

## Wellington Phoenix | 2025/26 Membership Terms and Conditions



### Lists

- 1) Wellington Phoenix FC reserves the right to change all or any of the package details, member benefits, venues, scheduling, and seating allocation.
- 2) All prices included on the website are inclusive of GST. Prices exclude any credit card and processing fees.
- 3) All members paying by credit card (VISA, Mastercard, AMEX) or debit credit card backed by VISA or Mastercard, regardless of type of membership package, payment method (upfront or instalments via DebitSuccess) or method used to join or renew, may opt in at the time of purchase to the rollover plan, also referred to as 'Auto-Renewal'. Such memberships will be automatically rolled over and renewed from year to year on these terms and conditions as varied from time to time by Wellington Phoenix.
  - a) Such memberships will be automatically renewed into the same package(s) and seat(s) for subsequent seasons, at the updated and relevant price, using the same payment details as the previous season, unless: -
    - i) Otherwise advised by the member by the rollover date, or
    - ii) The member follows the instructions in the rollover correspondence for discontinuing the rollover.
  - b) Prior to the rollover date, all primary account holders opted in to auto renewal will receive rollover plan correspondence via email to the email address supplied by the member. From receipt of the rollover plan correspondence, members who do not wish to continue their membership have fourteen (14) days within which they can give notice to Wellington Phoenix that they will not be continuing their membership ("the Opt-Out Period") by following the opt-out procedure outlined in the rollover correspondence. It is important for all members to check they have a current email address registered on their account to ensure this communication is received.
  - c) Prior to the rollover date, members must notify Wellington Phoenix if they wish to opt-out by following the instructions provided in the rollover correspondence (strict deadlines apply).
- 4) A Membership does not entitle Members entry into Finals Series fixtures, however where possible they will have priority booking rights for these fixtures.
- 5) Members must present barcode or QR code evidence of their membership at the gate in order to gain entry to the venue. A Supporters' Membership or Nix Fix membership alone does not grant access to any matches.
- 6) Child/Junior Membership rates apply to children up to and including the age of 15, at the time of purchase. The venue reserves the right to decline entry to anybody they believe does not fit the valid age range. Children under the age of 4 (at the time of the relevant event) are eligible to enter each match free of charge provided they do not take up a seat.

- 7) Concession Membership rates apply to super annuitants, veterans and community service card holders. Proof of eligibility for Concession must be available for display upon entry to the venue.
- 8) Family Memberships apply to two adults (aged 16 or over) and two children (under the age of 16 at the time of purchase), or one adult and three children.
- 9) University Student Memberships apply to university students who hold a valid student ID. Proof of eligibility for university students must be available for display upon entry to the venue.
- 10) High School Student Memberships apply to high school students aged 16 and over who hold a valid student ID. Proof of eligibility for high school students must be available for display upon entry to the venue.
- 11) The personal information that the Club collects about Members is used for the purpose of processing their Membership and providing Members with football related information from the Club and APL. Unless you elect otherwise, you agree to the disclosure of personal information about your Membership to the Club's sponsors, APL and APL's sponsors and that you may be contacted by such persons during the life of the Membership with special offers and promotional information about their services and products.
- 12) All Members must take responsibility for ensuring their personal details are up to date. This can be done through their Phoenix Member account (via the Membership portal), contacting Ticketek at <https://premier.ticketek.co.nz/membership/contactusdetailed.aspx> or emailing [members@wellingtonphoenix.com](mailto:members@wellingtonphoenix.com).
- 13) Members wishing to sit within the active supporters group bay must purchase a Yellow Fever Membership located in Aisles 20-21.
- 14) Donating to the Football for All programme does not class you as a Football for All Member. A Football for All Member is an individual who has received a physical copy Football for All membership card from the Club or one of its representatives through the Football for All programme. This programme cannot be bought into by individuals, only donated to.
  - a) Football for All Members are entitled to complimentary access to all Wellington Phoenix regular season home games played in Wellington but are not eligible for any other Membership benefits unless stated. Football for All members do not have access to finals series matches. Football for All members do not have access to the Phoenix Lounge.
- 15) Wellington Phoenix FC reserves the right to immediately suspend or cancel a Membership at any time, if in the opinion of the Club, a member engages in any unbecoming conduct which is prejudicial, or likely to be prejudicial, to the interests or reputation of the Club, APL or any of their sponsors. If your Membership is cancelled due to misconduct, you will not be entitled to a refund on any part of your Membership.
- 16) All Members must comply with the rules and regulations, including terms of entry, for all venues attended. Sky Stadium entry conditions can be found [here](#), and Porirua Park's conditions of entry can be found [here](#).



- 17) All Members must comply with the [A-Leagues Terms of Admission](#) and [Football Australia's Spectator Code of Behaviour](#).
- 18) As a general policy, once the Membership is purchased, Memberships are non-refundable. A refund of any Membership may only be permitted under exceptional circumstances and is at the absolute discretion of the Club.
- 19) Any person seeking a refund must do so in writing, addressed to the Membership and Ticketing Manager, and emailed to [members@wellingtonphoenix.com](mailto:members@wellingtonphoenix.com). By doing so, the Member's request will be taken into consideration, however they are not guaranteed a refund. If you have received notification from the Club that any Membership packs and cards related to your Membership have been dispatched by the Club, you will not be eligible for a full refund. Membership fees are exclusive of GST and exclude any credit card and processing fees.