

# Frequently Asked Questions for Wellington Phoenix season memberships 2010/11

## How do I apply for my membership?

There are two ways to apply for a Wellington Phoenix FC Season Membership:

1. Ring the dedicated Wellington Phoenix hotline on 04 384 2457
2. Complete and submit a membership form. Brochures and forms can be downloaded via the Wellington Phoenix website ([www.wellingtonphoenix.com](http://www.wellingtonphoenix.com)) and is also available by calling 04 384 2457.

Please note season memberships cannot be purchased from Ticketek outlets or via the Ticketek Call Centre (0800 TICKETEK) as they are sold exclusively by the Wellington Phoenix FC.

## How do I sit with my friends?

Members wishing to sit together must submit paper based forms and all their booking forms together. These can be posted to:

Wellington Phoenix FC Memberships  
PO Box 5440  
Wellesley Street  
Auckland

You will need to ensure you post all the forms in one envelope (please staple all associated forms together) to ensure your group is seated together. Please remember to indicate the total number of seats for your group.

## How do I apply for disabled seating?

Members who require disabled seating should include a note explaining the nature of their specific seating requirements with their application form. This should include the need for wheelchair seating and, if required, the need for a carer seat co-located. You may be asked to supply supporting documentation.

To arrange disabled parking please call Westpac Stadium Reception on 04 473 3881 during business hours (Monday – Friday 9am to 5pm).

## What are the cut-off dates for Membership Application?

Renewing Members forms to be received by Sunday 13 June 2010.

New Members forms must be received by Friday 6 August 2010 to ensure member cards are sent out prior to the first home game. Any forms received after this cut off date will still be processed, however may require paper tickets for the first game/s.

### **What is the cut-off date for the Renewing Member price ?**

All existing members are eligible to renew their membership at reduced prices to the 2010/11 full membership price. This offer lasts for two weeks from Tuesday 1 June until Sunday 13 June 2010. After this time, renewing members must renew at the new full 2010/11 rates.

### **If I renew my membership am I guaranteed the same seat?**

Yes, provided you return the completed renewal forms to the Wellington Phoenix FC Memberships c/- Ticketek NZ Limited, PO Box 5440, Wellesley Street, Auckland and your form is received prior to the cut-off date, Sunday 13 June 2010. You can also renew your membership and manage your personal details online. If you have an email address registered with Ticketek then you can renew your membership from the membership's area of [www.wellingtonphoenix.com](http://www.wellingtonphoenix.com).

Please note that for any Wellington Phoenix home games played away from Westpac Stadium we will attempt to reserve members seating at an equivalent level to those they have at Westpac Stadium. However, because the stadiums are of different design, identical seating cannot be guaranteed.

### **What happens if I do not renew my membership prior to the cut-off date?**

You will lose the guarantee to retain your seat/s and you will be required to pay the full membership price for your membership.

### **If I wish to upgrade my seat or change location will I lose my current seat if my request is unsuccessful?**

A request for change will forfeit your current seat and you will be allocated the next best available seat (within the area you have selected).

### **Can my seat be guaranteed to be undercover?**

No, to guarantee a seat is undercover is to guarantee a seat stays dry. Whilst a number of seats are under the roofline, they still may get wet when it rains, therefore no such guarantee can be made.

### **How are 'Family', 'Student' and 'Child' defined?**

- Family: 2 adults and 2 children, or 1 adult and three children (see definition of children below)
- Student: a tertiary or secondary students with valid ID
- Child: anyone 16 years old or younger on the date their membership is purchased.

### **What age of children admitted for free?**

Children 4 years of age or younger will be admitted for free, but they must be seated on the lap of an accompanying adult.

### **How can I pay for my membership?**

The following forms of payment are accepted:

Credit cards: Visa, Mastercard, American Express, Diners Club

Please note that all charges against credit cards will appear on your statement as a payment to Ticketek as they process the fees on behalf of Wellington Phoenix FC.

Please note payments are processed when your seat is allocated.

Members can elect to purchase using a 3 part payment option, a \$10.00 fee is charged for this service in addition to standard service fees payable.

The first payment is due when you purchase your membership, the second payment will be charged to the credit card provided on the 16<sup>th</sup> of July and a third and final payment will be charged on the 6<sup>th</sup> of August.

Bank, Personal and Company Cheques and Money Orders: Should be made out to Ticketek Pty Ltd. All members paying by this method must write their full name and phone number on the back of the cheque or money order

Debit cards: debit cards that act as a credit card are accepted where they are backed by Visa or Mastercard -- all other debit cards are not accepted.

**How will I know if my membership application has been received?**

Online bookings: Members booking online whether renewing or new will be sent an email to confirm your booking within hours of receiving the booking.

Mail bookings: Members whether renewing or new who fill out a paper based form will need to provide their email address, members will then receive a confirmation email when their form is processed.

**In what order are seats allocated?**

The order of allocation of seats to members is as follows:

Stage 1: renewing members that renew the same seat with no changes or renewing members that renew the same seat with just a change in Membership Type (e.g. Concession to Child)

Stage 2: renewing members who want to change your package e.g. upgrading from silver to gold or who request a seating change

Stage 3: renewing members who want to add or decrease

Stage 4: new members

**When will I receive my membership card?**

For renewing members who sign up during the special offer dates of 1-13 June 2010, you will receive your card prior to 31 July 2010.

For new members who sign up prior to 10 July will also receive their card prior to 31 July 2010.

Members who sign up after 10 July will receive their cards early August 2010.

**What is included as part of my membership?**

Entry to all regular season Wellington Phoenix FC 2010/11 Hyundai A-League home games that are played at Westpac Stadium, Wellington Phoenix FC plastic members card, access to member events, player of the year voting rights, and priority rights to purchase tickets to any finals series match at Westpac Stadium.

Also included in your membership is access to any home games played away from Westpac Stadium. Please note that for any Wellington Phoenix home games played away from Westpac Stadium we will attempt to reserve members seating at an equivalent level to those they have at Westpac Stadium. However, because the stadiums are of different design, identical seating cannot be guaranteed.

Note: Phoenix Lounge membership also includes special lounge access before, during and after the game and premium seating outside the level two lounge or the seat of your choice inside the lounge as well as access to purchase refreshments and hot food.

**How do I gain entry to home games being held at Westpac Stadium, Wellington?**

On the reverse of the card it outlines your seat details for games played at Westpac Stadium

**How do I gain entry to the game at AMI Stadium, Christchurch?**

To gain entry for the home game being played at AMI Stadium, Christchurch on Saturday December 18 2010, you will need to follow one of the two options below, tickets will be available after a specified date to be confirmed:

- Go to the Michael Fowler Centre box office located in Wakefield Street, Wellington after the date to be confirmed and present your Wellington Phoenix FC membership card. You will then be issued with a hard ticket that will gain you entry to this match; or
- Call the Wellington Phoenix FC hotline after the date to be confirmed on 04 384 2457 and they will have a hard ticket for this game printed and sent to you or made available for your collection. You will need to quote your membership number.

Please note only one ticket per member will be issued for this match.

**Is my Membership transferable?**

No. Memberships are not transferrable.

**How do I replace my membership card if it is lost or stolen?**

You will need to contact the Member hotline to arrange a replacement card. The barcode of the original card will be cancelled. If there are sufficient games remaining in the season a replacement card will be supplied, alternately paper tickets will be supplied. A fee of \$20 applies for the replacement of each lost/stolen card.

### **If I leave my card at home can I still access the venue?**

Yes. You will need to queue at the Michael Fowler Box Office with photo identification, and request that a replacement ticket be issued for your seat(s). Your season member card will still remain valid for all other games in the season.

### **How do I purchase extra home match tickets?**

Extra home match tickets must be purchased through Ticketek. Visit the Wellington Phoenix FC website at [www.wellingtonphoenix.com](http://www.wellingtonphoenix.com) and follow the links to book online or call Ticketek on 04 384 2457. We cannot guarantee that one-off match tickets will be available near your season seat(s). There is also a Ticketek agency at the Wellington Phoenix FC store on Hunter Street.

### **How do I purchase tickets for Wellington Phoenix FC away matches?**

Full details for purchasing tickets to away matches can be found at [www.wellingtonphoenix.com](http://www.wellingtonphoenix.com)

### **Who do I contact if I have a question about my membership?**

The Wellington Phoenix FC Member hotline is 04 384 2457.

The hotline is open from 9.00am until 4.30pm on business days. It is not operational on weekends or public holidays.

For ticketing queries on a weekend match day, Members will need to go to the box office at the stadium when gates open or to the Michael Fowler Box Office during normal opening hours.

## **Renewing your Membership Online**

Wellington Phoenix FC members can now renew their membership and manage their personal details online. The online membership service is available 24 hours a day. The Wellington Phoenix FC Membership Hotline will continue to be available for members who have questions or to advise of any changes to their details and also for anyone requiring assistance with the new online service.

### **Getting Started**

If you have an email address registered with Wellington Phoenix FC you can start using the online service right away.

- Renew online by logging on to the Wellington Phoenix FC website [www.wellingtonphoenix.com](http://www.wellingtonphoenix.com)
- Click on the Memberships area and click on the **On the Internet** link
- Click the **Login/Join Now** menu item
- Enter your Wellington Phoenix FC member number in the **User Name** field then click **forgot/reset password**.

Your new password will then be emailed to the email address registered with Wellington Phoenix FC, which you can use to sign in. If you do not have an email

address registered (or you want to change the registered email address) you can call the Membership hotline on 04 384 2457 to setup your online access.

- After logging in, click **Renew Membership**
- All your subscriptions that are due for renewal are listed
- To renew the membership, tick the **Renew Same Category** box
- To continue with your booking, click the **Proceed to Basket Button** once you have finished on this page. You will then be taken to the shopping basket where you can complete the renewal

Note: the Membership Renewal Form has a section to list any changes to your address details. If renewing online you will be able to update your member details.

