

HIGHLANDERS RUGBY CLUB LIMITED PARTNERSHIP
Frequently Asked Questions

When do memberships go on sale?

Current members will be able to renew or change their membership from Monday, 2 November 2020. Memberships go on sale to the general public on the same day.

How do I renew my membership?

All members will receive a renewal notice via email with instructions on how to renew including a website link and log in details.

How long is the membership renewal period?

Any memberships not renewed by 5pm Monday 30th November will be released and seating assignment will no longer be guaranteed to be the same as the 2020 season.

I've never been a member, how do I join?

Head to www.thehighlanders.co.nz/membership-2/membership and have a read through the package options to see what suits. You can complete the whole process online, including selecting seats. If you have any questions give the membership team a call on 03) 479 9280 or email membership@highlanders.net.nz

What are the membership payment options?

Full payments and payment plans are accepted via credit card (Visa, Mastercard and Amex) through the Highlanders membership portal run via Ticketek.

Members who wish to pay via cash will have to purchase their membership at the Highlanders HQ at the HPSNZ Building, Level 1, 130 Anzac Ave, Dunedin between Monday to Friday from 9.00am to 3.00pm (excluding public holidays). Please note that no cash is held on premises and no change will be given.

I had a credit from the 2020 season, how do I use this?

Any members that requested a credit from the 2020 season due to cancelled games will have this automatically loaded against your membership number. The credit needs to be used in full and cannot be transferred to another member or to individual game day tickets. For any issues questions with your credit please contact us directly on membership@highlanders.net.nz or by calling 03) 479 9280

Do you offer payment plans?

Yes, the Highlanders club memberships can be paid in instalments through Debit Success. Payment plans can only be set up online through the Highlanders membership portal. Visit www.highlanders.net.nz to purchase a membership. Members can contact Debit Success (0800 481 0400) to request alterations to payments and schedules.

I want to go to a preseason game, what do I need to do?

If you'd like to go to the **Highlanders hosted** preseason game held in February (date and location TBC) just need to show your membership card at the gate! You don't need to register or do anything - easy as!

For all other preseason games (including Crusaders v Highlanders) you will need to purchase a ticket.

When will I receive my membership card?

If you purchased *before 1st December 2020*, you will receive your membership card before Christmas. If you purchased your membership *after 1st December*, you will receive your membership card before the season kicks off.

Cards are processed in bulk and will be sent to the address you selected when purchasing your membership. If your details change please email membership@highlanders.net.nz.

Can I purchase a car park pass for the season?

Unfortunately, we do not have access to the car park at Forsyth Barr Stadium on game days. Parking is available on surrounding streets and at Wilson or DCC car parks. The Lions Club may run fundraiser car parks in the vicinity. We recommend taking public transport, taxi'ing or walking from the CBD. The stadium has seven mobility car parks, you must have a mobility pass to use these parks. These parks are available on a first-come, first-served basis.

Who is considered eligible for a child membership?

In the Gold section, child members must be aged 18 years or under AND still be at school during 2021. School ID may be required on entry.

For the TAKTF section the child must be 13 or under.

Children under two are admitted free when accompanied and seated on the lap of a parent or guardian.

Are there disability/mobility access memberships?

Yes, wheelchair access and mobility restricted memberships are available. These memberships are only available to purchase through Highlanders HQ. Please email membership@highlanders.net.nz or call 03) 479 9280. The stadium has seven mobility car parks, you must have a mobility pass to use these parks. These parks are available on a first-come, first-served basis and cannot be reserved.

My seats are different this season, how come?

We've had a tidy up across some sections and tried to remove any individual seats between groups, you may have moved up to a maximum of three seats to fill these empty gaps. You will not be moved rows or sections without being advised.

Can I share my Club Membership with family and friends?

Yes, you can. If you can't attend a game, you are welcome to allow a family or friend to use your membership card.

Please note: the individual using your membership needs to be eligible for your membership category (e.g. child for child).

How do I fix an error on my membership card?

If any of the membership details are printed incorrectly on your member card, please contact the Membership team on 03) 4799280 or email membership@highlanders.net.nz for a replacement card. Fees may apply.

What do I do if I forgot, lost, or haven't received my membership card?

If you forget or lose your membership card on game day, you can still access the game. Please go to the Ticketek box office who will print you a paper ticket to access the game. If you have lost your Members card, please email membership@highlanders.net.nz or call 03) 4799280. There is a \$15 fee to purchase a replacement card.

Where are my seats located?

A seating map is available on our website under the Tickets Zone if you want a specific look, or to see what the view is like from your seat head to our website <https://thehighlanders.co.nz/membership-2/seat-map>

Can I cancel my membership?

Once purchased, Highlanders Club Memberships cannot be cancelled and are non-refundable for change of mind. If you wish to request a refund, please send a written request through to: membership@highlanders.net.nz. Please note, no refunds will be approved for memberships that have been used for one or more games within the applicable season.

I have a question, who can I contact?

Please contact the office on 03)479 9280 or email: membership@highlanders.net.nz