



FAQs

When can I buy my membership?

If you're already a member, you can renew your same seat from 4pm on Tuesday 10 June.

New memberships are on sale at 4pm on Tuesday 17 June – get ready!

Can I guarantee my same seat?

We'll hold your existing member seat until Tuesday 8 July. After that we'll open it up for anyone to be able to purchase, so make sure you get in early to claim your seat!

What if I want to upgrade my existing membership?

If you want to upgrade into a different seat, e.g you bought silver last year and want to get a gold seat, you need to wait for the new memberships which are on sale on Tuesday 17 June. Contact us to get the earlybird discount code (valid until Monday 7 July) as it won't automatically apply.

If you want to upgrade your same seat into a + or All In membership, just [send us an email](#) and we can set it up from our side – we can do this during the renewal period for you.

How do I get my membership at earlybird pricing?

Renewing members - Simply purchase your membership during the earlybird window which is 10 June to 8 July and the earlybird price will automatically be applied – no need for a password.

New members – Make sure you sign up for our waitlist [here](#) prior to Tuesday 17 June to receive a passcode to unlock the earlybird prices. Passwords can be entered on the 'select tickets' page after selecting 'buy now' on your chosen membership.

Please note – All In memberships don't have an earlybird price as they're already at a great discount for you!

Do you offer discount pricing for students and other concession types?

For A-League Men and All In, yes!

For A-League Women, our prices are super affordable so we just offer memberships at adult, child and family pricing. If you purchased as a student or concession last season, you'll renew as an adult.

Why the price increases?

After a full review, we reassessed every part of the package from match access and the number of games included, to rising stadium and operational costs, inflation, and the value added through things like merchandise credit and Supporters' Club benefits.

We'd been undercharging for several years while costs continued to rise, so this review required us to essentially rebuild our pricing model from the ground up. Some memberships experienced higher increases than others as a result. That said, we also compared our new pricing with every other A-League club, and even after these changes, Wellington Phoenix remains one of the most affordable clubs in the league.



What's the deal with seating at Porirua Park?

Seating at Porirua Park is general admission so first in first served with a couple of exceptions.

We have a section of the grandstand that is reserved for Macca's Junior Nix members – look out for the red Macca's seat covers, on the left hand portion of the grandstand if you're facing it.

We also set aside a large group of seats in the middle portion of the grandstand for members. Look out for the members' seat stickers for priority.

If you're not a member, don't worry – there are plenty of non reserved seats in the grandstand if it's a rainy day. Otherwise feel free to wander around the pitch behind either goal (note, you won't be able to access the far side where the softball pitches are) and watch from the food truck area or the hill embankment, or even the concrete pathway in front of the grandstand.

What's Debitsuccess?

DebitSuccess is our part payment provider for memberships. If you select this option during checkout you can pay off your membership over a number of instalments instead of paying upfront.

Your first payment is due at the time you order your membership. From then, we will charge you fortnightly on Thursdays, on the following dates, as a calculation of what your membership costs in total divided by the number of payment dates remaining from your purchase date.

June: 19

July: 3, 17, 31

August: 14, 28

September: 11, 25

October: 9, 23

November: 6, 20

December: 4

Please note, all memberships must be paid in full by 4 December. We reserve the right to revoke any memberships that have not been paid in full by this date, or are missing any pre scheduled payments in the meantime, with no refund to you.

My mate/partner/parent/sibling purchased for us together.

How do I change my details?

For every group order, the 'primary account holder' (purchaser) controls all of the memberships so just ask them to update. Otherwise you can send us an email and we can change details for you like name, email, mobile number.



How does Macca's Junior Nix work?

We're happy to offer a FREE membership to Under-14 junior football players via Capital Football and Central Football. You will be receiving an email from Capital, Central or directly from your club, with instructions on how to redeem.

You can purchase additional memberships into the zone at the same time as you claim your free junior membership. You can claim it for just A-League men, just A-League women, or both via the 'All In' option.

Partner Deals

Access all your exclusive partner deals on the dedicated page [here](#). Look out for an email containing the password. We expect to have these start to come in July.

Help, I'm struggling to renew my seats!

The renewal period will be live from Tuesday 10 June to Monday 7 July.

You can only renew your seat as the exact package you've been pre set up for. If you're wanting to purchase your exact seat as a different package type (e.g All In or +), please contact us at members@wellingtonphoenix.com and we can change it for you.

If you are wanting a specific seat but can't purchase it, [get in touch](#) and we'll see if we can open it up for you.

If you've purchased a standard membership but need foundation membership reinstated onto it, and had foundation membership last season, [let us know](#) and we'll edit it for you.

If it's after 8th July and your member seat has been released, you can purchase it as a new membership if it hasn't already been purchased by someone else. You won't be able to purchase it as a foundation seat yourself but [let us know](#) if you need us to retroactively change it to foundation for you.

I've forgotten my membership password, how do I log in to renew or check my order?

Use the forgotten password feature [here](#). Please note this only works if you enter the correct email address from your existing membership or ticket order. If this still isn't working, [let us know](#).

How do I change seats if I've already paid for my membership?

[Contact us](#) and we can make changes for you.



I used to be a Foundation member but am not anymore.

How can I get this back?

A Foundation member is one who has been a member every year since 2007. This must include the years in which the Phoenix men's team was based in Wollongong and did not have home seasons in Wellington.

For those members who didn't renew during that time, we offered a Foundation membership reinstatement in exchange for purchasing a Football for All membership donation equivalent to the price of your membership renewal.

If either of the above apply to you, your Foundation membership should be applied. If there's an error and your account isn't showing correctly, [let us know](#).

I'm keen for a membership but don't know if I can make the matches. When will the draw be finalised?

At this stage we are hoping to release the draw around July.

Can I become a member if I don't live in Wellington?

If you are based outside of Wellington or aren't able to make it to many of the matches, we recommend purchasing the Supporters' Membership which is non ticketed. This gets you closer to the club with partner discounts, access to members' merch, news and updates from the club, digital match day programmes, voting rights to season awards, and more. We can also offer ticket deals if you're able to make it to any matches. For those only able to make it to some games during the season, watch this space as we will also be launching multi passes to matches – great to combine with the supporters' Membership. These will go live around August.

Please note, we no longer offer NZ Club or Aus Club memberships.

Alternatively you can support the club with a donation to Football for All and support low socioeconomic communities and foster inclusion and participation in football across NZ.

What are the requirements for a family membership?

A family pass consists of either 2 adults and 2 children aged between 4-15, or one adult and 3 children. The child age applies at the time of purchase (i.e., if the child turns 16 partway through the season we won't cancel your membership!)



Where's the Phoenix Lounge and who gets access?

The Phoenix Lounge at Sky Stadium is an exclusive area behind the goal where you can enjoy the comfort and shelter of watching the game from inside the lounge, as well as a seat outside the lounge if you want to get amongst the action.

The lounge has its own cash food and drinks bar, tables and chairs, separate toilets, complimentary tea and coffee, and visits from club mascot Nixie. You may also see some familiar faces in and around the lounge such as women's staff and players, and non-playing men's players.

You can purchase a Phoenix Lounge membership for the season or buy match day tickets into the Lounge. If you're a Foundation member, you also have access to the lounge!

You can access the lounge from heading up to the back of the seats between aisles 17-19, or internal access is the members and corporate entrance at Sky Stadium, and catching the escalator or lift to level 2. Make sure you are wearing your membership card with the lanyard so we can easily identify you. If you just have a match ticket for the lounge, we will wristband you inside.

Do I get access to the women's games?

This year we have launched the All In memberships which allows access to all men's and women's matches. Women's matches are no longer automatically included with the men's memberships.

What's the deal with merch this season?

We've entered into an exciting new programme called Mber+ which gives you more control than ever over your members' merch. Instead of receiving your card and lanyard with a preselected pack of merch, you can choose your own merch from our awesome selection. Pai memberships have credit to the store and you only need to pay for shipping. This way you can choose how you want to rep the 'Nix, or opt out of merch entirely if you're not a fan of the gear – this allows us to be more sustainable and green, and means you get what you really want.

When will I receive my merch?

Merch should all be ready to ship by early July – no pack delays this season! Shipping times from then are around 2-3 weeks from the date you place your order, but you do need to go into Mber+ and select your items – it won't happen automatically. We'll remind you if you've forgotten to log in!

You'll get a tracking link as soon as your pack has been dispatched from the warehouse overseas.

What's all this about 'auto renewal'?

To make it as easy as possible for you, we have introduced an auto renewal system. You can opt in to this system at the time of purchase, and then when we go live with our 2026-27 memberships, we'll charge your card to get your same seats so you don't have to do it yourself. But don't worry – we will give you plenty of notice before this happens, and easy instructions as to how to opt out of this system if you opted in by accident.



Do you cater for accessibility patrons?

See [here](#) for accessibility information at Sky Stadium.

Porirua Park has space in the grandstand for up to 5 wheelchairs, and you can also watch the match from the concrete concourse in front of the grandstand. To get to the grandstand platform, head up the path behind the grandstand and you'll see the door that goes to the platform.

To book a mobility park at Porirua Park, please [email us](#) at least two working days before the match.

Where can I find membership terms and conditions?

These are linked within the membership portal. [Email us](#) if you're not sure where to find them.

Does my membership get me into the finals series if we qualify?

APL runs the finals series and therefore it has its own separate ticketed access. Members do not qualify for entry as part of their membership however where possible we will give preferential access and discounts to members.

Does my membership give me access to the Unite Round matches?

If Wellington Phoenix hosts a 'home' game as part of the Unite Round, you will qualify for a free ticket to that match for the relevant team. Otherwise we will endeavour to give you preferential ticket buying.

Ticket information for existing members will go out closer to the time.

Is my membership transferable?

Yes, if you're unable to make it to any matches we encourage you to lend your card to a friend or family member. Please note their age must match the membership e.g adult, child, student, etc. If you'd like to permanently change the name on a membership you can [contact us](#) to do so – we can send a new digital membership card to you free of charge, or you can pay to have a new hard copy card printed and couriered.

I'm meant to be getting member/club emails but am not receiving them. What can I do?

[Let us know](#) and we will check your email out.

Who do I call if I have a query with my membership?

Please email members@wellingtonphoenix.com in the first instance. If your enquiry is urgent please phone us on 0800 WELNIX and follow the instructions to speak to the memberships team. If it's match day please see the ticketing team at Box Office 1 at Sky Stadium, or just outside Gate 1 in the carpark off Mungavin Ave at Porirua Park.