

Melbourne City FC 'City Pay' Opt-In Terms and Conditions

- 1) Melbourne City FC's 'City Pay' opt-in membership renewal program (previously called the 'City Opt-In' payment plan) enable Melbourne City FC members to automatically roll over your membership from year to year. City Pay is open to all members who elect to pay membership fees using a MasterCard or Visa. By electing to enroll into a City Pay payment plan you expressly agree to be bound by and comply with these terms and the Melbourne City FC membership terms and conditions, and all applicable laws and regulations. In the event of any inconsistency between the Melbourne City FC membership terms and conditions and these terms and conditions, the terms in this document shall prevail.
- 2) If you pay your membership fees by MasterCard or Visa credit or debit card, unless you elect to opt out of City Pay in accordance with directions issued by the Club from time to time, you authorise Melbourne City FC to automatically renew your membership each season into the same seat (if applicable) and package (or a reasonably comparable package) and to deduct the applicable membership fees from the card used to purchase your previous membership.
- 3) You acknowledge that membership fees may increase from season to season. Melbourne City FC will provide reasonable prior notice of any changes to membership fees.
- 4) If you participate in the City Pay program, the Club will contact you prior to processing any season renewal. You will have 28 days from the date of the Club's notice to advise the Club of any changes or upgrades you wish to make to your membership package, or to notify Melbourne City FC in writing if you do not wish to roll over your membership into the next season. Strict timeframes apply. If you do not notify the Club that you do not wish to roll over your membership during this period, you will be taken to have agreed to your membership being rolled over.
- 5) By joining the City Pay program, you authorise Melbourne City FC to arrange a transfer of funds from your nominated credit or debit card in the amount applicable to your membership type and at the intervals which applied in relation to the preceding season.
- 6) If you wish to change your nominated credit or debit card from which payments are deducted at any time, you will need to contact Membership Services on 1300 255 432. It is your responsibility to ensure that: (a) the account details you have provided are correct, including notification should the expiry date change within the program; (b) you have sufficient clear funds available in the nominated account on the scheduled drawing dates.
- 7) Any junior or concession member who no longer meets age restrictions will automatically be upgraded to an adult member, in the same previous category of membership, for the next season. This information will be outlined in the renewal roll-over communication. This also applies to junior members in family memberships.
- 8) To be accepted in the City Pay program, you must provide Melbourne City FC with your full contact details as per the membership registration form or online enrollment process. You must ensure all contact details are up-to-date and notify Melbourne City FC of any changes.
- 9) You must ensure that:
 - a) the account details you have provided are correct, and notify Melbourne City FC immediately should the expiry date change within the plan period; and
 - b) you have sufficient clear funds available on your nominated MasterCard or Visa credit or debit card on the scheduled instalment date.
- 10) Any person who holds a concession membership (including those resulting from a category change in accordance with paragraph 7), must provide proof of concession to be eligible for that membership category. Your concession card must be valid for the whole season. New concession

details are to be provided to the Club on an application form and again when the card expires. Failure to do so may result in the application automatically being processed as an adult membership or refusal of entry at a home Match.

- 11) Melbourne City FC may action the following on your membership if your drawing or payment is dishonoured by your financial institution:
 - a) Melbourne City FC will contact you to request immediate payment. Any fees levied to you by your financial institution will be payable by you;
 - b) If your payment defaults on three (3) consecutive occasions your membership will be suspended;
 - c) If your payment defaults on four (4) consecutive occasions your membership will be suspended and your seat may be released for sale for the next match;
 - d) If your payment defaults on five (5) consecutive occasions your membership will be cancelled and seat allocation and associated rights and benefits provided under that membership may instead be sold by Melbourne City FC to a new customer.
- 12) Your membership may be reinstated upon payment of the overdue amount. Where a payment appears in arrears by more than 60 days, the Club reserves the right to cancel your membership and resell that previously allocated membership seat where a reserved seat category membership has been purchased.
- 13) Members with outstanding debt from a previous season will be unable to renew their membership until all outstanding money owed is paid up.
- 14) Members use the City Pay program at their own risk entirely and Melbourne City FC accepts no liability for any matter arising from your use of the program.
- 15) If you believe that a withdrawal has been initiated incorrectly, please contact Melbourne City FC Membership Services on 1300 255 432. You will receive a full refund of the withdrawal amount if we cannot substantiate the reason for drawing.

Monthly City Pay

- 16) If you sign up before the start of a pay period, payments will be deducted in equal monthly instalments on the 1st day of each month during the yearly pay period (**Direct Monthly Payments**). Each monthly payment will be equal to total package price divided by 12, to be paid via a nominated VISA or MasterCard only.
- 17) The pay period for a season is the period for the year starting from 1 July. Credit or debit card due dates will fall on the first of every month. Payment plans are for 12 months starting on 1st July.
- 18) If you sign up part-way through the pay period, upon receipt of your application an 'Entrance Payment' (equivalent to the Direct Monthly Payment multiplied by the number of months of the pay period already elapsed) will be deducted, then the usual Direct Monthly Payment (equal to total package price divided by 12) will apply from the 1st day of the following month.
- 19) If any payment fails to transfer between institutions on the scheduled 1st of the month, further attempts will be made until the funds transfer clears. Payments that decline may be charged an additional processing fee of \$10 per default per account, which you acknowledge is a reasonable estimate of Melbourne City FC's likely costs and charges for the additional processing tasks.
- 20) If your membership is cancelled it may, at the discretion of Melbourne City FC, be reinstated upon payment of overdue amounts and resumption of regular payments. This will incur a \$10 fee. The Club will use reasonable endeavours to notify you if we suspend or cancel your City Pay program

arrangement. Please note that at least 24 hours will be needed to reinstate your membership once payment is received. If payment is not received when due, Melbourne City FC may pass the debt onto a debt collection agency for recovery and / or suspend or cancel your membership. If so, the Club may charge you a collection fee, calculated as \$30 plus 15% of the aggregate outstanding amount, which you acknowledge is a reasonable estimate of the Club's likely recovery costs and charges.

- 21) Members who default on their monthly payments in any year may not be offered the City Pay program as a method of payment in the future. This decision will be at the sole discretion of Melbourne City FC.
- 22) Members paying by instalments agree to their membership being automatically renewed for subsequent seasons unless they choose to opt out during the designated timeframe set by Melbourne City FC.

Upfront City Pay

- 23) The 'Direct Upfront' pay option will be deducted in 1 instalment upon receipt of your season membership application, to be via a nominated VISA or MasterCard only.
- 24) Members will be given notice in writing of changes in the new amount of their next season's membership. If you do not wish for your membership to roll over into the following season, you will be required to opt out in writing before the specified cut-off date.
- 25) Unless you are otherwise notified by the Club, subsequent season's annual rollover payment will be deducted in full from your nominated card on 1 July or next closest business day.