

MEMBERSHIP FREQUENTLY ASKED QUESTIONS

2024-25 Season

MEMBERSHIP

How to renew my membership?

For renewing members, your renewal process will be different this year as we move to the Brisbane Entertainment Centre. All members will have presale a window giving them the opportunity to select their seating for the NBL25 season. Detailed instructions including a list of important dates, will be sent to all members prior to the on sale.

When are Memberships on sale and how are seats allocated to members?

Renewing Members will have the first opportunity to book memberships for NBL25. Priority access will be granted to Foundation Members first before staggering access to Full Season Platinum, Gold, Silver, Bronze, then Flexi and Supporter Members. Access to the membership presales will be via individual passwords that will be emailed to all Primary Account Holders. Presale windows will be limited. During the booking process, Members will have the opportunity to view the seating map and make their own seat selection.

How do Flexi Memberships work?

Flexi Memberships allow you to decide how many games you want to attend and how to use the tickets. 2, 4 and 6 Game Memberships in Gold, Silver, Bronze and Blue categories give you so many options to attend games as a Member. After purchasing your Flexi Membership, Members are issued with a unique code which is used online via Ticketek to redeem your Member ticket to the games you want to attend. Flexi Members also have the choice of using all their redemptions on 1 game or to split it across many. For example, a 6 game Flexi can use all 6 tickets at one game and take some friends or you can do 2 tickets for 3 games, or 1 ticket for 6 games. Your Membership used your way!

Redemptions are subject to seat availability per game, so we recommend Members get in early to make sure they don't miss out on the games they want to attend. More information on the redemption process will be sent to Flexi Members closer to the start of the season.

What is the age for a Junior Member?

Junior Members must be aged between 4-17 years old as of 1 January 2025. Junior Membership must be placed in the child's name and a date of birth provided for the membership. Proof of age must be supplied if requested.

How do I qualify for a Concession Membership?

Concession Members must hold a valid full Australian Government Pensioner Concession Card, Seniors Card, DVA Card or Australian Full Time Students card. Proof of concession must be provided if requested including at entry to the Venue.

How do I apply for accessible seating?

Members with accessible needs can contact the membership team for assistance with your booking. Together with the venue, we take patron needs into consideration and make recommendations on the most suitable seating location to ensure an enjoyable experience.

How do I change my contact details?

Members can update their personal details online through their member account. To log in, simply use the registered email address and password. Alternatively, please contact the friendly Membership team on 07 2142 4749 or email membership@brisbanebullets.com.au.

When will I receive my Membership Pack?

Membership packs will be sent out via mail in late September.

Where can I view a seating map?

The seating map is available online via IMPORTANT INFORMATION.

How long do I have to purchase a car park pass?

You will have until the 23rd of August to purchase a car park pass.

PAYMENT PLAN

Can I pay for my membership in monthly instalments?

Full season memberships will be available to pay by monthly instalments. Full details will be released with Membership Renewals.

Can I pay for my membership in full?

Yes, full payment can be made upon purchasing your membership.

GAME DAY

How do I get to Brisbane Entertainment Centre?

Plan your trip to the Brisbane Entertainment Centre using the [Getting Here page](#). All details regarding public transport, parking, accessible parking, ride share, and taxi drop off/pick up zones are updated on the venue website.

Plenty of onsite parking is available for \$18, paid upon arrival to the Car Park Attendant (card only). Parking applies to all vehicles including cars, motorbikes and scooters.

I can't attend a game. What do I do with my membership ticket?

Digital Full Season Memberships cards can be transferred via email to friends or family to use.

I left my member card at home, can I still come to the game?

Absolutely! You can use your digital membership card, which will be emailed to you before the start of the season, as it functions just like your physical card. Alternatively, you can visit the Membership Team at the box office to have your ticket printed. Issuing of an e-ticket or paper ticket from the box office will cancel your member card for that game. It will continue to work for future games.

What if my membership card doesn't work at the gate?

First verify that you haven't transferred your tickets to someone else. If you confirm that your tickets have not been sent to anyone else, proceed to the box office and the Membership Team can assist you.