retained by the GWS GIANTS and will not be subject to a refund.
- Your agreement to the 'I Never Surrender – Keep 100% with the club' option is voluntary, unconditional and non-refundable.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.
- An additional merchandise item will be included in your 2021-member fulfilment pack.
- You will be included in our 2020 surprise and delight campaign.
- In order to access the full range of benefits associated with the 'I Never Surrender – Keep 100% with the club' option, you must actively pledge your membership where indicated on the GWS GIANTS website or over the phone.

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## 2. **I Never Surrender – 30% Credit for 2021**

- All 2020 membership fee payments that have been paid in full by you will be retained by the GWS GIANTS and will not be subject to a refund.
- Your agreement to the 'I Never Surrender – 30% Credit for 2021' option is voluntary, unconditional and non-refundable.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.
- 30% Credit for 2021 indicates 30% of the membership bought fee in 2020 to be applied to any membership category in 2021.

## 3. **I Never Surrender – 50% Credit for 2021**

- All 2020 membership fee payments that have been paid in full by you will be retained by the GWS GIANTS and will not be subject to a refund.
- Your agreement to the 'I Never Surrendered – 50% Credit for 2021' option is voluntary, unconditional and non-refundable.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.
- 50% Credit for 2021, indicates 50% of the membership bought fee in 2020 to be applied to any membership category in 2021.

## 4. **Donate my membership fee to GIANTS Foundation**

- The total donation is the price of your 2020 membership, less \$20 for an adult membership and less \$50 for a family membership.
- The request to allocate your membership refund to a donation is done so unconditionally to the Australian Sports Foundation, the preferred beneficiary is the GWS GIANTS.
- By making this donation you accept the Australia Sports Foundations Terms and Conditions <https://asf.org.au/terms-conditions/> and Privacy Policy <https://asf.org.au/privacy-policy/>. **2020 GIANTS Membership** is a project of GWS GIANTS (ABN 15 130 190 242) and is registered with and conducted under the charter of the Australian Sports Foundation Ltd (ABN 27 008 613 858).
- The ASF grant money mid-month and end of month.
- Donations are voluntary, unconditional and non-refundable.

## 5. **I Never Surrender - Convert to a Supporter Membership**

- Convert your current membership product to a \$72 Supporter Membership.
- Your membership tenure will continue by converting to this non-access package.
- You will be refunded the difference between your bought membership fee and the \$72 Supporter Membership.
- Converting to a Supporter Membership is voluntary, unconditional and non-refundable.
- Allow up to 28-days for the refund to be processed back into your account.

## 6. **Refund**

- Your 2020 membership fee will be refunded back into your account, less a goods and service fee of \$20 for an adult and concession only membership and \$50 for a family membership.
- Your membership tenure if you join as a GIANTS member in 2021 will not rollover.
- Allow up to 28-days for the refund to be processed back into your account.

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## **GIANTS MEMBERS WHO ARE ON GIANTS EASY PAY PAYMENT**

GIANTS Easy Pay refers to members who are on monthly or six-monthly installment plans, with funds deducted on the third of each month. If a GIANTS Member does not exercise the option included in the recent communication sent to the member to opt-out of making an installment payment, the GWS GIANTS will rely on that as being the member's consent to take the payment. If a member misses the deadline set out in the communication (and the payment is taken) and a member wants to opt-out, members can still contact the GWS GIANTS to stop the remaining payments and get the recent payment made refunded.

Members have until Monday 8 June 2020 to agree to one of the following options. These options can be selected via the GWS GIANTS website or by calling the GIANTS membership team on 1300 GIANTS (1300 442 687). If you do not agree to one of the following options by Monday 8 June 2020, and you would like to agree to an option, please call the GIANTS membership team.

### **1. I Never Surrender – Continue Payments & Keep 100% with the club**

- All 2020 monthly membership fees will continue to be debited from your nominated credit card on the 3<sup>rd</sup> of each month, or the following business day if the 3<sup>rd</sup> falls on a weekend or public holiday for the entirety of the 2020 season.
- Your agreement to the 'I Never Surrender – Keep 100% with the club' is voluntary, unconditional and non-refundable.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.
- An additional merchandise item will be included in your 2021-member fulfilment pack.
- You will be included in our 2020 surprise and delight campaign.
- In order to access the full range of benefits associated with the 'I Never Surrender – Keep 100% with the club' option, you must actively pledge your membership where indicated on the GWS GIANTS website or over the phone, or as otherwise directed by GWS GIANTS.

### **2. I Never Surrender – Continue deduction and opt for a 50% credit in 2021**

- All 2020 monthly membership fees will continue to be debited from your nominated credit card following the normal payment schedule on the third of each month for the entirety of the 2020 season.
- Your commitment to the 'I Never Surrender – Continue deductions & opt for a 50% credit in 2021' option is voluntary, unconditional and non-refundable.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.
- 50% Credit for 2021 indicates 50% of the membership bought fee in 2020 to be applied to any membership category in 2021.

### **3. I Never Surrender – Suspend future payments & keep money with the GIANTS**

- No further payments will be deducted from your account.
- All payments made up to and including the May 2020 payment instalment will be retained by the GWS GIANTS and will not be subject to a refund.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.

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- Your membership tenure will continue into 2021.

#### 4. **I Never Surrender – Suspend all future payments and opt for a 20% credit in 2021**

- No further payments will be deducted from your account.
- All payments made up to and including the May 2020 payment statement will be retained by the GWS GIANTS and will not be subject to a refund.
- Your name will appear on a sign that will be hung in the GWS GIANTS player change-rooms for all home games at GIANTS Stadium and UNSW Canberra Oval.
- Your membership tenure will continue into 2021.
- 20% credit for 2021 indicates 20% of the membership fee paid in 2020 (i.e. what you have paid up until the suspension of payments) to be applied to any membership category in 2021.

#### 5. **Refund**

- Your 2020 membership fee will be refunded back into your account, less a goods and service fee of \$20 for an adult & concession only membership and \$50 for a family membership.
- Your membership tenure if you join as a GIANTS member in 2021 will not rollover.
- Allow up to 28-days for the refund to be processed back into your account.

#### **Access to matches later in the season, if applicable**

- In the event that spectators may attend GWS GIANTS matches later in the 2020 Toyota AFL Premiership Season, GIANTS members that have selected the Keep 100%, Credit into 2021, Pause Payments, Convert to Supporter will be provided with match access as part of their selected membership option.
- The Refund Option does not include match access should it become available.

If you require further information in relation to these terms and conditions, please visit <http://membership.gwsgiants.com.au/> or call the Club's Membership Services Centre on 1300 GIANTS (1300 442 687) between 10am-2pm Monday-Friday.

*\*Game access memberships include: Ultimate GIANT, Sydney Gold GIANT, Sydney Silver GIANT, General Admission GIANT, Sydney Derby, Flexi 3 Sydney & Canberra, 3 Game AFL/Netball, Flexi 2 Sydney & Canberra, ACT Platinum, ACT Gold, ACT Silver, All Rounder Victorian GIANT, Victorian GIANT, Interstate GIANT & Cogs' Cadets*

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