

CENTRAL COAST MARINERS

A-LEAGUE MEN'S · MEMBER SERVICES

MEMBER JOURNEY

01

CCM SENDS MEMBER COMMUNICATION

Email notifying members of the transition to the upgraded membership platform and new payment processing arrangements.

02

MEMBER RECEIVES LINK TO THE NEW PLATFORM

Email contains a direct link – member clicks through to the new membership platform login page.

03

MEMBER LOGS IN & RESETS PASSWORD

First-time login requires a password reset. Member verifies account details and confirms membership information is correct.

04

MEMBER PRESENTED WITH THREE OPTIONS

Once logged in, members should select Reservations and Offers from the top menu, then choose their preferred renewal action before the renewal deadline. After this deadline, existing seats will be released.

1

Confirm Renewal

2

Reject / Cancel

3

Request a change via emailing memberships@ccmariners.com.au

CHOOSE PATH

✓ CONFIRM RENEWAL

Member wishes to continue their membership

- Member confirms renewal
- Same seats allocated as previous season
- Member confirms
- Payment processed on the spot or transaction date

✗ REJECT / CANCEL

Member wishes to opt out of the new season

- Cancellation request submitted
- Cancellation email sent to member
- Seat released after deadline