

Western Force FAQ's

When will memberships be available for the 2020 season?

Existing members will be able to renew or change their membership during a priority window starting Friday, 4 October 2019. New members will be able to apply from Monday, 28 October 2019. 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 simplify our 2020 membership categories to make it easier for current and new members to select the option that best suits them.

What about prices, have they changed for the 2020 season?

We delighted to let you know that we've made it more affordable to be in the Sea of Blue in 2020 with membership prices better value than ever! Please check individual categories for all the available price points, we're 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's changed is the name of your membership category.

When will the dates for home games be announced?

Global Rapid Rugby is in the process of finalising teams and fixtures for the 2020 season. At this stage we can't confirm exactly when home games will be played, we do know however that we will host five (5) games at HBF Park in 2020. We know our members like to plan ahead so rest assured we will get all the details to you as soon as possible.

What do I do if I have forgotten my membership hub username or password?

The original renewal email you received lists your username and other details you can use to access the Western Force membership hub. If you have already reset your password and have a new Username & 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 go to reset.

How do I contact the Western Force membership team?

We love hearing from our members and we're 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 soon as possible.

What are the additional fees and charges for my 2020 Western Force Membership?

All prices included on the website are inclusive of GST. Prices include any credit card and processing fees. Orders purchased by credit/debit card are subject to credit/debit card approval and customer account verification. Postage fees will apply.

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. All prices include GST, if applicable, and are quoted in AU\$.

What is the criteria for a Junior Membership?

This year there are 2 age brackets for Junior Memberships. Junior discounts apply to any child under 10 years of age the age as at 1 January 2020 or Juniors aged 10-17 years as age as at 1 January 2020. Children under the age of 4 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 as at 1 January 2020.

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) 6280 0168 or email memberships@westernforce.com.au. For match by match ticketing they 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 2020 season membership allocation into their 2021 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 2020 Western Force membership?

Sea of Blue - Reserved Seat Members Only:

- A reserved seat at all five (5) Western Force home games at HBF Park during the 2020 Global Rapid Rugby 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 - Unreserved Seat Members Only:

- An unreserved seat at all five (5) Western Force home games at HBF Park during the 2020 Global Rapid Rugby season
- See 'All Members' below for additional benefits

Sea of Blue - Supporter Members Only:

- One (1) ticket to a Western Force home game at HBF Park during the 2020 Global Rapid Rugby regular season (*Date TBC*)
- See 'All Members' below for additional benefits

All Members:

- Access to the Western Force Member Bar in the South Marquee
- Exclusive 2020 Membership pack including membership card, lanyard, membership pin, bumper sticker and an eco-shopping bag
- Exclusive Western Force Member e-newsletters
- 15% discount at the Western Force Team Store and Western Force merchandise outlets at HBF Park
- Access to purchase exclusive 2020 Member Only merchandise
- Exclusive Member 'Rewards' discount offers
- Invitation to Western Force events
- Priority access to purchase tickets to all Western Force away games and finals
- Access to all Western Force NRC games in 2020
- Access to purchase Nathan Sharpe Medal tickets

Does my Membership include 2020 home finals matches?

Membership only includes access to Western Force home games for the regular Global Rapid Rugby season. Members will receive exclusive Priority Purchase for Western Force Global Rapid Rugby Home Finals in 2020. Members will be notified of the details of the purchase period closer to the 2020 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.

I've lost my tickets and I cannot contact the Western Force Membership Team - What can I do?

Should you lose 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.

Seating Allocations

All reserved seat members will be able to choose their seat at time of purchase. 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 2019 membership account under "PURCHASE HISTORY".

How will Western Force communicate with me during the season?

We mainly contact our members by email. This includes e-newsletters, finals and test match 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.

Where can I buy merchandise?

Members can purchase merchandise by visiting the merchandise store at RugbyHQ located at 203 Underwood Avenue, Floreat WA 6014. Members receive a discount of 15%. This discount cannot be used in conjunction with any other offers. Merchandise can also be purchased at the merchandise outlets on game day at HBF Park with the same discount.