



Norwood Football Club 2024 Membership Frequently Asked Questions:

How do I know if I am a renewing member?

Any 2023 member that purchases a membership for the 2023/24 SANFL Season is considered a renewing member.

When will I receive my membership pack?

If you purchased a 2024 Membership, you can expect to receive your pack between late February and end of March. If you purchased after mid-February 2024 you can expect to receive your 2-3 weeks after the time of purchase. It is the intention of the club to ensure all members receive their member packs prior to season commencement. In the event this is not the case, entry tickets to any match usually covered by your membership will be made available until you receive your packs and relevant season tickets.

It is mid-March 2024, and it has been more than 3 weeks since I purchased and I still have not received my Membership?

There are many factors at the start of a season as to why you may not have received your membership. We cannot send packs until we receive your home match and season tickets from the SANFL, so there may be a hold up with us receiving these. Also, there may be a delay from our supplier of items in the membership packs. If you have concerns and it's past mid-March 2024, please call 8362 6278 for any questions you might have on the status of your membership pack and for an updated date you can expect to receive your pack.

What is a valid concession?

Holders of a current Pension Card (aged, senior or disability) or Veteran Affairs Card are eligible, as well as students who hold a full time Student Card for 2024. Please notify the club of your concession type and relevant card number on application to avoid any delays in receiving your 2024 membership.

All concession home match ticket or season ticket members must have identification available for presentation upon entry on match day when requested whilst at the ground.

Does my membership grant me access to away games?

If you have purchased a membership that includes entry to both Home and Away matches you will be able to attend all Norwood Football Club Home and Away matches.

Why should I register an email address?

The Norwood Football Club is always looking for ways to reduce our environmental impact. Eliminating the need for printing and paper is just one way we do so, therefore things like membership confirmation information and Tax Invoices are sent by email.

Email also allows for a more timely and efficient way to communicate with members. Please assist us by providing your email address when completing your membership application form and we will be able to keep you updated on the latest news from the club which will include unique content,

special offers including any member specials. You will be able to opt-out from any of our email communications by clicking on the unsubscribe link on the bottom of our emails.

How can I update my personal and payment details?

To update your member details, log into your online account or contact the membership team on 8362 6278. Your login information is set-up when your first become a member or purchase merchandise online and provided to you in email confirmation to the email address provided by you.

Can my membership be automatically renewed each season?

Yes, it can. This can be selected at the time you renewed your membership this year. Just select auto renew when promoted or call the membership team on 8362 6278.

What discount do I get on membership?

Members receive 10% off all official merchandise online and when purchasing in our merchandise shop and game day booth.

Does my membership get me into trial games?

All SANFL trial games are free entry to any member or non-member.

Where can I become a member or get further membership information?

Phone

If you would like to purchase a membership, please call our club office on 8362 6278 between 9am to 5pm, Monday to Friday.

Online

To find out more information about the membership packages available for the 2024 Season.

Disabled Car Parks

Disabled parking for Coopers Stadium Events is located on Wood Street opposite Gate 4, the Wally Miller Gates.

FIP Coin

Fortis in Procella Coin will again be included in selected memberships in 2024.

Western Stand Seating

The following will now apply:

- The Western Stand will remain a General Admission system with access into the stand available for members who have the necessary entry pass. Once admitted, members can sit in any seat (unless marked reserved for match day purposes).
- In 2024, those members who purchase either:
 - Fortis Club
 - Premiers Club
 - Home Match Plus
 - Home and Away Plus

will receive a Western Stand Ticket as part of their membership and therefore can gain access into the stand for any game and are able to sit anywhere they like. If the Western

Stand is at capacity, those holding a grandstand ticket will be ushered into the Southern Stand.

- Attendance at the pre-match function will provide Western Stand access to those that wish to use it for that match only.
- Matchday staff and coaches from both clubs requiring seats to undertake their roles will be provided Western Stand access for each game.
- Corporate Box holders will be provided Western Stand access for each game
- Media and SANFL matchday operations staff will be provided Western Stand access for each game
- Legends Club membership will have priority to Western Stand Seats at every home game
- Elderly Members with special needs that require extra assistance, can contact the Norwood office prior to a home matchday.

Do I need to be an existing Fortis Club, Premiers Club or plus member to gain access to the Western Stand?

In 2024, you do NOT need to be an existing Fortis, Premiers or plus member to gain seating the Western Stand. If you are new to the club and purchase one of the above memberships, then you will receive a general admission seat in the Western Stand.

What happens if the Western Stand is full on gameday?

In the event the Western Stand is full on a matchday, the club will have a reserved bay in the Southern Stand available to watch the game as per the case in season 2023. We encourage those Western Stand members though to arrive early to guarantee their seat for each game.

Fortis Club Seating:

Fortis Club membership will provide Western Stand access for each game no matter the scenario.

Entry to the Wolf Blass Community Centre on Matchdays:

The Premiers Bar will be open for the public, however, the club will keep all members posted when access to Wolf Blass Community Centre is open on match day. Post-game, the Wolf Blass Community Centre is available to all members to enjoy.