

Members Handbook 2020

sky
STADIUM
MEMBERS
CLUB

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CONTACT

For information and assistance, please contact the Membership Manager.

Post: Wellington Regional Stadium Trust,
105 Waterloo Quay
PO Box 2080
Wellington 6140

Phone: 04 473 3881

Email: members@stadiumtrust.org.nz

Website: www.skystadium.co.nz/members

WELCOME

Welcome to the New Look Sky Stadium Members Club

2020 looks to be an exciting year ahead as we welcome our new naming rights sponsor, Sky.

With our new sponsorship, comes a packed schedule of great sport content, and ongoing improvements to the Stadium.

We are working hard alongside Sky to deliver outstanding customer experiences, with innovations both in the Stadium and across all screens. This will be part of Sky's strategy to deepen their connection with sports fans and to work with us to increase customer engagement. This promise also extends to you as a Sky Stadium Member.

We thank you for your ongoing support of the Stadium and hope that you thoroughly enjoy the year of membership ahead.

A handwritten signature in black ink that reads "Shane Harmon". The signature is fluid and cursive, with the first name "Shane" and last name "Harmon" clearly legible.

Shane Harmon
CEO, Sky Stadium

MEMBERSHIP RIGHTS

Your Sky Stadium Membership entitles you to the following benefits:

- Entry to all sporting events at Sky Stadium, with the exception of Internationally Significant Events (as defined in the Membership Rules);
- Choose a permanent reserved seat in the Stadium bowl for all sporting events;
- Admission to the Basin Reserve for cricket events without charge. Admission to the R.A. Vance Stand and the Long Room without charge for cricket events, subject to seating capacity and availability;
- Enjoy reciprocal rights benefits at other stadia and venues around New Zealand and Australia (subject to change).
- Transfer your membership card to someone else for an event;
- Access to the Member Facilities during opening hours on event days*;
- Option to purchase a guest package for selected events (when available);
- Purchase a casual event day guest pass (when available) to invite guests into the Member Facilities (entry ticket to be purchased separately per event);
- Priority booking rights for non-sporting events and Internationally Significant Events when made available at the discretion of the event promoter**.

* The Trust reserves the right in its absolute discretion to alter, vary, reduce or increase any of the Member Facilities, whether permanently or temporarily, and will use all reasonable efforts to notify Members of such changes to the Member Facilities.

** Details of any priority booking offers will be advised in advance via email or letter update, including the number of tickets that may be purchased per Member.

The full set of Membership Rules, including defined terms, is housed on the Members section of the Sky Stadium website at www.skystadium.co.nz/members. These Rules are subject to change at the discretion of the Wellington Regional Stadium Trust. Any changes to the Rules will be advised to you in writing.

MEMBER FACILITIES, SERVICES AND BENEFITS

Members Clubroom (Level 3)

The Members Clubroom can accommodate Members in casual surroundings for casual hot and cold food and snacks, and drinks when services are available.

The Members Clubroom offers access for Members to their reserved seats in the Stadium bowl, or a choice of bar leaners and stools to watch the event.

At quieter events the Members Clubroom may remain closed for food and beverage service however Members can choose to sit in the lounge to watch the event.

Membership cards or guest passes must be worn at all times to access and sit in the Members Clubroom.

The Members Clubroom is on level 3 and can be reached from the escalator or directly through the sliding doors from the top of Aisles 12 through 16 in the Stadium bowl.

[Members Clubroom floorplan available on our website >>](#)

Members Gallery (Level 4)

This exclusive Members area is located on level 4 offering unrivalled views and comfortably accommodating up to 750 people. There are over 600-tiered viewing seats, as well as bar leaners and stools to use while enjoying the action.

The Members Gallery offers a range of casual dining options including the mobile food carts, the Pizza Kitchen, and two bars offer a range of premium wines, beers and spirits.

Certain areas are designated as “Windows Closed” or “Windows Open” areas. These areas should be maintained so that Members can choose their preference.

Bar tabs may be set up at the Maître D’s desk at the entrance to the Members Gallery, and accounts should be settled before you leave after an event. Failure to pay an account (including presentation of a credit card which is declined) will be considered a form of misconduct and could ultimately lead to revocation of your membership.

Membership cards or guest passes must be worn at all times to access and sit in the Members Gallery.

Entry to the Members Gallery is at the top of the escalator on level 4.

[Members Gallery floorplan available on our website >>](#)

Members Lounge (Level 4)

The Members Lounge accommodates up to 300 Members in a comfortable setting, with two bar areas and at selected events, a range of casual dining options.

Take your spot in the tiered seating with over 200 seats to choose from, with a great view of the pitch, perch on the bar leaners or relax in one of the comfortable sofas throughout the lounge.

At quieter events this lounge may remain closed for food and beverage service however Members can choose to sit in the lounge to watch the event.

Membership cards or guest passes must be worn at all times to access and sit in the Members Lounge.

The Members Lounge is located on level 4. Entry is from the corporate corridor along from the passenger lift and may also be accessed via an internal corridor from the Members Gallery.

Indoor Tiered Seats (Level 4)

The indoor tiered seats in the level 4 lounges shall be available for use by all Members and guests on an unreserved basis, except in the case of full house events where in the Trust's sole discretion, the indoor tiered seats may be offered to Members in the first instance on a reserved basis, provided they wish to relinquish their bowl seat.

[Members Lounge floorplan available on our website >>](#)

MEMBER ACCESS AND SEATING

Membership Cards and Entry

Each Member is issued with a unique member's card which includes their membership number and seating information.

Stadium Members can access all sporting events (excluding Internationally Significant Events). For non-sporting events, an entry ticket must be purchased. Entry is via the central bank of turnstiles labelled 'CORPORATE BOX – MEMBERS – GUESTS ENTRY'. For those exclusions listed above, the Trust will endeavour to arrange access to Members' Facilities where possible.

Membership cards should be scanned in the bar code readers towards the top of the upright part of the turnstile (right hand side, barcode side up).

Once inside the Inner Plaza (after the turnstiles), all Members can proceed towards the glass doors directly ahead labelled 'FUNCTIONS - CORPORATE BOXES – MEMBERS – GUESTS'. Members may then access the Member Facilities via the escalator or lift, or access your reserved bowl seat either via the public concourse or the Members Clubroom on level 3.

It is important to wear your membership card **visibly at all times** on the Sky Stadium lanyard provided when inside any of the Member Facilities. Please don't be offended if asked by staff to show your card – we have a duty to preserve the exclusivity of the Stadium Club. Anybody not wearing a membership card with the Sky Stadium lanyard or the correct guest accreditation while inside the Member Facilities will be asked to leave.

Membership cards are valid for the length of the term of the membership. If you lose your membership card, please call 0508 MEMBER (0508 636 237) to order a replacement. A replacement fee of \$50 applies. Replacement cards can take up to two weeks to issue, although temporary access arrangements can be made if necessary.

Membership cards remain the property of Sky Stadium. If asked to do so, you should hand your card over to an authorised official at an event.

Seating Options

Stadium Members have the option to sit in their reserved outdoor members' seat in the Stadium bowl, or in any of the indoor tiered seats in the Member Facilities on level 4 where seats are allocated on a first come, first served basis (refer to the Membership Rules).

Member Reserved Seating

Your permanent seating details in the bowl are printed on the reverse of your membership card. Should you wish to move your seats, please contact the Membership Manager who will be able to assist. A charge to replace your membership card(s) with your new seats will apply.

Non-Sporting and Internationally Significant Events

The Member Facilities will be made available to Members for non-sporting events on purchase of an entry ticket. Wherever possible, the Trust will endeavour to arrange lounge rights for Members at Internationally Significant Events, but this cannot be guaranteed.

Details of these events, including the priority booking dates, online booking links and booking codes, will be advised to Members by email as soon as this information is available. For selected events, it may be possible to offer Members a priority booking right for guests.

Basin Reserve Entitlements

Sky Stadium Members are entitled to attend all domestic and test match cricket held at the Basin Reserve on presentation of their membership card. Members may also sit in the R.A. Vance Stand and access the Long Room on presentation of their members' cards, subject to seating capacity and availability on the day.

Hours of Opening

The Member Facilities are usually open from the gates open time (please refer to the Sky Stadium website or member email updates for timings). Exact times will be posted at www.skystadium.co.nz/members as soon as the information is available and will be communicated to Members in advance. Alternatively, please phone 04 473 3881 for details.

It is not possible to access the Stadium (including the Trust offices) for any reason before gates opening time on an event day.

Closure of the Member Facilities depends on the finishing time of the event, but Members will normally be able to stay late to enjoy the use of the lounges.

During quieter events with smaller crowd numbers expected, some Member lounges may remain closed for food and beverage service.

Entry and Parking

Entry to the Stadium is via the Fran Wilde Walkway, located at the southern end of the Stadium. You may reach this walkway from any of four points:

Pedestrian access from the south end of Thorndon Quay, beside the Railway Station and near the city bus terminal, or along the harbour side of Waterloo Quay to the pedestrian overbridge at the entrance to CentrePort (Port of Wellington).

Rail passengers can use the ramps from the Station platforms 3, 4, 5, 6, 7 and 8 to the elevated walkway.

Members with Mezzanine car parks can walk up the central stairway or via the ramp along the fence line of the car park.

Holders of 'Bowl Reserved' and 'Bowl' annual car parks must present their car park passes and members' cards to security staff before proceeding to the bowl (lower) car park. Your members' cards will be scanned at this point. Members can access their seats or the lounges via the lifts adjacent to Reception on the ground floor (level 0).

Accessibility

The Stadium operates 'people movers' to assist patrons with mobility needs at events with larger crowds expected. These vehicles will provide a continuous service along the walkway between the Railway Station and the turnstiles before and after events, and from the public car park on the lower level of the car park adjacent to the taxi drop off zone.

There is a passenger lift inside adjacent to Reception on the ground floor – priority is given to disabled or elderly Members to use this lift to access the Members' Facilities and their seats. Take the lift up to the lobby on level 1 and continue up the escalator or take the lift directly to level 3 or level 4. Other Members should access their seats by using the escalator on level 1 via the stairwell in the Reception lobby on the ground floor (level 0).

Exiting the Stadium

To leave the Stadium after an event simply retrace your steps. The direction of the escalator will be reversed approximately twenty minutes before the end of an event to allow you to descend from levels 3 and 4. There is also a central internal staircase adjacent to the escalators and a lift for elderly and disabled patrons (please note that wheelchairs have priority use of this lift at all times).

Emergency Exits

In the event of an emergency evacuation of the Stadium, the warning signal is a continuous siren. The replay screen and TV sets in all Members' Facilities and public areas will display instructions. Patron management staff have been trained in emergency evacuation procedures and will assist and guide Members. Please follow their instructions. In the event of an emergency evacuation no lifts will be available, but staff have been trained to take care of patrons with disabilities.

The main entrance/exit at the southern (city) end of the Stadium is supplemented with an emergency exit at the northern end (known as the Northern Spiral) to ensure large crowds can be evacuated quickly.

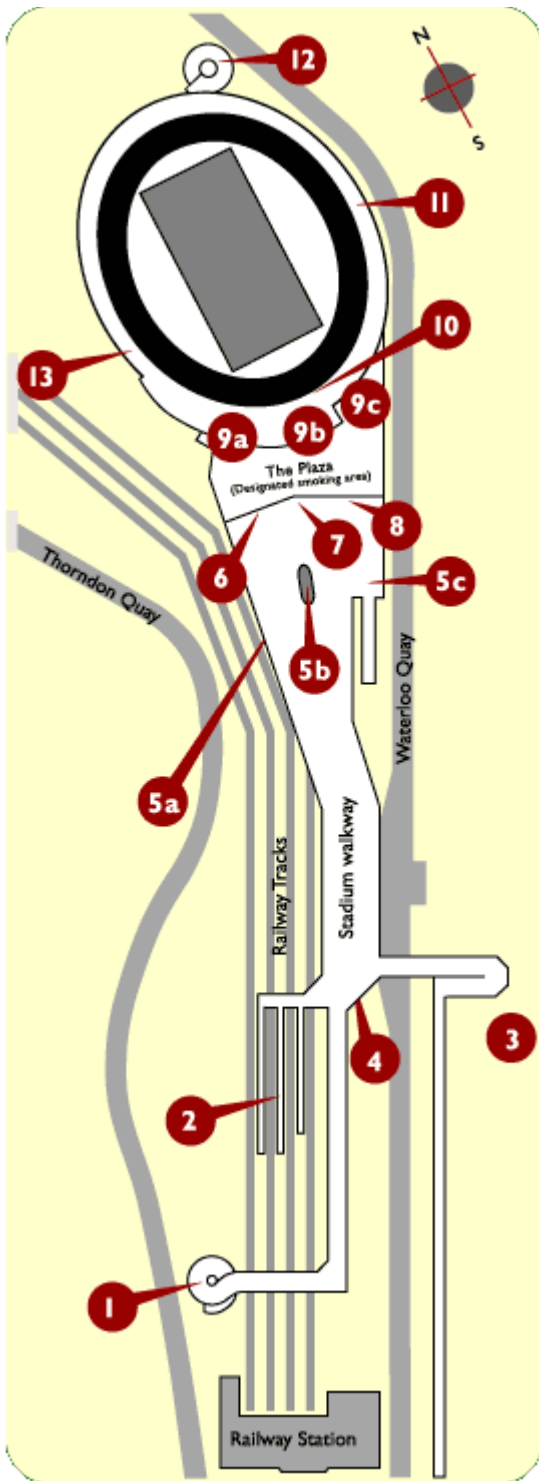
If an evacuation is required, traffic on Waterloo Quay will be stopped to accommodate pedestrians. All patrons should keep moving along the walkway and the immediate area of the Stadium as quickly as possible. Once you have left the venue, please do not turn back for any reason.

Medical Assistance

If you need medical assistance, please ask the nearest staff member to contact the Event Control Room, or text the Stadium Security Line on 5454. Wellington Free Ambulance also operates from an information desk on the concourse directly opposite Aisle 18.

Security Assistance

Security staff do regular patrols of all Members' Facilities during events. If you require security assistance, please speak to a member of staff who will be able to assist in the first instance, or text the Stadium Security Line on 5454.



Sky Stadium Map

1. The main pedestrian access to the Stadium walkway is from the north end of Featherston Street, near the bus terminal on the west side of the Railway Station.
2. Train passengers can reach the Stadium walkway directly from the platforms.
3. Parking area on port for out-of-town coaches with pedestrian access to the walkway via a bridge over Waterloo Quay. It also serves as pedestrian access from the port and Lambton Harbour areas.
4. Entrance to the Stadium car parks. Entry for taxis and disabled persons. On weekdays (other than event days) the ground level car park is operated by Care Park as a commuter car park on behalf of WRST and may be accessed from 6am.
5. (a) Taxi and shuttle departure area (ground level)
(b) Ticket pick-up booth and access to the walkway from the carpark
(c) Taxi and shuttle set down area
6. The main entry gate for tickets in aisles 1 to 18.
7. Ticket sales booths for event day
8. The main entry gate for tickets in aisles 19 to 36. Entrance for Rugby and Football Season ticket holders.
9. (a) Public entrance to gallery for aisles 1 to 18.
(b) Entrance for Members, corporate box holders and hospitality guests.
(c) Public entrance to gallery for aisles 19 to 36.
10. Automatic Teller Machine (ATM)
11. The eastern side of the fully enclosed public gallery. Entry tunnels to aisles 19 to 36 on this side.
12. Emergency exit only at the northern end behind the replay screen.
13. The western side of the fully enclosed public gallery. Entry tunnels to aisles 1 to 18 on this side.

MEMBER SERVICES

Dining and Guest Packages

For selected events, formal dining and guest packages (an inclusive level 4 entry ticket and dining package) will be available for Members to purchase. Dining times and offerings vary depending on the type of event. Please check when making your booking. Diners are usually seated at tables for 10, although there are also some smaller tables.

Reservations are essential and payments can be made via credit card. To book, please contact the Members' Booking Line on 0508 MEMBER (0508 636 237). Details of sale dates are advised via Member email communications and on the Members section of our website. Credit card and booking fees apply per transaction.

Special dietary requirements (such as vegetarian or gluten free meals) should be advised at the time of booking.

If an event is postponed to a reserve day before gates open, prepaid dining reservations will be transferred to the reserve day. If the reserve day is also cancelled Members will be entitled to full refunds for prepaid reservations, less booking fee, or Members can choose to apply the payment to another dining reservation in the future.

If play is cancelled or delayed after gates open, dining on the day will continue and no refunds will be made. If play then resumes on a reserve day the caterer may offer Members a meal on a first come, first served basis to be paid for at the time.

A Member who cancels a dining reservation up to seven working days before an event will receive a full refund, less booking fee. Cancelling in less than seven working days before an event will mean no refund of the prepaid dining reservation, although the Member may transfer the dining reservation to someone else.

Members Helpdesk

The Stadium Members Helpdesk is located in the main foyer to the left of the escalators on level 1. This Helpdesk is staffed on event days from gate opening time until the commencement of the event.

Members requiring assistance after the start of an event should contact the on-call staff member (details will be left at the Helpdesk) or go to the Information Desk at Aisle 18 on the concourse.

Stadium Website

www.skystadium.co.nz/members

The Stadium website contains a dedicated Members' section which lists details of upcoming events including dining times, package information and special offers. This information is regularly updated as events become confirmed.

Member Communications

Monthly Member communications are sent via email with information relating to upcoming events, pre-sale information and general news items. Any matters of particular importance will be advised in writing to your postal address.

Please keep us to date with your contact details so you never miss any news or information. You may phone the Membership Manager during office hours on 04 470 0416 or email

members@stadiumtrust.org.nz.

Transferring Membership for an Event

Members may give their membership cards to others on an event-by-event basis. Members are asked to ensure that those to whom they give their membership cards are aware of all Stadium Members Club requirements relating to dress code and general behaviour.

Please note: A wheelchair-bound Member who lends their membership to a fully able person, or a fully able Member who lends their membership to a wheelchair-bound person must advise the Membership Manager at least 24 hours before the event so that suitable seating can be arranged.

Transferring Membership Permanently

Memberships can be transferred to new owners on completion of a Transfer Notice by both parties and payment of the associated Transfer Fee of \$50. A fee will apply for the issuing of a new membership card(s). The owner of the transferred membership must return their membership card(s) to the Membership Manager before the transfer application is accepted.

PARKING

Annual Event Day Parking

Members may purchase an annual car park at the Stadium at a cost of \$350 incl. GST (subject to change). All spaces in the mezzanine and public car parks are unassigned and are available on a first come first served basis, although the number of passes issued will not exceed the number of spaces in either car park. A limited number of reserved spaces in the bowl car park are held for Members and patrons with mobility needs.

To reserve an annual car park, please contact Stadium Reception (04 473 3881) or email carparks@stadiumtrust.org.nz to request an electronic application form. All Members with annual car parks will automatically be sent a reminder via email, in October for the following year.

Members with annual car parks will be sent access cards that allow entry through the barrier on event days. Access cards should be displayed on the vehicle dashboard with the valid year of the pass displayed upwards once parked. Any car not displaying a valid parking pass risks being towed away at the owner's expense.

A Stadium annual car park pass is **not** valid for everyday commuter parking at the Stadium but may be used when attending an event day and non-event day function held within Sky Stadium.

Casual Parking

Members may pre-purchase car parks for sporting events at a discounted price of \$27 incl. GST (public price \$35 incl. GST). Prices are subject to change.

The car park pass can be mailed (if purchased at least seven working days before the event) or may be collected from the Stadium Trust offices during normal business hours up until the day before the event.

To book casual parking, please contact Stadium Reception (04 473 3881) or email carparks@stadiumtrust.org.nz.

Parking in Public Areas

TranzRail and TranzMetro (suburban) trains deliver patrons to station platforms with direct access to the main Stadium entrance walkway. Extra suburban trains operate before and after events held at the Stadium.

MEMBER STANDARDS AND GUIDELINES

The below guidelines apply to all Members, their children and their guests, and is valid at all times while attending events at Sky Stadium.

Dress Standard

There is an expected standard of dress which applies to all Members and their guests when in the Member Facilities. The minimum standard is tidy casual.

Please avoid the following:

- Ripped, frayed or torn clothing
- Jandals/flip flops, slippers, UGG boots, gumboots or bare feet
- “Stubbie” style shorts or sports shorts
- Swim or beachwear, including board shorts
- Tracksuits or work overalls
- Peaked caps or beanies
- Sleeveless singlets or tank tops
- Revealing tops or inappropriate length shorts, skirts or dresses

Please note: Sandals, which have straps that secure at the ankle, are acceptable.

All clothing must be tidy and presentable. Members and their guests will be denied entry to the Member Facilities if they do not meet these requirements.

Behaviour

Members are required to abide by the Stadium Conditions of Entry. Members are also expected to maintain a standard of behaviour that reflects well on the Stadium Members Club and to respect others' enjoyment of events.

Members who behave in an offensive, abusive, drunken or disorderly manner will not be admitted, or will be asked to leave the premises and their membership card removed.

Members who are concerned about the behaviour of others should report this to a Stadium staff member or for security assistance at an event please text 5454.

Access for Children

Sky Stadium is a family friendly venue and we welcome children into the Member Facilities. We aim to strike a balance between providing family enjoyment and ensuring that Members in particular have uninterrupted enjoyment of their facilities at all times.

For most events, children under four years are admitted free into the Stadium and Member Facilities if they sit on the accompanying adult's lap.

Children aged 4 to 14 must wear a valid members' card or guest pass accreditation. All children under 14 must be supervised by an accompanying adult and should not be allowed to disturb Members' enjoyment of their facilities.

If children are seen to be running around and causing disturbance to other Members, they will be asked by security or Stadium staff to sit down or alternatively leave the lounges.

Baby change facilities are located in the accessible toilet opposite the Members Lounge entrance on level 4, and in the accessible toilets located on levels 1, 2 and 3.

Guest Behaviour

Inviting guests to join Members is a popular benefit of the Stadium Members Club. Please remember that it is the Member's responsibility to ensure that their guest/s is/are aware of the dress code and behaviour standards. Please also remember that guests require their own event ticket for entry into the Stadium.

Guests who behave in an offensive manner will not be admitted or will be asked to leave the premises.

Food and Beverage

Members may not bring their own drinks or commercial food to events at Stadium. Chilly bins, large bags, glass bottles and hip flasks are not permitted. The caterer has sole rights to supply food and beverages in the Member Facilities.

For health and safety reasons, no glass or cans are allowed in the bowl (outside) seating area. All drinks taken outside Members' Facilities will be decanted into plastic glasses.

Please refer to the [Sky Stadium Entry Guidelines](#) for a full overview of what can and cannot be brought into the Stadium.

Feedback and Complaints

If you have any feedback relating to any aspect of your membership, you may contact us by phone or email or even pop in to have a chat if you're passing by. We have a team on hand who will endeavour to handle complaints and respond back to you within 48 hours.

The Membership Services Team is on hand on event days and can be contacted via the Members Helpdesk on level 1. We aim to operate to the highest standard and welcome Members' views on the service they receive.

Satisfaction surveys will be conducted electronically throughout the year; we ask that you do take the time to complete these when possible.

Conditions of Entry

To ensure that all patrons enjoy their Stadium experience, entry to the Stadium is subject to some conditions. Stadium hirers may impose additional conditions for individual events.

For the most up to date [Conditions of Entry, please refer to the Sky Stadium website >>](#)

Membership Rules

The full set of Membership Rules can be found on the [Members section of the Sky Stadium website >>](#)

Please don't hesitate to contact the Membership Manager if you have any queries regarding the Membership Rules.