

INSTRUCTIONS ON HOW TO RENEW FOR THE 2018-19 SEASON

RENEWING MEMBERS

Great to see you back! How to renew?

- Click www.brisbanebullets.com.au and select **membership** at the top of the page
- Once you are on the Membership landing page, hit MEMBER LOG IN at the top right of the page.

This next part is new so listen up! You will need to retrieve your log in details. Click the Username & Password link at the top right of the membership landing page. Enter the email address you had used last season, and you will be emailed the username and password. You then use this to log in here at the top left of the membership portal screen.

Each member has their own log in, based on individual email addresses. This means that if last season you had a family or group of 4, with 4 different names and email addresses, then EACH person will have to log in and pay for their membership. Obviously, parents or guardians will have to do this on behalf of their children. This ensures that each person is assigned a membership correctly and that we do not have double ups in names or seating.

You can also see that we have “linked some accounts” this means that where obvious, we have linked you with your friends and family. If you are not showing as linked with anyone, you can click here to be linked. Please note there will be a primary linked member when doing so. So say when a parent or guardian logs in, they will see the linked accounts down the side here.

Moved house? Please select **Update my Details** to check your information is correct and change anything where necessary. Please also confirm your date of Birth as we need to work out if you receive an adult membership merchandise option, or a junior option.

ALTERING YOUR EXISTING MEMBERSHIP

How do I **Upgrade my membership**?

- To upgrade your membership; example, changing from maroon to silver or full season to half season or even to a 4 game flexi. Fill out the Upgrade form and a membership team member will be in touch to help arrange this for you. Please note if you request to switch from a full season membership to a Half Season, you will still keep your same seat.

The Bullets crew is expanding; how do I **add seats**?

- This form is if you wish to add one or multiple members to your existing booking. On the form there is the options of wanting them to sit with you, as close as possible to you, or have them anywhere in the stadium so long as they are members.

You need a new view of the stadium? Simply fill out the **request to move form**.

- This form is for you if you wish to move from your current seats to a new location. Please note this is based on availability.

Please note that all 3 of these forms (Upgrade, add seats and request a move form) will not be processed until the 2-week renewal period is up. This gives all members who are happy to roll over their same seats, the chance to do so. Then members who wish to move seats within their same membership category will be moved, then anyone who wishes to add seats and then finally anyone who wishes to upgrade. No one will lose their existing seats in this process until you are happy with your new seating option based on the above 3 forms.

NEW MEMBERSHIP OPTIONS

4 Game Flexis –new members will be contacted post membership purchase once games have been confirmed, so that you can confirm your 4 games of the 12 at BCEC. **Please note** that if you request to change from a full season membership to a 4 game flexi, you will lose your seats from last season and be assigned new seats in the Flexi Section. Flexi members seats will be placed once all full season and half season memberships have been seated

Half season membership. This means you either come to the first half of the season being October to December, or the second half which is December through to February. 6 games total! If you switch from a Full Season renewing member to a Half Season, you will still retain your seats

Membership Packs. Once you have processed your membership, the team will be in touch to give you your options of merchandise which is exclusive to members only. These will then be available to collect at Game 1 at BCEC (Southbank)

Thank you for your patience,

With the newly upgraded membership system, we have taken steps to ensure a smooth renewal process, however we understand that there may be some questions you need assistance with, if this is the case, please **EMAIL** on membership@brisbanebullets.com.au or check out our FAQs on the membership page. If you email us, it allows us to address the issue with the system, whereas if you call, we may not be able to help immediately and need to source the answer regardless.

Again, thank you for joining the team for the 2018-19 season, we look forward to seeing you at the games!