

BRISBANE HEAT MEMBERSHIP TERMS & CONDITIONS 2026-27

1. Membership Categories

1.1. Brisbane Heat Membership categories are outlined below. Brisbane Heat may add or remove Membership categories at its absolute discretion at any time.

1.2. BBL Match Access Membership categories are available at Adult, Junior, Concession and Family prices.

BBL MATCH ACCESS MEMBERSHIP CATEGORIES

- 5-Game Membership – (Platinum, Gold & Silver).
- 2-Game Membership – (General Reserved, Club & HotSpot).
- Flexi Pass (6 x Tickets & 10 x Tickets).

NON-MATCH ACCESS MEMBERSHIP CATEGORIES

- Supporters Club Membership.

1.3 All Match Access Membership categories purchased for Brisbane Heat BBL regular season home games additionally entitle the Member to free general admission (on redemption of ticket) to all Brisbane Heat WBBL regular season home games.

2. Reserved Seat Selection (for BBL home games)

2.1. When purchasing a Membership with reserved seating online, Members will be able to select their seat of choice on a visual seating map. Once this seat has been selected and paid for, the Member agrees to remain in this seat for the entire season.

2.2. When purchasing a Membership with reserved seating via phone, Brisbane Heat customer service representatives will describe the available seating options and come to an agreed seat location in collaboration with the purchaser. Once this seat has been selected and paid for, the Member agrees to remain in this seat for the entire season.

2.3. If a Member wishes to change their seat after purchasing, a request must be received in writing. Requests are granted based only on availability and reason for change. Brisbane Heat reserves the right to accept or reject any seat change requests.

2.4. For the avoidance of doubt there is no reserved or specific seating for WBBL home games.

3. Junior Membership Terms

3.1. Children must be aged 5-17 years as at the beginning of the sales period (1 July 2026) to be eligible for junior priced seating. A date of birth must be supplied for all Junior Membership applicants.

3.2. Children under five (5) years old are not required to have a seat purchased for them, however in that case they must not occupy a seat and will need to sit on the lap of a parent

or guardian. The parent or guardian is responsible for the child whilst in the stadium. The child is not permitted to sit in aisles or run/move around to the detriment of other attendees.

4. Concession Membership Terms

4.1. The following concessions are valid for the 2026-27 Season:

Holders of a Pension Card issued by:

- Centrelink;
- Department of Health and Community Services;
- Department of Community Services; or
- Department of Veteran Affairs.

Pension types include:

- Aged Pension;
- Disability Support;
- War Veteran;
- Single Supporting Parents;
- Disability Carers;
- War Widows;
- TPI Pensions; or
- Carers Card.

Student concession types include:

- Full-time secondary school student; or
- Full-time tertiary student.

Tertiary student identification MUST state that the student is full-time. If not, the student must provide supporting documentation from the enrolled tertiary institution proving full-time status.

4.2. Important Concession Information

All Concession Membership holders must produce their concession cards at the gate upon request by stadium staff.

Members who have purchased an Adult Membership and later obtain a valid concession card cannot downgrade their Membership to a Concession Membership prior to or during the current season.

5. Membership Prices

All Membership prices are inclusive of GST as described on the official Brisbane Heat Membership website as amended from time-to-time am.ticketmaster.com/brisbaneheat/pricing

6. Transferring Match Access Membership

- 6.1.** Brisbane Heat Match Access Memberships are transferrable. If the designated Member listed on the Membership card is unable to attend a game, the Membership card can be passed on to a friend or family member to use provided that they meet the criteria for the same category of Membership (Adult, Concession or Junior).
- 6.2.** Junior Memberships can only be transferred to individuals who match the terms listed in **Clause 3** above, Junior Membership Terms.
- 6.3.** Concession Memberships can only be transferred to individuals who match the terms listed in **Clause 4** above, Concession Membership Terms.

7. Communications

- 7.1.** By registering as a Member, you agree that the Brisbane Heat may contact you by way of mail, SMS or email to communicate important details of your membership including your entitled benefits, fulfilment of your Membership pack, seating details and promotions.
- 7.2.** You may unsubscribe from these communications at any time however you may miss important updates regarding your Membership.

8. Payment Plans

Brisbane Heat offer Members an auto-renew functionality to allow the automatic renewal of their Membership year on year. Payment will be one full payment, except where the Member has nominated to be on the four or five part equal payment plans detailed below. In each case, as a minimum, Instalment 1 must be fully paid at the time of application for Membership:

8.1. The four-part available payment schedule is as follows:

- Instalment 1 – 13 July 2026.
- Instalment 2 – 14 September 2026.
- Instalment 3 – 13 October 2026.
- Instalment 4 – 13 November 2026.

8.2. The five-part available payment schedule is as follows:

- Instalment 1 – 13 July 2026.
- Instalment 2 – 13 August 2026.
- Instalment 3 – 14 September 2026.
- Instalment 4 – 13 October 2026.
- Instalment 5 – 13 November 2026.

- 8.3.** If any instalment payment is declined twice, the Brisbane Heat may suspend any benefits of the Membership including cancelling your Membership card for such period as any instalments remain outstanding.

- 8.4. Full payment is still available on Membership through the duration of the season. A 5-Game Membership will not be discounted if the season has commenced, rather, your option is to purchase a 2-Game Membership.
- 8.5. When paying by credit or debit card (Visa, MasterCard or American Express), your Membership will be automatically renewed into the same package(s) and seat(s) for subsequent seasons (a 'Rolling Renewal'). Prior to this automatic payment and Rolling Renewal occurring, you will receive notification by email to the email address that you have provided. That email will provide you with:
- (a) your Membership price for the following season; and
 - (b) a 14 day opt-out period by emailing the membership team at membership@qldcricket.com.au and confirming you wish to opt-out of the Rolling Renewal.
- 8.6. If a Member opts out of the payment plan option, the Member is just opting out of the payment plan and will still receive Membership renewal information from the Brisbane Heat, unless otherwise requested by the Member.

9. Entry Conditions

Brisbane Heat Members consent to Cricket Australia's ['Ticket and Entry Conditions'](#) when attending any Brisbane Heat home game. This includes consent to:

- (a) the recording of your likeness and/or voice by any means (including but not limited to video, audio and visual recordings by television cameras and photographers) (together "Images"); and
- (b) the use of the Images at any venue where the Brisbane Heat plays, including display on vision screens throughout the venue; and
- (c) the commercial exploitation, throughout the world and on a perpetual basis, of the Images by any means by Cricket Australia and its commercial partners (including without limitation the International Cricket Council and any official sponsor, official supplier, broadcaster or licensee), all without compensation of any kind.

10. Discounted Ticketing

- 10.1. Your Membership entitles you to purchase additional tickets to Brisbane Heat home games during the regular season at a 20% discount through Ticketek.com.au. Purchase of additional tickets is subject to availability. Finals tickets are not included.
- 10.2. Discounted tickets are non-refundable and non-transferrable except in the case of match abandonment, or if the event is cancelled, rescheduled or relocated.

- 10.3.** There is no limit on the number of additional ticket purchase transactions Members can make in a season, but each transaction will be subject to the match venue's ticket limit purchases per transaction.
- 10.4.** To obtain the discount, Members must enter their Membership promo code provided in the Member benefits webpage, prior to finalising the purchase with Ticketek. No compensation will be awarded if the Member fails to add the promotional code prior to finalising the purchase, and subsequently did not receive the discount.
- 10.5.** If a match or event is cancelled, rescheduled or relocated all liability is limited to the amount for which the ticket was purchased (including any fees or charges). Brisbane Heat will not be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.

11. Finals Ticketing

- 11.1.** Your Membership does not include entry to any BBL or WBBL finals match.
- 11.2.** If the Brisbane Heat qualify to participate in a finals match to be played at the Gabba, People First Stadium or Allan Border Field with the Brisbane Heat designated as 'home' team, then all Members will be provided with a priority access period to purchase tickets to this game.
- 11.3.** The details of the priority access period, including dates, times and requirements will be communicated to all Members via email in the lead up to this period.

12. Merchandise Discounts

- 12.1.** Members are entitled to 10% off full priced Brisbane Heat merchandise at the Cricket Australia online store (shop.cricket.com.au). This offer is not valid at Rebel or any other store selling Brisbane Heat merchandise.
- 12.2.** To obtain the discount Members must enter the promotional code provided in the Member benefits webpage, prior to completing their purchase. No compensation will be awarded if the Member fails to add the promotional code prior to finalising the purchase, and subsequently did not receive the discount.
- 12.3.** Purchases made will be subject to the terms and conditions of the Cricket Australia online store.
- 12.4.** If the discount options are not taken, Members are not entitled to any refund or credit.

13. Member Rewards Program

- 13.1.** Members are provided discounts to partner businesses of the Brisbane Heat. Details of these discounts and how to activate them will be provided in the Membership pack, through email and on the Heat Membership website.

13.2. Brisbane Heat have no liability in relation to Member dealings with partner businesses, and if the discount options are not taken, Members are not entitled to any refund or credit.

13.3. Activation of the partner discounts is subject to the terms and conditions of that partner – please refer to their terms and conditions for further details.

14. Flexi Pass Membership

14.1. Flexi Pass Membership entitles Members to either 6 x tickets or 10 x tickets to any home game at the Gabba in the BBL16 season.

14.2. You can use the tickets to one game or across multiple home games.

14.3. There is no age restriction on the Flexi Pass Membership and a ticket can be used for any age.

14.4. There is no payment plan, Membership pack or lanyard with this Membership.

14.5. All of the tickets to the Flexi Pass Membership (either 6 x tickets or 10 x tickets) must be used by the last game of the BBL16 season.

15. Membership Card and Pack Replacement Fee/Change of Address

15.1. Only 5-Game Members are entitled to a Membership card prior to the start of each season. Members requiring a replacement card resulting from a lost Membership card will not get a new card and will be required to use their digital barcode. Members who fail to advise the Brisbane Heat of a change of address will be charged an additional \$25 fee if a replacement card and Member pack is required.

15.2. Brisbane Heat are not responsible for delayed Membership pack items and will not discount or refund any Membership fees. Your Membership is valid through the digital barcode required for entry.

16. Membership Cancellation, Downgrades & Refunds

16.1. Membership applications will be processed as received and cannot be withdrawn once processed. The contents of the Membership forms and online pricing are correct at the time of publication and the Brisbane Heat, except as set out in these Terms & Conditions, takes no responsibility for any omissions, errors or changes that may occur.

16.2. In the event of an exceptional circumstance, requests for refunds, cancellations and downgrades should be made in writing to the Brisbane Heat Membership Team and will be assessed by Brisbane Heat Management. Granting of refunds, either in full or part, is wholly at the discretion of the Brisbane Heat. Cancellation fees may apply.

16.3. In the event of a wet-weather BBL16 home Gabba game in which the game is cancelled, 5 game members will not receive a refund, however, will be entitled to 2 x guest tickets to the

next available home Gabba game. If the cancelled game falls on the last home game of the season, 5 game members will not receive this extra guest ticket entitlement.

16.4. In the event of a wet-weather BBL16 home Gabba game in which the game is cancelled, 2 game members & Flexi members will not receive a refunded or credit, however, they will be entitled to transfer their tickets to use at the next available home Gabba game. If the game falls on the last game of the season, the Brisbane Heat membership team will work with the customer to provide a credit or refund, at their discretion. If the transfer of tickets is required due to this circumstance, there is no guarantee of the same seating or same section. The Brisbane Heat membership team will find the most appropriate and next available option available.

16.5. In the event of an abandoned or "no result" BBL16 home Gabba game, the following terms and conditions will apply:

- (a) An abandoned or "no result" game is defined as per the Cricket Australia National Refunds Policy (i.e. less than six (6) overs are completed during the entire game and no result is recorded for the game).
- (b) The Member will be eligible for a discount off their Membership fee for the following season. The discount amount will be determined by the number of games the Member has access to, as well as the other non-game benefits included in the Membership, as follows:
 - 1 game Membership – 80% per affected game;
 - 2 game Membership – 40% per affected game;
 - 3 game Membership – 26.5% per affected game;
 - 4 game Membership – 20% per affected game;
 - 5 game Membership – 16% per affected game.
- (c) The discount is applied to the value of the current year Membership.
- (d) The discount applies to abandoned or "no result" home games at the Gabba only and the Member must have scanned into the affected match for the discount to apply.
- (e) The Member must renew their Membership for the following season into the same or higher Membership category for the discount to apply.
- (f) The Member must opt in or accept the discount offer by the deadline notified by Brisbane Heat to do so.

17. Consumer Legislation

There are provisions of the Australian Consumer Law (and other legislation) that either cannot be excluded, restricted or modified, or can only be restricted or modified to a limited extent. These Terms & Conditions are to be read subject to those provisions and nothing in these Terms & Conditions is intended to exclude, restrict or modify any such provisions. Subject to that, any representations or warranties not expressly set out in these Terms & Conditions are excluded.

18. Privacy & Terms of Use of Brisbane Heat Website

- 18.1. The personal information which Brisbane Heat collects on the Registration Page is used for the purpose of processing your request for Membership of Brisbane Heat. Brisbane Heat may also use your personal information in the manner set out in [Brisbane Heat Privacy Policy](#).
- 18.2. Any personal information which Brisbane Heat collects on the Registration Page will be available to Queensland Cricket Limited as operator of the Brisbane Heat in the manner set out in the Brisbane Heat Privacy Policy and will be disclosed to Cricket Australia in accordance with Cricket Australia's Privacy Policy.
- 18.3. At any time that you enter the Brisbane Heat web site (<https://www.brisbaneheat.com.au/> or <https://am.ticketmaster.com/brisbaneheat>) you agree to be bound by the terms governing use of the web site which are in force at that time.

19. DEFINITIONS

- 19.1. **BBL** means the men's Big Bash League Competition played under the auspices and control of Cricket Australia.
- 19.2. **WBBL** means the women's Big Bash League competition played under the auspices and control of Cricket Australia.
- 19.3. **BBL | 16** and **WBBL | 12** refer to the Big Bash men's and women's seasons that are currently expected to commence on or around October 2026 and conclude on or around February 2027, which together may be referred to as the 2026-27 season or the 'current season'.
- 19.4. **Member/Membership** means a person who has joined and paid for a membership with Brisbane Heat for the current season, 2026-27.
- 19.5. **Concession Member/Membership** means a person who has joined and paid for a concession membership with Brisbane Heat for the current season, 2026-27 as set out under clause 4.
- 19.6. **Junior Member/Membership** means a person who has joined and paid for a junior membership with Brisbane Heat for the current season, 2026-27 as set out under clause 3.
- 19.7. **Brisbane Heat** means Brisbane Heat Pty Ltd (ACN 152 487 002) of Allan Border Field, 1 Greg Chappell Street, Breakfast Creek 4010.
- 19.8. **Registration Page** means the sign-up page for membership of the Brisbane Heat website and such other membership registration pages completed by you at the request of Brisbane Heat.
- 19.9. **You** or **your** means the individual who is named in the completed Registration Page which is completed online at <https://am.ticketmaster.com/brisbaneheat#/> or received by the Brisbane Heat via mail (direct or digital)