

Western Force

FAQ's

When will Memberships be available for the 2021 season?

Existing Members will be able to renew or change their Membership during a priority window starting Tuesday, 24 November 2020. New Members will be able to apply from Tuesday, 1 December 2020. Full details are available in the 'Membership Info' Fact Sheet located in the 'INFO' menu dropdown options.

Why have Membership categories changed name?

With the Western Force embarking on a new era of professional rugby, we have taken the opportunity to make it easier for current and new Members by creating a number of tailored price options.

What about prices, have they changed for the 2021 season?

We are delighted to let you know that we've created Membership options with fantastic value for money. Please check individual categories for all the available price points, we are confident there is an option to suit everyone.

Will I still get the same benefits in the new Membership categories?

Absolutely, you will still get all the benefits you love - like exclusive access to Member only areas, including bars, at HBF Park - the only thing that has changed is the name of your Membership category and adjusted prices.

What do I do if I have forgotten my Membership portal username or password?

The original renewal email you received lists your username and other details you can use to access the Western Force Membership portal. If you have already reset your password and have a new Username and Password click [HERE](#). If you have forgotten your password, you can reset it by following the steps on the log-in page. Please note: All Members will need to reset their password the first time they access the system. Click [HERE](#) to reset.

How does my 2020 credit get applied to my 2021 Membership?

The credit in your account will be subtracted from the 2021 Membership price. A general price table will be displayed, which will be for the majority of Members who have paid the standard prices in 2020. Members who have had price changes applied to their 2020 Memberships will be contacted separately by the Membership Team to manually assist with renewals. For any questions, please contact the Memberships Team on (08) 6118 5725 or email memberships@westernforce.com.au.

How do I contact the Western Force Memberships Team?

We love hearing from our Members and fans. We are sure you can appreciate that the Membership renewal period is a particularly busy time. We would encourage you to send an email to memberships@westernforce.com.au with your query which will allow us an opportunity to review it and provide answers back to you as quickly as possible.

What are the additional fees and charges for my 2021 Western Force Membership?

All prices on this website are in Australian Dollars (AUD) and are inclusive of GST. Orders purchased by electronic payment are subject to approval and customer account verification. A processing and fulfillment fee applies per transaction. If selected, postage fees will apply, or a small fee for collection at Rugby HQ.

How does the payment schedule work?

Members have the option to apply a payment schedule to their Membership. Any orders electing to pay via a payment schedule will incur a \$5 Administration Fee, which will be applied per account and have the charge split across the months associated with the plan. The payment schedule does not apply to merchandise items. The full cost of merchandise items will be included in the first payment of your payment plan. All prices include GST, if applicable, and are quoted in AUD.

What is the criteria for a Junior Membership?

This year there are two age brackets for Junior Memberships. Junior discounts apply to any child under 10 years of age (the age as at 1 January 2021) or Juniors aged 10-17 years (age as at 1 January 2021). Children under the age of four may attend Western Force home games free of charge, however they will not be provided with a separate seat.

What is the criteria for a Concession Membership?

Concession discounts apply to full government pension card holders (War, Aged, TPI, Invalid and Disability), Senior Card holders and full-time Secondary and Tertiary students only. Please note that international senior and student cards are not accepted. Proof of eligibility for Concession must be available for display upon entry to the venue.

What is the criteria for a Family Membership?

Family Memberships apply to two (2) adults above the age of 18 and two (2) Juniors 17 Years and under (age as at 1 January 2021).

Does Western Force accept Companion Cards?

Western Force are now affiliated with the Companion Card program which entitles card holders to a free Membership or match by match ticket for their carer to any Western Force event. Companion Card holders / Carers will need to contact the Western Force Membership Team to arrange their Membership on (08) 6118 5725 or email memberships@westernforce.com.au. For match by match ticketing you will need to contact Ticketmaster once the games are on sale.

What is Sea of Blue Forever?

Sea of Blue Forever is the Western Force Membership auto renewal option. This provides Members with the easy option to rolling over their 2021 season Membership allocation into their 2022 season Membership automatically. Full details are available in the 'Auto Renewal' Fact Sheet located in the 'INFO' menu dropdown options.

What are the benefits of a 2021 Western Force Membership?

Sea of Blue - Category 1 & 2 Reserved Seat Members:

- A Reserved Seat at all seven (7) Western Force home games at HBF Park during the 2021 season
- Exclusive access to Western Force Reserved Seat Member Bars located in both the East and West Stands
- See 'All Members' below for additional benefits

Sea of Blue Category 3, 4 & 5 Unreserved Seat Members:

- An Unreserved Seat at all seven (7) Western Force home games at HBF Park during the 2021 season
- See 'All Members' below for additional benefits

Sea of Blue - Supporter Members:

- See 'All Members' below for additional benefits

All Members:

- Access to the Western Force Member Bar in the South Marquee
- Exclusive 2021 Membership pack including Membership card, lanyard, Membership pin, bumper sticker, pen, pencil case and an insulated shopping bag
- Exclusive Western Force Member e-newsletters
- 15% discount at the Western Force Team Store located at Rugby HQ (203 Underwood Avenue, Floreat). This discount cannot be used in conjunction with any other offers and is not available online via our apparel provider or at the merchandise outlets at HBF Park.
- Access to purchase exclusive 2021 Member Only merchandise during the Membership purchase process
- Exclusive Member 'Rewards' discount offers
- Invitation to Western Force events
- Priority access to purchase tickets to all Western Force home finals
- Access to any open pre-season games
- Exclusive access to any open training sessions
- Access to purchase Nathan Sharpe Medal tickets

Does my Membership include 2021 home finals matches?

Membership only includes access to Western Force home games for the regular season. Members will receive exclusive Priority Purchase for Western Force Home Finals in 2021. Members will be notified of the details of the purchase period closer to the 2021 Finals series.

Who can use my Membership Card?

Western Force Members are entitled to transfer their ticket to a family Member or a friend providing that person is of the equivalent level of entry (i.e. Concession/Junior).

Adults found to be using a Concession / Junior Membership card will be refused entry. Should you need to upgrade your ticket, please visit the Ticketmaster Box Office at the game.

Lost / Replacement Membership cards

To organise a replacement Membership card email memberships@westernforce.com.au. Replacements cards are charged at \$10 per card.

It's game day and I've lost or misplaced my membership card - what can I do?

Should you lose or misplace your Membership card there will be a dedicated Western Force Membership staff Member at all home games. Please visit the Gate 4 Membership desk should you require any assistance. If you have lost or misplaced your card prior to game day, it is best to notify the Memberships team in advance to cancel the original barcode and issue you with a new card ready for you to collect at the Membership desk on game day.

Seating Allocations

Reserved Seat Members will be able to either renew their 2020 Reserved Seat into the exact same location or they can contact the Memberships team to relocate their Reserved Seat for 2021. Western Force reserves the right to move Members seats by up to three (3) seats to avoid unnecessary single seat gaps. Once you have purchased your Membership, you are able to check your seat details in your Membership account under "PURCHASE HISTORY".

How will Western Force communicate with me during the season?

We mainly contact our Members via email. This includes e-newsletters, finals ticket information, event and match day information and exclusive offers via the Force Rewards Program. Please ensure your contact details are always kept up to date. If you haven't been receiving our emails to date, please contact the Membership Team to look into this for you.

Where can I buy merchandise?

Members receive a 15% discount at the Western Force Team Store located at Rugby HQ (203 Underwood Avenue, Floreat). This discount cannot be used in conjunction with any other offers and is not available online via our apparel provider or at the merchandise outlets at HBF Park. Members also have access to purchase exclusive 2021 Member Only merchandise during the Membership purchase process.