

Wellington Phoenix FC

Hyundai A-League 2019/20 Membership FAQs

If you have questions about Wellington Phoenix's Membership offerings, please read the answers to our frequently asked questions below. If you have a query that is not answered in this sheet, please email members@wellingtonphoenix.com

How old is a Junior Member?

A Junior Member is a child that is 15 years or younger as at 1 July 2019.

What is a Concession?

A Concession applies to super annuitants and Veterans. Members who purchase a Concession Membership must bring valid ID to present upon entry to the venue.

What is a Family Membership?

A Family Membership is two adults (over the age of 16) and two children (under the age of 16). A family Membership can also be one adult and three children.

What is the Yellow Fever Zone?

The Yellow Fever Zone is where you'll find Wellington Phoenix's active supporter group, the Yellow Fever. This is located between Aisles 20 to 22.

How do I renew my Membership?

Simply click on the 'login' tab on the top menu, enter your username and password, and your Membership renewal package will be available to view.

How do I ensure we get the same seats as last year?

If you are a renewing Member, your account is set to automatically renew in the same seats. If you wish to change your seats, please email phoenix@ticketek.co.nz

How long do I have to renew my seat?

Current Members have six weeks from 8 July to renew their seat. From 19 August, all unrenewed seats will be released and available to be allocated to new Members.

How do I request specific seating?

If you are a new Member, you will be able to make a seating request when you purchase your Membership. Ticketek staff will be notified of your request and this will be adhered to as best as possible when allocating your seats. If you are a renewing Member and wish to change your seat, please contact phoenix@ticketek.co.nz or call 04 384 2457

Can I sit with my family/friends?

Certainly. To guarantee that you all sit together, we recommend that you all purchase your Memberships in the same transaction. This will ensure that you and your family/friends are all allocated seating next to one another. Group seating requests can also be made by contacting our Members hotline on 04 384 2457, or emailing phoenix@ticketek.co.nz

Is there disabled seating available at Westpac Stadium?

Yes, disabled seating options are available at Westpac Stadium. If you require disabled seating, please make a note when purchasing your Membership explaining the nature of your specific seating requirements.

Do you offer a payment plan?

Yes, Members have the option to pay off their Membership in parts with a Debit Success Payment Plan. The first instalment will be debited on the 17th of the month immediately following purchase, and the last instalment will be debited on 17 March 2020.

I can't make it to all home matches, can I still buy a ticketed Membership?

Yes – the Nix Six flexi pass is the best option for you. This Membership allows you to choose which home games you attend – whether it be 6 in row, staggered attendance, or one match with all of your mates!

Do you have any Membership options for out-of-town supporters?

Yes, our Club Membership is perfect for Nix fans who live outside of Wellington but are still keen to cheer on their team from afar. A non-ticked Club Membership provides you with a supporters pack and access to all of the latest news and offers, while a ticketed Club Membership gives you access to the above and one ticket to a home game of your choice.

Do you offer a Membership for supporters based in Australia?

We offer a Membership for Australian supporters based in NSW and Victoria. Our Australian Membership entitles you to 4 tickets to any of the Phoenix's away matches in either of these states.

How do I update my personal details on my account?

You can update your personal details through your Phoenix account (hosted on this portal), or by emailing phoenix@ticketek.co.nz. It is important that all Members keep their personal details up-to-date to continue receiving communications from the Club and to prevent their card and pack being mailed to an incorrect address.

I can't remember my username – help!

Your username will most likely be your email address or your Member number.

If you are having problems remembering your username, please email members@wellingtonphoenix.com.

If you have forgotten your password, click on the 'forgot password' prompt under My Account, and you will be sent an email with instructions to reset.

When can I expect my Membership card and pack to arrive?

Membership cards and packs will start being mailed out at the beginning of September. If you purchase a Membership from September onwards, please allow up to 10 working days for your Membership card and pack to arrive.

Membership cards and packs are sent to the primary account holder's mailing address.

Overseas-based Members

If you ordered a Club or Australian Membership, and are based overseas, please allow up to 4 weeks for the delivery of your Membership pack.

Nix Six Members

Nix Six Members will be sent vouchers in the mail by Ticketek, commencing from September. Please allow up to 10 working days for delivery.

Junior Nix Memberships

Junior Nix cards are sent via NZ post, therefore tracking is not available. Junior Nix Members can opt to get their card couriered by paying a \$5 fee.

Junior Nix Members who purchase a \$30 Members pack or \$90 pack + shirt will receive their items via courier.

Where do I go if I have a concern or issue on gameday?

On gameday, Ticketek staff are located at the ticketing booths at the front entrance to Westpac Stadium near the turnstiles.

I have purchased an Australian Membership. How do I select which NSW or Victoria matches I want to attend?

You will be contacted by our Memberships Officer regarding which matches you wish to attend. You have until 1 November 2019 to decide which fixtures you wish to attend. Electronic tickets for these matches will be emailed to you prior to each match.

When will Northern Memberships be going on sale?

Northern Memberships will be on sale as soon as our Auckland match is confirmed. If you are interested in being notified of the on sale date of these Memberships, please email members@wellingtonphoenix.com

What do I do if I lose my Membership Card?

If your Membership card is lost, stolen or damaged, please contact members@wellingtonphoenix.com to arrange a replacement one. Please note a \$10 administration fee will be incurred for lost cards. Please allow up to 3 weeks for a replacement card to be sent.

When does my Membership expire?

All Memberships expire at the end of the Hyundai A-League 2019/20 Finals Series. Memberships do not auto-renew for the following season.