



Junior Nix 2019/20 FAQs

Who is eligible for Junior Nix?

All junior players aged 15 and under, registered with Capital Football for the 2019 junior football season.

I have held a Junior Nix Membership in the past – how do I renew?

If you ordered a Junior Nix Membership in a previous season, simply login to your existing account at <http://phoenix.memberlink.net.nz/memberhome> to renew.

Help! I forgot my username/password

If you have forgotten your account password, visit the login page at <http://phoenix.memberlink.net.nz/memberhome>, click on the 'forgot password' prompt and follow the instructions to reset.

If you have forgotten your username, please check your inbox for an email from Ticketek with your login details, or call 04 384 2457

What is the process for signing up for a Junior Nix Membership?

Visit <http://phoenix.memberlink.net.nz/memberhome>, click on 'packages', select 'Junior Nix' and then press 'Buy now'.

You will be taken to a new page and asked to enter a password in the top right-hand corner. Please enter the password provided by your club.

On the tickets page, select the top option 'Junior Nix', followed by your delivery method. You also have the option to purchase a Junior Member's pack for \$30, or a pack and a youth Phoenix shirt for only \$90.

You will be asked to create an account to be able to complete your order. Enter your child's name and your contact information here.

I have multiple children who play football. How do I get a Junior Nix Membership for each of them?

If you are ordering more than one Junior Nix Membership and you want them to be under different names, you need to create a secondary account for your children. This can be done on the payment page, by clicking 'create secondary account holder.'

The secondary accounts can use the same contact details as the primary account – it is just the name and username that needs to be different.



After adding a basic account for each of your children's Memberships, you will be able to select their names from the dropdown menu on the payment page to ensure they have different names on their cards.

How do I ensure my child's name is on their Membership card (rather than parents name)?

The name of the account holder will be the name that gets printed on each Membership card. We would recommend creating an account for your child/children that has their name, but your contact details. This will ensure it is their name on the Membership card.

I want to sit next to my child – where are Junior Nix seats allocated?

We have introduced a General Admission seating area located in Aisle 30. In this area there are no allocated seats – you can sit wherever you like.

If your child held a Junior Nix Membership previously, they have the option of keeping their same seat or renewing into the General Admission area. You can make a request to move to GA seating when renewing their Membership.

What are the additional merchandise options that I can add on to the Junior Nix Membership?

You can purchase a junior Members pack for \$30, which includes a cap, lanyard, drawstring bag, autograph book and marker pen. Or for only \$90, you can order all of the above, plus a new season youth replica jersey.

Am I entitled to a free Membership for my parent as well?

The Junior Nix Membership is available ONLY to registered junior players in the Wellington Region. Parents are not entitled to a free Membership, but have the option to purchase a season ticket or Nix Six and sit next to their kids in the GA area. Any parents using Junior cards will be noticed on Westpac Stadium's scanners, and will be required to purchase a full adult ticket for the game.

How will I receive my card (and pack/shirt if ordering one)?

Junior Nix Membership cards are mailed to all Members via NZ Post. Members can choose to pay to have their card couriered to them, with tracking available. All Members who add on a pack or a pack + shirt will receive their cards and parcels via courier.

When will I receive my Junior Nix Membership card?

Wellington Phoenix will commence mailing Memberships from early September. If you order from September onwards, you can expect your card or card + pack to take approximately 10 working days to arrive.