

# 2021 Western Force Member Renewal

## INSTRUCTIONS FOR RENEWAL

Below you will find instructions on how to renew your 2021 Western Force Season Membership.

### SEA OF BLUE - RESERVED SEAT (Now Category 1 & 2)

All 2020 **Sea of Blue - Reserved Seat Members** will automatically be transferred to either **Category 1 or Category 2** depending on your 2020 Reserved Seat location. Please refer to the map below to identify your new category and prices.

Category 1 & 2 Members will have access to Reserved Seats in central locations, enabling you to enjoy the best views of the field in the stadium. For the vast majority of Reserved Seat Members, your 2020 seat at HBF Park will be available for you to purchase again in 2021, however with a different category classification.

For a small number of Members, your 2021 Reserved Seat is now located in an Unreserved Seat location. If this is the case, the Memberships Team will be in touch with you to go through your options.

Your 2020 credit will be applied to your 2021 Membership prices (some variations may apply). For Membership Category or Seat changes please contact the Memberships Team on (08) 6118 5725 or email [memberships@westernforce.com.au](mailto:memberships@westernforce.com.au).

Details on Membership benefits can be found in the 'Membership Info' Fact Sheet located in the 'INFO' menu dropdown options.

**Continue to page 3**

### SEA OF BLUE - UNRESERVED SEAT (Now Category 3, 4 or 5)

All 2020 **Sea of Blue - Unreserved Seat Members** will automatically be transferred to **Category 3 - Unreserved Seating**. Please refer to the map below to identify your new category and prices.

During the priority renewal period you can renew your current Membership category, choose to **upgrade** from an Unreserved Seat into a Reserved Seat Membership Category, or **downgrade** your Unreserved Seat Category. Your 2020 credit will be applied to your 2021 Membership prices (some variations may apply). For Membership Category or Seat changes please contact the Memberships Team on (08) 6118 5725 or email [memberships@westernforce.com.au](mailto:memberships@westernforce.com.au).

Details on Membership benefits can be found in the 'Membership Info' Fact Sheet located in the 'INFO' menu dropdown options.

**Continue to page 3**

### SEA OF BLUE - SUPPORTER (now Away Supporter)

All 2020 Supporter Members will automatically be transferred to the **Away Supporter** Membership Category in 2021. Away Supporter Memberships are not entitled to entry to games held at HBF Park.

Existing Supporter Members who would like to regularly attend games can upgrade to any full game access Membership category during the priority renewal period from 10am AWST, Tuesday 24 November 2020.

During the priority renewal period you can renew your current Membership using the online Members portal, or choose to **upgrade** to either an Unreserved or Reserved Seat Membership Category. Your 2020 credit will be applied to your 2021 Membership prices (some variations may apply). For Membership Category or Seat changes, please contact the Memberships Team on (08) 6118 5725 or email [memberships@westernforce.com.au](mailto:memberships@westernforce.com.au).

Details on Membership benefits can be found in the 'Membership Info' Fact Sheet located in the 'INFO' menu dropdown options.

**Continue to page 3**

PRICE TABLE

PRICE TYPE	CATEGORY 1 RESERVED SEATING			CATEGORY 2 RESERVED SEATING			CATEGORY 3 UNRESERVED SEATING			CATEGORY 4 UNRESERVED SEATING			CATEGORY 5 UNRESERVED SEATING			SUPPORTER MEMBERSHIP NO GAME ACCESS		
	2020 CREDIT	2021 PRICE	2021 BALANCE	2020 CREDIT	2021 PRICE	2021 BALANCE	2020 CREDIT	2021 PRICE	2021 BALANCE	2020 CREDIT	2021 PRICE	2021 BALANCE	2020 CREDIT	2021 PRICE	2021 BALANCE	2020 CREDIT	2021 PRICE	2021 BALANCE
Adult	\$215.00	\$449.00	\$234.00	\$215.00	\$339.00	\$124.00	\$60.00	\$279.00	\$219.00	\$60.00	\$169.00	\$109.00	\$60.00	\$99.00	\$39.00	\$29.00	\$29.00	\$0.00
Concession	\$160.00	\$399.00	\$239.00	\$160.00	\$299.00	\$139.00	\$55.00	\$249.00	\$194.00	\$55.00	\$149.00	\$94.00	\$55.00	\$89.00	\$34.00	\$19.00	\$19.00	\$0.00
Junior (10-17 Years)	\$100.00	\$349.00	\$249.00	\$100.00	\$269.00	\$169.00	\$30.00	\$219.00	\$189.00	\$30.00	\$129.00	\$99.00	\$30.00	\$79.00	\$49.00	\$9.00	\$9.00	\$0.00
Junior (Under 10 Years)	\$50.00	\$349.00	\$299.00	\$50.00	\$269.00	\$219.00	\$30.00	\$219.00	\$189.00	\$30.00	\$129.00	\$99.00	\$30.00	\$79.00	\$49.00	\$9.00	\$9.00	\$0.00
Family - 2 Adults & 2 Juniors (17 Years & Under)	\$530.00	\$1,249.00	\$719.00	\$530.00	\$949.00	\$419.00	\$180.00	\$779.00	\$599.00	\$180.00	\$469.00	\$289.00	\$180.00	\$279.00	\$99.00	\$69.00	\$69.00	\$0.00



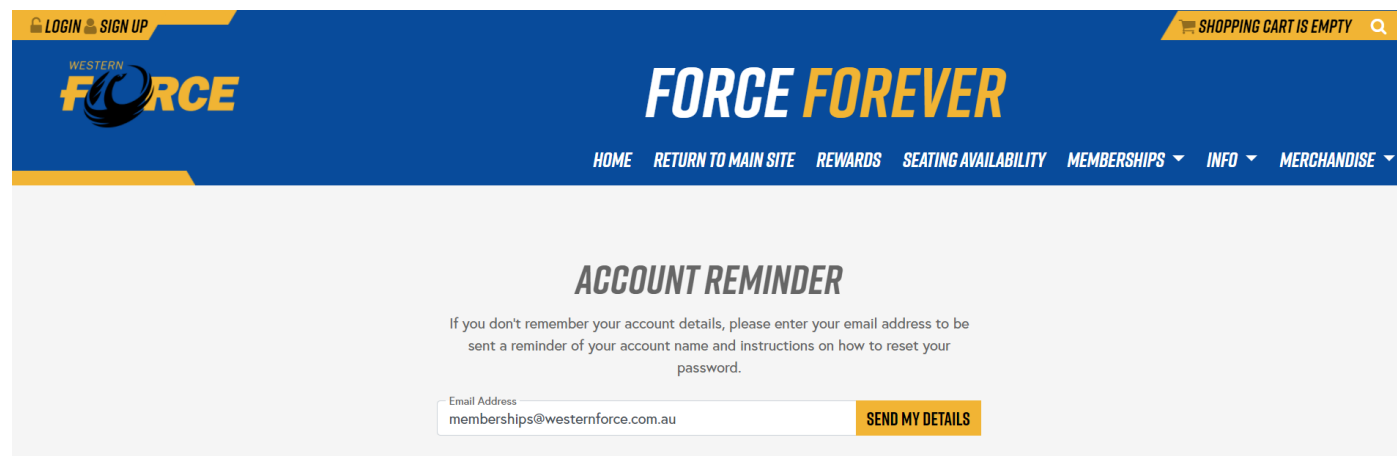
### All Members - Password Reset:

All 2020 Western Force Members will have a **Username** and **Password** which is required to access the Western Force Membership portal. If you know your Username and Password click [HERE](#). If you have forgotten your Username and Password, you can reset it by following the steps on the login page. See screenshot below:

**Please Note:** All Members will need to reset their password the first time they access the system. Click [HERE](#) to go to reset. See screenshot below:

### PASSWORD RESET:

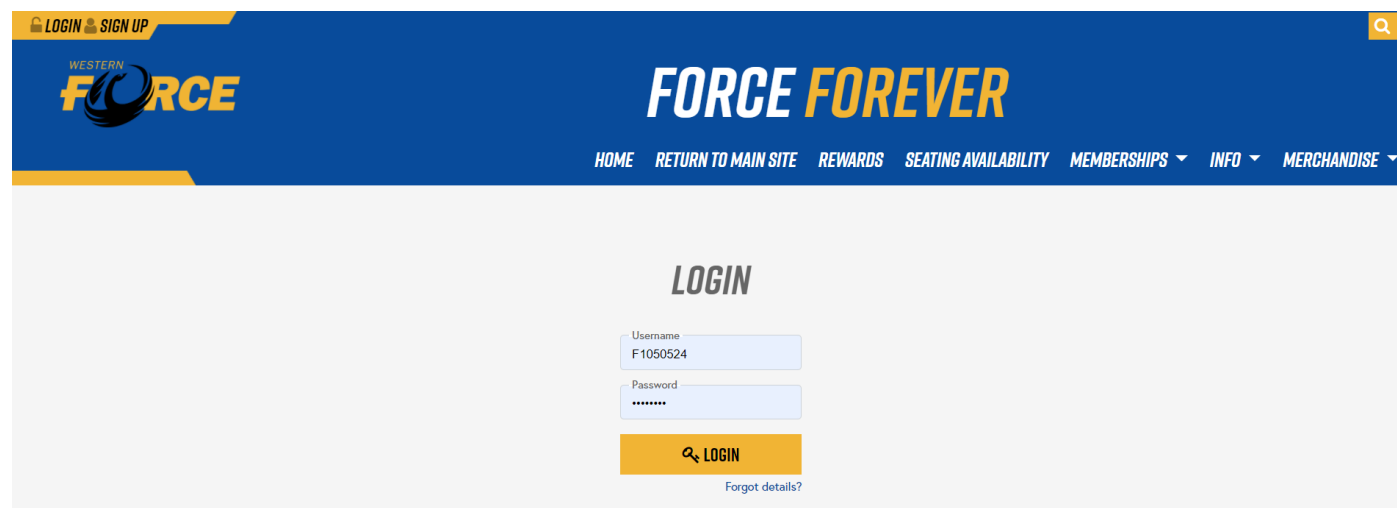
To reset your password click [HERE](#).



The screenshot shows the 'ACCOUNT REMINDER' page of the Western Force Forever website. The header includes 'LOGIN SIGN UP' and 'SHOPPING CART IS EMPTY'. The main navigation bar contains links for HOME, RETURN TO MAIN SITE, REWARDS, SEATING AVAILABILITY, MEMBERSHIPS, INFO, and MERCHANDISE. The page title is 'ACCOUNT REMINDER'. Below the title, a message states: 'If you don't remember your account details, please enter your email address to be sent a reminder of your account name and instructions on how to reset your password.' There is an input field for 'Email Address' with the text 'memberships@westernforce.com.au' and a 'SEND MY DETAILS' button.

### LOGIN:

If you have already reset your password you can login by clicking [HERE](#).



The screenshot shows the 'LOGIN' page of the Western Force Forever website. The header includes 'LOGIN SIGN UP' and a search icon. The main navigation bar contains links for HOME, RETURN TO MAIN SITE, REWARDS, SEATING AVAILABILITY, MEMBERSHIPS, INFO, and MERCHANDISE. The page title is 'LOGIN'. Below the title, there are two input fields: 'Username' with the text 'F1050524' and 'Password' with masked characters. Below these fields is a 'LOGIN' button with a magnifying glass icon. At the bottom, there is a link for 'Forgot details?'.

### RESERVED SEAT MEMBER RENEWAL:

#### MEMBERS HOME SCREEN:

Once you have logged into your Western Force Members account, **renewing** Members will open to the 'Home' screen page where they will be able to see a number of different options in both the toolbar dropdowns and on the page body. Members who are wanting to renew their exact Membership type or same seat as 2020 will need to follow the steps by clicking the '**PURCHASE NOW**' button, which will allow you to renew the number of Memberships allocated to you in your account with the credit from their 2020 Membership applied showing just the outstanding amount left to pay.

**Please Note:** Any Members who have paid an adjusted amount for their Membership will not be able to process their 2021 Membership online and will be contacted directly by our Memberships team to process this manually.

Should you be one of the Members whose seats now fall outside of the new category locations, you will also be contacted by our Membership team to arrange a new location. For Membership Category or Seat changes, please contact the Memberships Team on (08) 6118 5725 or email [memberships@westernforce.com.au](mailto:memberships@westernforce.com.au).

## RENEWING YOUR EXACT 2020 SEAT OR MEMBERSHIP TYPE FOR 2021:

If you are wanting to remain in your 2020 seating location and/or are happy with the new category change allocations given, click the **'PURCHASE NOW'** button and follow the remaining steps below. Please note the price displayed will be the difference between the full price Membership and the amount credited back from your 2020 Membership.

MY ACCOUNT (WESTERN FORCE F1051685) SIGN OUT

SHOPPING CART IS EMPTY

WESTERN FORCE

FORCE FOREVER

HOME RETURN TO MAIN SITE REWARDS SEATING AVAILABILITY MEMBERSHIPS INFO

You have 2 products that can be renewed. **PURCHASE NOW**

**BECOME A MEMBER**

JOIN

**CORPORATE HOSPITALITY AND PARTNERSHIPS**

LEARN MORE

**OFFICIAL MERCHANDISE**

SHOP

## ADDING YOUR 2021 MEMBERSHIPS TO YOUR CART:

To add your existing 2020 Memberships to your cart, click **'ADD TO CART'** for all Members in your group. For Reserved Seat Members you will be able to see the seat details underneath the price type listing so that you can confirm they are the same seats held in 2020. Once you have done this you will notice the cart will update with your items. In the example below, there are 2 x Reserved Seat Memberships showing. Once you have completed this and the correct number of items are showing in your cart in the top right hand corner, click the green **'CHECKOUT'** button in the top right hand corner.

MY ACCOUNT (WESTERN FORCE F1051685) SIGN OUT

2 ITEMS IN THE CART. \$468.00 CHECKOUT

WESTERN FORCE

FORCE FOREVER

HOME RETURN TO MAIN SITE REWARDS SEATING AVAILABILITY MEMBERSHIPS INFO MERCHANDISE

### YOUR RENEWALS

These are the memberships that you are able to renew.

**CATEGORY I - RESERVED (ADULT) RRP \$449**

2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234

Includes reserved seating:

Western Force (2)  
HBF Park, Eastern Stand, E127 C26

RENEWAL PRICE  
**\$234.00**

Qty 1 **ADD TO CART**

**CATEGORY I - RESERVED (ADULT) RRP \$449**

2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234

Includes reserved seating:

Western Force  
HBF Park, Eastern Stand, E127 C25

RENEWAL PRICE  
**\$234.00**

Qty 1 **ADD TO CART**

### FEATURED PRODUCTS

## YOUR SHOPPING CART:

There are a number of areas to focus on within your 'Shopping Cart' once the seats have been added. Some of these items will need to be edited so that they suit your 'Method of Delivery' or 'Payment Option', as well as if you wish to elect to be part of 'Sea of Blue Forever', Western Force Membership auto renewal program. This provides Members with the convenient option of 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. See below for details on each of the details within your 'Shopping Cart'.

The sections that require reviewing or details confirmed can be expanded by clicking the 'DETAILS', 'SELECT' or 'CHANGE' button in the example below.

**Please Note:** All changes need to be made individually to each Membership within your cart, as they do not update across all. Details will need to be added/confirmed manually to each product before proceeding.

MY ACCOUNT (WESTERN FORCE FID51885) SIGN OUT

### YOUR SHOPPING CART

1 Cart 2 Options 3 Login 4 Delivery 5 Seating 6 Payment 7 Complete

Item	Total
 <b>Renewal: Category 1 - Reserved (Adult) RRP \$449</b> 2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234 Western Force Seating has been assigned for this item. <b>DETAILS</b> Delivery method: Transaction Fee + Postage (Australian Residence Only). <b>CHANGE</b> Payment schedules are available. <b>SELECT</b> Sea of Blue Forever - Auto Renewal Program: Not selected. <b>CHANGE</b> <b>REMOVE</b>	\$234.00
 <b>Renewal: Category 1 - Reserved (Adult) RRP \$449</b> 2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234 Western Force (2) Seating has been assigned for this item. <b>DETAILS</b> Delivery method: Transaction Fee + Postage (Australian Residence Only). <b>CHANGE</b> Payment schedules are available. <b>SELECT</b> Sea of Blue Forever - Auto Renewal Program: Not selected. <b>CHANGE</b> <b>REMOVE</b>	\$234.00
<b>Item Total</b>	\$468.00
<b>Handling &amp; Delivery</b>	\$16.95
<b>Total Payable</b>	\$484.95

Promotional codes  **APPLY**

**BEGIN CHECKOUT**

## YOUR SHOPPING CART - SEATING HAS BEEN ASSIGNED FOR THIS ITEM:

By clicking on the 'DETAILS' button for each Membership in your cart, you can review your Membership details to confirm the correct allocation has been given. Reserved Seat Members will have their seat details displayed. Click 'CLOSE' once reviewed and you are happy to proceed.

**Renewal: Category 1 - Reserved (Adult) RRP \$449** **REMOVE** \$234.00

2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234

Western Force

Seating has been assigned for this item.

Reserved seats:

Includes reserved seating:

**Western Force**  
HBF Park, Eastern Stand, E127 C25

**CLOSE**


Delivery method: Transaction Fee + Postage (Australian Residence Only). **CHANGE**

Payment schedules are available. **SELECT**

Sea of Blue Forever - Auto Renewal Program: Not selected. **CHANGE**

## YOUR SHOPPING CART - DELIVERY METHOD:

You have the ability to select a residential postage address or Rugby HQ Collection. **Please Note:** Postage will incur a higher Transaction Fee + Delivery Charge for Rugby HQ Collection to cover the postage costs. You will need to make changes to all items in your cart, and review this later in the purchase process. If you choose to add 2021 Member exclusive merchandise items, you will need to review the delivery method again in the next step of the purchase process across all items.



**Renewal: Category 1 - Reserved (Adult) RRP \$449**  
2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234  
Western Force

REMOVE

\$234.00

Seating has been assigned for this item. [DETAILS](#)

Delivery method: Transaction Fee + Postage (Australian Residence Only).

The following delivery options are available for this item:

Transaction Fee + Postage (Australian Residence Only) (\$16.95)


[X CANCEL](#) [✓ UPDATE](#)

Payment schedules are available. [SELECT](#)

Sea of Blue Forever - Auto Renewal Program: Not selected. [CHANGE](#)

## YOUR SHOPPING CART - PAYMENT SCHEDULES:

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 associated with the plan. 2021 Member exclusive merchandise items which will show in the next step of the purchase process are not eligible for the payment plan option and will be added to the total of the upfront payment portion of the payment plan. Full details are available in the 'FAQs' Fact Sheet located in the 'INFO' menu dropdown options. All prices include GST, if applicable, and are quoted in Australian Dollars (AUD). **Please Note:** You will need to add payment plan details to all items in your cart, as this does not update across all items.



**Renewal: Category 1 - Reserved (Adult) RRP \$449**  
2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234  
Western Force

REMOVE

\$234.00

Seating has been assigned for this item. [DETAILS](#)

Delivery method: Transaction Fee + Postage (Australian Residence Only). [CHANGE](#)

Payment schedules are available.

The following payment schedules are available for this item:


Force 3 Month Payment Plan

[X CANCEL](#) [✓ SELECT](#)


Sea of Blue Forever - Auto Renewal Program: Not selected. [CHANGE](#)


## YOUR SHOPPING CART - SEA OF BLUE FOREVER:


Sea of Blue Forever is the Western Force Membership auto renewal option. This provides Members with the convenient option to roll over their 2021 season Membership allocation into their 2022 season Membership automatically. You will need to select **"Yes, automatically renew this product"** should you wish to auto renew at the end of the 2021 season. Full details are available in the **'Auto Renewal'** Fact Sheet located in the **'INFO'** menu dropdown options. **Please Note:** You will need to make changes to all the items in your cart as this does not update across all items.




**Renewal: Category 1 - Reserved (Adult) RRP \$449**  
2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234  
Western Force

 REMOVE \$234.00

Seating has been assigned for this item.  DETAILS

Delivery method: Transaction Fee + Postage (Australian Residence Only).  CHANGE

Payment schedules are available.  SELECT

Sea of Blue Forever - Auto Renewal Program: **Not selected.**

Would you like to use Sea of Blue Forever - Auto Renewal Program?



By purchasing your 2020 membership online you may elect to participate in the Sea of Blue Forever - Auto Renewal Program.

Sea of Blue Forever is the easiest and most affordable way to secure your Western Force membership. With no renewal forms and no hassle, your Western Force membership automatically rolls over each year. You will always be one of the first members signed up for the new season, guaranteeing you all the early benefits associated with the new season.

You will have the option to secure your membership with one full payment, or you can pay in instalments with our flexible interest free payment plan. Sea of Blue Forever has you covered regardless of your payment option, making sure your membership status is safe and secure every season.

☐ Yes, automatically renew this product


☒ No, do not auto renew


 CANCEL  SAVE

Once you have made the applicable changes click the **"BEGIN CHECKOUT"** button to continue to the next step.

## SEA OF BLUE - EXCLUSIVE 2021 MEMBER MERCHANDISE:

As a 2021 Member, you will be entitled to purchase our Member exclusive merchandise with our cap, scarf or combo options being available to you. Simply change the QTY (default amount is automatically selected as 1) you would like then select **'ADD'** to add items to your cart. When your cart has updated simply click **'CONTINUE CHECKOUT'** to go to the next step.

MY ACCOUNT (WESTERN FORCE FIDSI885)  SIGN OUT




**FORCE FOREVER**

HOME RETURN TO MAIN SITE REWARDS SEATING AVAILABILITY MEMBERSHIPS INFO MERCHANDISE

WOULD YOU LIKE TO ADD ANY OF THESE RELATED ITEMS?

1 Cart




2021 MEMBERS CAP

PRICE


**\$30.00**

Size One Size Fits All

Qty 1

 ADD

2 Options




2021 MEMBERS SCARF

PRICE


**\$30.00**

Size One Size Fits All

Qty 1

 ADD

3 Login




2021 MEMBERS SCARF & CAP COMBO

PRICE

**\$50.00**

Size One Size Fits All

Qty 1


 ADD


4 Delivery

5 Seating

6 Payment

7 Complete






 CONTINUE CHECKOUT



## YOUR SHOPPING CART - MERCHANDISE ITEMS:

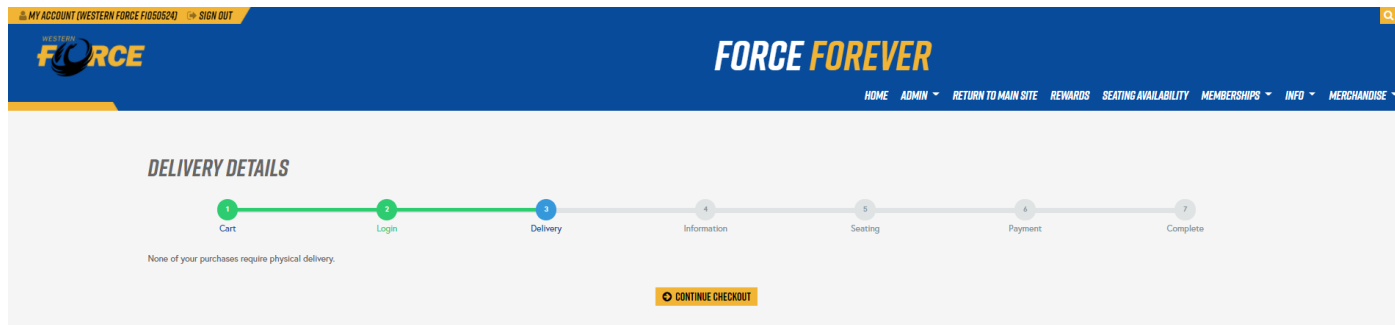
Your 'Shopping Cart' will appear as the below. Make sure you update your 'Delivery Method' for your merchandise to match your Membership delivery method for them to be combined with your Membership fulfilment pack.

Item		Total
 <b>Renewal: Category 1 - Reserved (Adult) RRP \$449</b> 2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234 Western Force Seating has been assigned for this item. <a href="#">DETAILS</a> Delivery method: Transaction Fee + Postage (Australian Residence Only). <a href="#">CHANGE</a> Payment schedules are available. <a href="#">SELECT</a> Sea of Blue Forever - Auto Renewal Program: Not selected. <a href="#">CHANGE</a>	<a href="#">REMOVE</a>	\$234.00
 <b>Renewal: Category 1 - Reserved (Adult) RRP \$449</b> 2020 MEMBER CREDIT: \$215 / 2020 MEMBER RENEWAL PRICE: \$234 Western Force (2) Seating has been assigned for this item. <a href="#">DETAILS</a> Delivery method: Transaction Fee + Postage (Australian Residence Only). <a href="#">CHANGE</a> Payment schedules are available. <a href="#">SELECT</a> Sea of Blue Forever - Auto Renewal Program: Not selected. <a href="#">CHANGE</a>	<a href="#">REMOVE</a>	\$234.00
 <b>2021 Members Scarf &amp; Cap Combo</b> Size: One Size Fits All Delivery method: Transaction Fee + Postage (Australian Residence Only). <div>The following delivery options are available for this item: Transaction Fee + Postage (Australian Residence Only) (\$16.95) <a href="#">CANCEL</a> <a href="#">UPDATE</a></div>	<a href="#">REMOVE</a>	\$50.00
Item Total		\$518.00
Handling & Delivery		\$16.95
Total Payable		\$534.95

## DELIVERY DETAILS - RUGBY HQ COLLECTION:

If you elected for Rugby HQ Collection your cart will appear as per below. For those with postage please see further below.

**Please Note:** Membership packs will likely not be available for collection until the New Year. Once available Members will either be mailed out their packs or will be notified their packs are ready for collection.



## DELIVERY DETAILS - POSTAGE:

If you elected postage as your delivery method, your cart will appear as per below. Please confirm your delivery details are correct to ensure your package arrives at its desired location. Click 'CONTINUE CHECKOUT' once you have confirmed the details.

Your delivery summary

Items for Transaction Fee + Postage (Australian Residence Only):  
2021 Members Scarf & Cap Combo One Size Fits All  
Category 1 - Reserved (Adult) RRP \$449 One Size Fits All  
Category 1 - Reserved (Adult) RRP \$449 One Size Fits All

**POSTAL ADDRESS**

Address  
Rugby HQ  
203 Underwood Ave

Suburb  
FLOREAT

Postcode  
6014

State  
Western Australia

Country  
Australia

[CONTINUE CHECKOUT](#)



## RESERVED SEAT MEMBERS ONLY:

At this stage of the purchase process **Reserved Seat Members only** will be able to review and confirm their 2021 seating allocation. Please check the stadium map and ensure your seats have been correctly allocated. Click '**CONFIRM SEATS**' for each Member in your cart once you have confirmed the seat details are correct.

For Membership Category or Seat changes please contact the Memberships Team on (08) 6118 5725 or email [memberships@westernforce.com.au](mailto:memberships@westernforce.com.au).

**SEATING SELECTION**

1 Cart 2 Login 3 Delivery 4 Seating 5 Payment 6 Complete

Season seating

Western Force (2)  
(Category 1 - Reserved (Adult) RRP \$449)  
E127 Seat: C 26  
Renewal seating cannot be changed at this time.

✓ Seating selected

Western Force  
(Category 1 - Reserved (Adult) RRP \$449)  
E127 Seat: C 25  
Renewal seating cannot be changed at this time.

✓ Seating selected

**YOUR SEATING SECTION**

✓ CONFIRM SEATS

Updating

✓ CONFIRM SEATS

## PAYMENT:

This is the final stage of the purchase process. Check your credit card details are correct and apply payment. Please read and accept our terms and conditions before proceeding. Once complete simply select '**PAY NOW**'. You will receive a confirmation email saying your payment was successful and you will now officially be a part of the Sea of Blue for 2021!

MY ACCOUNT (WESTERN FORCE FIDSI885) SIGN OUT

**WESTERN FORCE** **FORCE FOREVER**

HOME RETURN TO MAIN SITE REWARDS SEATING AVAILABILITY MEMBERSHIPS INFO MERCHANDISE

**PAYMENT INFORMATION**

1 Cart 2 Login 3 Delivery 4 Seating 5 Payment 6 Complete

Total payable now \$534.95

☒ Pay with gift cards

If you have a gift card you can use it in part or full payment, enter the redemption code below to apply the gift card balance to this order.

Redeem a gift card: Enter redemption code **VALIDATE**

☒ Pay with credit or debit card

Choose an existing card that you would like to use for payment or add a new card.

Card Number	Expiry
	07/23

**ADD A NEW CARD**

☐ I accept the terms and conditions.

**PAY NOW**

## PURCHASE COMPLETE:

This is the final stage showing the payment has gone through and the purchase is now complete. Welcome to the Sea of Blue for 2021.

**Please Note:** This document is to be used as a guide for the purchasing process. The website may vary slightly from the time these screenshots were taken. Details and amounts will vary depending on your individual transaction.

For Membership enquiries contact the Memberships Team on (08) 6118 5725 or email [memberships@westernforce.com.au](mailto:memberships@westernforce.com.au).

