

GOLD MEMBERSHIP

Sirromet Wines Pty Ltd

Terms & Conditions for Club Sirromet

As terms and conditions may change from time to time, we advise you to check our website for updates. Club Sirromet membership is available to Australian residents 18 years of age and over only. Gift wine subscriptions require the purchaser and the recipient to be 18 years of age and over. As a member of Queensland's premier wine club, we invite you to share our passion for wine and increase your appreciation through interactive events, tasting notes to enhance your wine wisdom and exclusive wine offers. Club members enjoy discounts at the winery and invitations to member only events. Members always receive first opportunity to sample new vintage releases and enjoy the privilege of accessing private label and limited collection wines.

Our commitment to you: Gold Members receive twelve bottles of their choice of either a red, white or mixed case of premium wine delivered in the first week of **March, June, September & December**. We guarantee each case will represent over \$300 in retail value (Member price \$180). Upon joining, you will be charged upfront for the first case of wine and you can start enjoying the benefits of membership immediately.

Your commitment to us: When joining Club Sirromet, you acknowledge this membership is ongoing and agree to commit to a **minimum of two consecutive shipments**, total value \$360, thereafter, you may suspend a shipment or cancel anytime by providing 30 days' written notice to Club Sirromet at members@sirromet.com but we think you'll enjoy these great value selections and the ongoing benefits so much you'll want to keep receiving them. However, if a member decides to suspend a delivery their membership benefits & discounts will also be temporarily de-activated. You agree that for whatever reason you cancel your membership prior to the second shipment, Sirromet reserves the right to charge you for any promotional gift provided upon signing.

Winemaker's Selection*: Adam Chapman, our Chief Winemaker carefully selects our wine on a quarterly basis to suit each season. Your wine club membership is ongoing and designed to expose you to a diverse varietal selection and expand the boundaries of your palate with a focus on quality, so we encourage you to discover all the wines we choose each season. Tasting notes will accompany each shipment to further inform members of the varietal style and wine characteristics. Members can select their wine case preference as either:-

Mixed case includes a varying selection of red, white, rose, sparkling or fortified wines (6 Red/6White)

Red case includes a varying selection of red, rose, red sparkling or red fortified wines

White case includes a varying selection of white, white sparkling or white fortified wines

*No substitutions can be made to these packs

Wine Preferences: You may change your quarterly wine preference by contacting our Club Sirromet team at least 14 days prior to despatch of each quarterly delivery. Wines specified in each collection are not transferable or cannot be redeemed for cash or cash equivalents. If you do find a wine within your quarterly shipment that you do not wish to try, you may return it (un-opened) to our Cellar Door and swap for another wine of equal or lesser value within four (4) weeks of receiving the delivery. Members located Interstate or in Regional QLD, please contact our Club Sirromet Team and we will be happy to ensure a particular varietal is not included in future deliveries.

Payment Options: All prices are quoted in Australian dollars. We accept Visa, MasterCard, American Express and Diners Club, Direct Debit or Cash. If paying by cash, please come and visit us at Cellar Door. It is your responsibility to ensure that there are sufficient available funds in the nominated account to allow the appropriate amount to be charged upfront prior to your case being despatched.

Quarterly: This is an ongoing agreement. \$180.00 membership fee entitles Gold Members to receive twelve bottles of their choice of either a red, white or mixed case of premium wine delivered in March, June, September & December. As agreed, unless we hear from you in writing, we will continue to charge your nominated credit card, debit card or bank account \$180.00 approximately 10 days prior to each seasonal despatch, until you advise Sirromet Pty Ltd to cancel your membership.

Monthly: This is an ongoing agreement. Once a member has paid the initial quarterly membership fee of \$180 for their first case, they may switch to monthly payments. Members will be charged \$63.95 on the 15th of each month, thereafter. Wine will not be despatched until all 3 monthly payments have been received = Total Case Price \$191.85.

Annual: This is an ongoing agreement. \$720 payment is for the first 12 months of your membership and includes a \$50 Winery voucher, four x twelve bottle cases of wine delivered in March, June, September & December **then automatically rolls over to quarterly payments**. We will remind you when you have received your final release, however, your discounts and benefits will continue until the end of that release period. You will be charged \$180 per quarter thereafter, unless you choose to renew annually or you advise us in writing that you wish to cancel.

Declined Payments: If we are unable to successfully process your payment, we will attempt to contact you via phone or email. At our discretion, we may hold your shipment until payment has been received. Any outstanding amount must be settled upon cancellation. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged or wrongful debit.

Deliveries: We will continue to despatch a case to you on a seasonal basis four (4) times per year.

Autumn: Despatched within first week of March

Winter: Despatched within first week of June

Spring: Despatched within first week of September

Summer: Despatched within first week of December

Your case will be delivered to the address we have on record and you understand that it is your responsibility to ensure these contact details are up-to-date. Charges incurred with recovery of wines to an old or incorrect address will be the responsibility of the member. Our deliveries are made by third party carriers. If you are not at home when your delivery arrives and do not give

specific delivery instructions, the driver will leave a card prompting you to contact them directly to rearrange delivery at a time that is convenient to you. Cases not collected within a specific timeframe will be returned to Sirromet. Sirromet Wines takes no responsibility for loss or theft of goods once delivered. If in the unfortunate event that a shipment you receive is damaged in any way, please notify our Club Sirromet Team on (07) 3822 0662 (within 7 days of receiving the wine). We will arrange replacement of the damaged case/bottle as soon as possible.

GOLD MEMBER BENEFITS

Club Sirromet membership entitles the cardholder to take advantage of the fantastic array of benefits exclusive to **active** Club Sirromet members. Please ensure we are advised of your current email address at all times, to ensure you maximise your membership and receive all communication including deliveries, events, offers, invitations and newsletters. Discount and benefits are only valid on presentation of a membership card or by quoting membership number or name with accompanying identification. Please note the following discounts cannot be used in conjunction with already discounted offers and promotions.

Wine Purchases: Gold members receive 20% discount on all take away wine purchases from Cellar Door, online, email or phone orders and includes free shipping anywhere within Australia. No further discounts apply.

Dining Discounts: Gold members are entitled to the following discounts when dining at our winery.

- 10% Discount when dining à la carte in **Restaurant Lurleen's**.
- 10% Discount when dining in **Tuscan Terrace**.
- 15% Discount off any food & beverage purchases at **Cellar Door Cafe**.

These dining discounts are not valid for functions or group bookings of over ten people, for any set menu occasion, special event, room hire or when dining in a function room. At Sirromet's discretion members may be offered a special discounted price for events which are held at Sirromet, including A Day on the Green, Winemaker's dinners, Christmas Day, Melbourne Cup, festivals etc

Free wine tastings at Cellar Door: Members are entitled to enjoy a free wine tasting at Sirromet's Cellar Door for them and a guest each time they visit the winery on presentation of membership card (maximum two (2) people and only one (1) wine tasting per day). Experience up to eight (8) wines with our trained staff, valued at \$5 per person. Free tasting does not include free souvenir tasting glass.

Sanctuary Accommodation: Gold members are entitled to 10% off accommodation bookings.

SUPA Golf: Gold Members are entitled to 20% discount. No bookings required, just come and play.

Norwell V8 Driving Experiences & Gold Coast Wake Park: Members receive 15% discount.

Events/Invitations: Keep an eye on your emails and tasting notes for updates of current events

A Day on the Green: As soon as tours are announced, members will be notified by email prior to tickets going on sale to the General Public. This email contains the link to Ticketmaster PreSale website and your Club Sirromet membership entitles you to purchase up to 6 tickets. Discounted ticket prices are offered at the Promoters discretion.

Promotions Any vouchers, promotions or discounts are single use only, are not redeemable for cash and not to be used in conjunction with any other promotion, discount or voucher unless otherwise stated by Sirromet. We reserve the right to cancel a promotion or coupon code or alter its terms and conditions at any time without notice.

100% Satisfaction Guarantee: We take pride in our service and our members are our very first priority. If you are dissatisfied with a product or service in any way, please contact the Club Sirromet Team on (07) 3822 0662.

Lost or stolen membership cards: Please contact us immediately if your membership card is lost or stolen.

Your Privacy: Sirromet Wines respects the privacy of all people and will handle all personal information in accordance with the Sirromet Wines Privacy Policy. For a copy of the Sirromet Wines Privacy Policy, please contact Sirromet Wines or refer to www.sirromet.com

Enjoy Sirromet Responsibly: Our team is committed to ensuring you enjoy our product in a responsible manner and are trained in the Responsible Service of Alcohol.

Our Contact Details: Your ongoing feedback and loyalty is highly valued as we appreciate any opportunity to further enhance our VIP services and offer the very best wine club experience. If at any time you wish to contact us or notify us of any change to personal details, our friendly Club Sirromet team are dedicated to ensuring you receive maximum benefit from your membership and can be contacted on (07) 3822 0662 or via email members@sirromet.com.

SILVER MEMBERSHIP

Sirromet Wines Pty Ltd

Terms & Conditions for Club Sirromet SILVER Membership

As terms and conditions may change from time to time, we advise you to check our website for updates. Club Sirromet membership is available to Australian residents 18 years of age and over only. Gift wine subscriptions require the purchaser and the recipient to be 18 years of age and over.

As a member of Queensland's premier wine club, we invite you to share our passion for wine and increase your appreciation through interactive events, tasting notes to enhance your wine wisdom and exclusive wine offers. Club members enjoy discounts at the winery and invitations to member only events. Members always receive first opportunity to sample new vintage releases and enjoy the privilege of accessing private label and limited collection wines.

Our commitment to you: Club Sirromet Silver Members entitles you to receive four deliveries of six (6) bottles of their choice of either a red, white or mixed case of premium wine delivered in in the first week of **March, June, September & December**. We guarantee each shipment will represent over \$160 in retail value.

Winemaker's Selection*: Adam Chapman, our Chief Winemaker carefully hand-selects our wine to suit each season. Your wine club membership is designed to expose you to a diverse varietal selection and expand the boundaries of your palate with a focus on quality, so we encourage you to discover all the wines we choose each season. Tasting notes will accompany each shipment to further inform members of the varietal style and wine characteristics. Members can select their wine case preference as either:-

Mixed case includes a varying selection of red, white, rose, sparkling or fortified wines (3 Red/3White)

Red case includes a varying selection of red, rose, red sparkling or red fortified wines

White case includes a varying selection of white, white sparkling or white fortified wines

*No substitutions can be made to this packs

Wine Preferences: You may change your quarterly wine preference by contacting our Club Sirromet team at least 14 days prior to despatch of each quarterly delivery. Wines specified in each collection are not transferable or cannot be redeemed for cash or cash equivalents. If you do find a wine within your bi-yearly shipment that you do not wish to try, you may return it (un-opened) to our Cellar Door and swap for another wine of equal or lesser value within four (4) weeks of receiving the delivery. Members located Interstate or in Regional QLD, please contact our Club Sirromet Team and we will be happy to ensure a particular varietal is not included in future deliveries

Membership Fee: This is an ongoing agreement. This \$375.00 payment entitles you to four shipments of six bottles of wine delivered in March, June, September and December **then automatically rolls over to quarterly payments**. We will remind you when you have received your final release, however, your discounts and benefits will continue to the anniversary date of joining.

Quarterly: This is an ongoing agreement. \$99.00 membership fee entitles Silver Members to receive twelve bottles of their choice of either a red, white or mixed case of premium wine delivered in March, June, September & December. As agreed, unless we hear from you in writing, we will continue to charge your nominated credit card, debit card or bank account \$99.00 approximately 10 days prior to each seasonal despatch, until you advise Sirromet Pty Ltd to cancel your membership.

Monthly: This is an ongoing agreement. Once a member has paid \$99 for their first case, they may switch to monthly payments. Members will be charged \$35.95 on the 15th of each month, thereafter. Wine will not be despatched until all 3 monthly payments have been received = Total Case Price \$107.85.

Payment Options: All prices are quoted in Australian dollars. We accept Visa, MasterCard, American Express and Diners Club, Direct Debit or Cash. If paying by cash, please come and visit us at Cellar Door. It is your responsibility to ensure that there are sufficient available funds in the nominated account to allow the appropriate amount to be charged upfront prior to your case being despatched.

Declined Payments: If we are unable to successfully process your payment, we will attempt to contact you via phone or email. At our discretion, we may hold your shipment until payment has been received. Any outstanding amount must be settled upon cancellation. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged or wrongful debit.

Deliveries: your case will be delivered to the address we have on record in the first week of **in March, June, September and December** and you understand that it is your responsibility to ensure these contact details are up-to-date. Charges incurred with recovery of wines to an old or incorrect address will be the responsibility of the member. Our deliveries are made by third party carriers. If you are not at home when your delivery arrives and do not give specific delivery instructions, the driver will leave a card prompting you to contact them directly to rearrange delivery at a time that is convenient to you. Cases not collected within a specific timeframe will be returned to Sirromet. Sirromet Wines takes no responsibility for loss or theft of goods once delivered. If in the unfortunate event that a shipment you receive is damaged in any way, please notify our Club Sirromet Team on (07) 3822 0662 as soon as possible (within 7 days of receiving the wine). We will arrange replacement of the damaged case/bottle as soon as possible.

SILVER MEMBERSHIP BENEFITS:

Club Sirromet membership entitles the cardholder to take advantage of the fantastic array of benefits exclusive to **active** Club Sirromet members. Please ensure we are advised of your current email address at all times, to ensure you maximise your membership and receive all communication including deliveries, events, offers, invitations and newsletters. Discount and benefits are only valid on presentation of a membership card or by quoting membership number or name with accompanying identification. Please note the following discounts cannot be used in conjunction with already discounted offers and promotions.

Wine Purchases: Silver members receive **15% discount** on all take away wine purchases from Cellar Door, 15% discount off any online, email or phone orders and includes free shipping anywhere within Australia. No further discounts apply.

Dining Discounts: Silver members are entitled to **10% Discount** off any food & beverage purchases at **Cellar Door Cafe**. These dining discounts are not valid for functions or group bookings of over ten people, for any set menu occasion, special event, room hire or when dining in a function room. Members may be offered a special discounted price for events which are held at Sirromet, including A Day on the Green, Winemaker's dinners, Christmas Day, Melbourne Cup, festivals etc. Silver members are not entitled to discounts at Tuscan Terrace or Restaurant Lurleen's. This dining discounts are not valid for functions or group bookings of over ten people, for any set menu occasion, special event, room hire or when dining in a function room. Members may be offered a special discounted price for events which are held at Sirromet, including A Day on the Green, Winemaker's dinners, Christmas Day, Melbourne Cup, festivals etc

Free wine tastings at Cellar Door: Silver Members are entitled to enjoy a free wine tasting at Sirromet's Cellar Door for them and a guest each time they visit the winery on presentation of membership card (maximum two (2) people and only one (1) wine tasting per day). Experience up to eight (8) wines with our trained staff, valued at \$5 per person. Free tasting does not include free souvenir tasting glass.

SUPA Golf: Members receive 20% discount. No bookings required, just come and play.

Norwell V8 Driving Experiences & Gold Coast Wake Park: Members receive 15% discount.

Events/Invitations: Keep an eye on your emails and tasting notes for updates of current events

A Day on the Green: As soon as tours are announced, members will be notified by email prior to tickets going on sale to the General Public. This email contains the link to Ticketmaster PreSale website and your Club Sirromet membership entitles you to purchase up to 6 tickets. Discounted ticket prices are offered at the Promoters discretion.

Promotions Any vouchers, promotions or discounts are single use only, are not redeemable for cash and not to be used in conjunction with any other promotion, discount or voucher unless otherwise stated by Sirromet. We reserve the right to cancel a promotion or coupon code or alter its terms and conditions at any time without notice.

100% Satisfaction Guarantee: We take pride in our service and our members are our very first priority. If you are dissatisfied with a product or service in any way, please contact the Club Sirromet Team on (07) 3822 0662.

Lost or stolen membership cards: Please contact us immediately if your membership card is lost or stolen.

Your Privacy: Sirromet Wines respects the privacy of all people and will handle all personal information in accordance with the Sirromet Wines Privacy Policy. For a copy of the Sirromet Wines Privacy Policy, please contact Sirromet Wines or refer to www.sirromet.com

Enjoy Sirromet Responsibly: Our team is committed to ensuring you enjoy our product in a responsible manner and are trained in the Responsible Service of Alcohol.

Our Contact Details: Your ongoing feedback and loyalty is highly valued as we appreciate any opportunity to further enhance our VIP services and offer the very best wine club experience. If at any time you wish to contact us or notify us of any change to personal details, our friendly Club Sirromet team are dedicated to ensuring you receive maximum benefit from your membership and can be contacted on (07) 3822 0662 or via email members@sirromet.com.

CELLAR SELECT MEMBERSHIP

Sirromet Wines Pty Ltd

Terms & Conditions for Club Sirromet

As terms and conditions may change from time to time, we advise you to check our website for updates. Club Sirromet membership is available to Australian residents 18 years of age and over only. Gift wine subscriptions require the purchaser and the recipient to be 18 years of age and over.

As a member of Queensland's premier wine club, we invite you to share our passion for wine and increase your appreciation through interactive events, tasting notes to enhance your wine wisdom and exclusive wine offers. Club members enjoy discounts at the winery and invitations to member only events. Members always receive first opportunity to sample new vintage releases and enjoy the privilege of accessing private label and limited collection wines.

Our commitment to you: Upon joining, you can start enjoying the benefits of membership immediately. Cellar Select Members will receive the same benefits of our GOLD membership, however, instead of receiving our standard Winemaker's Selection of wine each quarter, Cellar Select Members will receive a promotional coupon uploaded into their Sirromet online account to the value of \$432. Members are entitled to select up to twelve (12) single bottles of wine of their choice from our domestic range listed on our website. You will be notified once your online account has been created and uploaded with that season's promotional coupon.

Your commitment to us: When joining Club Sirromet as a Cellar Select member you agree to purchase a **minimum of two consecutive shipments**, total value \$440, thereafter, you may suspend a shipment or cancel anytime by providing 30 days' written notice to Club Sirromet at members@sirromet.com but we think you'll enjoy these great value selections and the ongoing benefits so much you'll want to keep receiving them. However, if a member decides to suspend a delivery their membership benefits & discounts will also be temporarily de-activated.

Coupon Details: The coupon can only be used once and in one transaction. The coupon is not redeemable for cash and cannot be used in conjunction with any other offer. This coupon entitles you to select up to twelve (12) single bottles of your choice from our domestic range including Vineyard Selection, Signature Collection, Bald Rock Creek (Club Exclusive), In Cahoots, Private Collection, Le Sauvage and Saint Judes' Road. Not valid for purchases of cartons of wine, Gift Vouchers, Tours, Club Memberships, Mixed Wine Cases, Event Tickets & 187ml/200ml products are all excluded from purchase using the voucher. Upon selection of up to 12 bottles of wines up to retail value of \$432 (Member Price \$220), if the shopping cart price exceeds the voucher value, member has the option to continue shopping and pay the difference using either a Credit Card or PayPal. However, should the member decide to select up to 12 bottles of wine and the value is less than the voucher value, the remaining voucher credit is forfeited. Vouchers will have 3 months validity, after which time it will expire and value/quarterly payment be forfeited. Annual members may choose to receive their amount in full or over 4 seasonal vouchers. Sirromet is not responsible for lost or stolen voucher codes.

Payment Options: All prices are quoted in Australian dollars. We accept Visa, MasterCard, American Express and Diners Club, Direct Debit or Cash. If paying by cash, please come and visit us at Cellar Door. As agreed, unless we hear from you in writing, we will continue to charge your nominated credit card, debit card or bank account \$220 approximately 5 days prior to each season. It is your responsibility to ensure that there are sufficient available funds in the nominated account to allow the appropriate amount to be charged upfront prior to your case being despatched.

Quarterly: Your membership is ongoing agreement, on a seasonal basis four (4) times per year, you will be charged \$220 on the 1st of March, June, September & December, once payment has been approved your online account will be uploaded with a coupon to the value of \$432 to redeem within 3 months. Payment is taken from your nominated credit card, debit card or bank account on the 1st March, June, September & December until you advise Sirromet Pty Ltd to cancel your membership. Please do not hesitate to contact members@sirromet.com if you would like your coupon activated prior to these set dates.

Monthly: Once a member has paid \$220 for their first case, they may switch to monthly payments. Members will be charged \$76.95 on the 15th of each month, thereafter. A coupon will not be uploaded into their online account until all 3 monthly payments have been received = Total Case Price \$230.85.

Declined Payments: If we are unable to successfully process your payment, we will attempt to contact you via phone or email. Your voucher will only be uploaded once payment has been received. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged or wrongful debit.

Deliveries: Our deliveries are made by third party carriers. If you are not at home when your delivery arrives and do not give specific delivery instructions, the delivery driver will leave a card prompting you to contact them directly to rearrange delivery at a time that is convenient to you. Cases not collected within a specific timeframe will be returned to Sirromet. Sirromet Wines takes no responsibility for loss or theft of goods once delivered. In the unfortunate event that a shipment you receive is damaged in any way, please notify our Club Sirromet Team on (07) 3822 0662 as soon as possible (within 7 days of receiving the wine). We will arrange replacement of the damaged case/bottle as soon as possible.

Membership Benefits: Club Sirromet membership entitles the cardholder to take advantage of the fantastic array of benefits exclusive to **active** Club Sirromet members. If a member decides to suspend a delivery their membership benefits & discounts will also be temporarily de-activated. Please ensure we are advised of your current email address at all times, to ensure you maximise your membership and receive all communication including deliveries, events, offers, invitations and newsletters. Discount and benefits are only valid on presentation of a membership card or by quoting membership number or name with accompanying identification. Please note the following discounts cannot be used in conjunction with already discounted offers and promotions.

Wine Purchases: Cellar Select members **receive 20% discount** on all take away wine purchases from Cellar Door, 20% discount off any additional online, email or phone orders and includes free shipping anywhere within Australia. No further discounts apply.

Dining Discounts: Cellar Select members are entitled to the following discounts when dining at our winery.

- 10% Discount when dining à la carte in **Restaurant Lurleen's**.
- 10% Discount when dining in **Tuscan Terrace**.
- 15% Discount off any food & beverage purchases at **Cellar Door Cafe**.

These dining discounts are not valid for functions or group bookings of over ten (10) people, for any set menu occasion, special event, room hire or when dining in a function room. At Sirromet's discretion members may be offered a special discounted price for events which are held at Sirromet, including A Day on the Green, Winemaker's dinners, Christmas Day, Melbourne Cup, festivals etc

Free wine tastings at Cellar Door: Cellar Select Members are entitled to enjoy a free wine tasting at Sirromet's Cellar Door for them and a guest each time they visit the winery on presentation of membership card (maximum two (2) people and only one (1) wine tasting per day). Experience up to eight (8) wines with our trained staff, valued at \$5 per person. Free tasting does not include free souvenir tasting glass.

Sanctuary Accommodation: Cellar Select members are entitled to receive 10% of accommodation bookings

SUPA Golf: Members receive 20% discount. No bookings required, just come and play.

Norwell V8 Driving Experiences & Gold Coast Wake Park: Members receive 15% discount.

Events/Invitations: Keep an eye on your emails and tasting notes for updates of current events

A Day on the Green: As soon as tours are announced, members will be notified by email prior to tickets going on sale to the General Public. This email contains the link to Ticketmaster PreSale website and your Club Sirromet membership entitles you to purchase up to 6 tickets. Discounted ticket prices are offered at the Promoters discretion.

Promotions Any vouchers, promotions or discounts are single use only, are not redeemable for cash and not to be used in conjunction with any other promotion, discount or voucher unless otherwise stated by Sirromet. We reserve the right to cancel a promotion or coupon code or alter its terms and conditions at any time without notice.

Lost or stolen membership cards: Please contact us immediately if your membership card is lost or stolen.

Your Privacy: Sirromet Wines respects the privacy of all people and will handle all personal information in accordance with the Sirromet Wines Privacy Policy. For a copy of the Sirromet Wines Privacy Policy, please contact Sirromet Wines or refer to www.sirromet.com

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