



EVERY **MOMENT** MATTERS



2026/27
MEMBER
RENEWAL GUIDE



2026/27 MEMBER RENEWAL GUIDE

This document outlines membership prices and payment dates for the 2026/27 season, information about the new membership portal, and information about how to make changes to your membership.

WHAT'S NEW FOR 2026/27

Membership Platform Update

We have moved to a new and improved membership platform to make managing your membership easier. To ensure you're set up and renewed correctly, follow the steps below:

1. Activate your account

- Enter the primary account holder email used for the NBL26 memberships and select '[reset password](#)'
- You will receive an email with a link to create a new password and [sign in](#). Check your spam/junk folder.

2. Locate and confirm your membership

- After logging in, navigate to your **account name** in the top-right corner
- Select '**Reservations & Offers**'
- Your 2026/27 membership will appear as '**waiting for payment**' – click on this
- On the next page, select '**complete online**'
- Review your contact details and **then select 'personalise now'** on each membership product listed to confirm the details of each product in your account
- Once you've confirmed the details of each membership in your account, select '**proceed to payment**'.

3. Confirm your payment method and details

- All members should check their payment details at this step as not all payment types have been carried across to the new platform.
- Follow the prompts to **add or confirm your payment details**
- Select your preferred payment method:
 - **Pay full now** – pay the full balance of your membership today
 - **Pay later** – have the full balance of your membership processed on 25 June 2026 using your nominated payment method
 - **Pay in instalments** – Pay in equal fortnightly instalments using your nominated payment method, commencing from 25 June 2026



Membership On sale periods

For NBL27, it pays to get in early. As a renewing member, you will get the best possible price for your membership. New members will have the opportunity to secure their membership at the same price during the Launch Window, with incremental price increases during the Early Bird and General Sale windows.

Launch Dates: 29th June – 19th July

Early Bird Dates: 20th July – 2nd August

General Membership Sales: 3rd August

Membership Terms and Conditions:

Our Membership Terms and Conditions have been updated. We encourage you to review them [HERE](#).

2026/27 RENEWAL INFORMATION

2026/27 Membership Payment Details and Dates:

All Payments Will Incur a one-off administration fee of \$4.50

Full Payment: Full payments will be processed on the day you confirm your reservation or on the “Pay Later” date (25 June - automatic roll over date).

Pay Later Roll Over: Members have the option for the payment to automatically roll over on the 25 of June 2026 – but you must still check your payment details.

Fortnightly Payment Plan: First payment will be processed on 25 of June 2026.

Failed Payments: In the event of an unsuccessful payment attempt, we reserve the right to charge the member a late fee of up to \$14.95.

The administration fee and first instalment will be debited on the day the membership is processed. Every subsequent payment will be deducted on each fortnight on the day the membership was purchased.

Renewal Process

Automatic Renewal:

All members will automatically roll over as renewing members in the same category and seat as the 2026/27 season if they have selected auto-renewal and do not take any action. We encourage members to log in and confirm all their details are correct in the new member portal ahead of the roll over and payment date on the 25th June 2026.



Renewal Process for Flexi & Non-Seated Members:

Flexi & Non-Ticketed members will automatically roll over as Flexi & Non-Ticketed members in the same category as the 2026/27 season. If you wish to upgrade to a Full Season Seated membership, you are eligible for discounted renewal prices. Please follow the steps detailed in the 'Changing Your Seat/Package' section.

Concession Memberships:

If you believe you are eligible for a concession membership, please contact the Membership Team to get your reservation updated.

Companion Cards:

Companion card memberships will be processed once the full membership payment is received, or the first installment has been deducted. If a member requires a companion card membership please email the companion card to membership@brisbanebullets.com.au with the membership name and number it needs to relate to so that the Brisbane Bullets can verify your eligibility.

Cancel your Membership Reservation:

If you wish to cancel your membership for the 2026/27 season, please follow the steps below:

1. Log in to your membership account [here](#)
2. Click '**Reservations & Offers**'
3. Select your reservation
4. Choose '**Cancel Reservation**'
5. Confirm your cancelation

If you chose not to renew for the 2026/27 season and you did not opt back in by 26 of June, the seats attached to your account will be released. Please note that the discounted renewal membership price will also expire after this date.

Making Changes to Your Account:

Changing Your Seat/Package:

If you would like to request a seat change;

1. Go to the 'Request Change' Form found [here](#)
2. Complete your details in the form to request a change
3. All seat change requests must be submitted by 3pm on 19 of June. The club will process requests in the order that they are received.

The Brisbane Bullets Membership team will do their best to accommodate all seat change requests, but should they be unable to fulfil your request, you will retain your existing membership seats from the 2026/27 season. Memberships cannot be cancelled or refunded due to dissatisfaction with your seat.



Adding New Members or Removing Members from Your Account:

To add new or remove members from your group;

1. Go to the 'Request Change' Form found [here](#)
2. Complete your details in the form
3. All requests must be submitted by 3pm on 19 June 2026. All requests will be processed prior to the payment date of 25 June 2026.