



MEMBERSHIP HANDBOOK

2018

STADIUM MEMBERSHIP HANDBOOK

Westpac | STADIUM

**MEMBERS
CLUB**



CONTACT

For information and assistance, please contact the Membership Manager.

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Phone 04 473 3881

Email members@westpacstadium.co.nz

Web www.westpacstadium.co.nz/members

VISIT US ON SOCIAL MEDIA

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WELCOME TO THE WESTPAC STADIUM MEMBERS' CLUB

In 2000, Westpac Stadium opened its gates for the first time. After thousands of top-quality events enjoyed by millions of fans, the Stadium has secured its rightful position as Wellington's home of sport.

Stadium Members enjoy the best of what this city has to offer. We have access to what can only be described as the best facilities in New Zealand to enjoy a vast array of sporting and cultural events, in the company of friends and colleagues.

Westpac Stadium continually achieves one of the busiest event calendars in the country. We look forward to sharing some unforgettable moments with you in the coming years.

Please do take the time to read this handbook and we welcome your feedback at any stage.

Your satisfaction and enjoyment is extremely important to the team at Westpac Stadium and we will continue to work to ensure your Stadium experience is always a positive one – win, lose or draw.

A handwritten signature in black ink, reading 'Shane Harmon'. The signature is fluid and cursive, with the first name 'Shane' and last name 'Harmon' clearly distinguishable.

Shane Harmon
CEO, Westpac Stadium

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MEMBERSHIP RIGHTS

Your Membership at Westpac Stadium entitles you to the following benefits:

360 RESERVE

- Entry to all sporting events at Westpac 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 around New Zealand and Australia (subject to change).
- Transfer your member's card to someone else for an event;
- Access to the Members' 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 Members' 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**.

LOUNGE PASS

- Entry to all sporting events at Westpac Stadium on purchase of an entry ticket, with the exception of Internationally Significant Events (as defined in the Membership Rules);
- Transfer your member's card to someone else for an event;
- Access to the Members' 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 Members' 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 Members' Facilities, whether permanently or temporarily, and will use all reasonable efforts to notify Members of such changes to the Members' 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 Westpac Stadium website at www.westpacstadium.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.

Members' 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.

Members' 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 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. It is not necessary to reserve dining in this lounge.

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.

Members' 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.

Members' Tiered Seats (in Members' Gallery and Members' Lounge, level 4).

The Members' Tiered Seats on level 4 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 Members' 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

MEMBERS' CARDS AND ENTRY

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

360 Reserve 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.

Members' 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).

Lounge Pass Members can purchase an entry ticket to any event, and use their member's card for accessing the Members' Facilities. Entry to the event is via the public turnstiles.

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 Members' 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 member's card **visibly at all times** on the Westpac Stadium lanyard provided when inside any of the Members' 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 member's card with the Westpac Stadium lanyard or the correct guest accreditation while inside the Members' Facilities will be asked to leave.

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

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

MEMBERS' SEATING

360 Reserve Members have the option to sit in their reserved members' seat in the Stadium bowl, or in any of the Members' Tiered Seats in the Members' Facilities on level 4.

Lounge Pass Members have the option to sit in their allocated seats as detailed on their purchased entry ticket, or in any of the Members' Tiered Seats in the Members' Facilities on level 4 except at those events where these seats are allocated on a reserved basis (refer to the Membership Rules).

MEMBERS' RESERVED SEATING - 360 RESERVE MEMBERSHIP

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

NON-SPORTING AND INTERNATIONALLY SIGNIFICANT EVENTS

The Members' 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

Members in possession of a 360 Reserve Membership are entitled to attend all domestic and test match cricket held at the Basin Reserve on presentation of their members' cards. 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.

Members in possession of a Lounge Pass Membership do not have access rights into the Basin Reserve, the R.A. Vance Stand or the Long Room with their members' card. An entry ticket must be purchased.

HOURS OF OPENING

The Members' Facilities are usually open two hours before the start of an event. Exact times will be posted at www.westpacstadium.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 Members' 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.
- Coach passengers can walk over the Waterloo Quay overbridge from the long-distance coach parks at CentrePort. Passengers using coaches which park elsewhere should use the pedestrian access routes described above.
- 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 disabled or elderly patrons 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 EXIT

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.

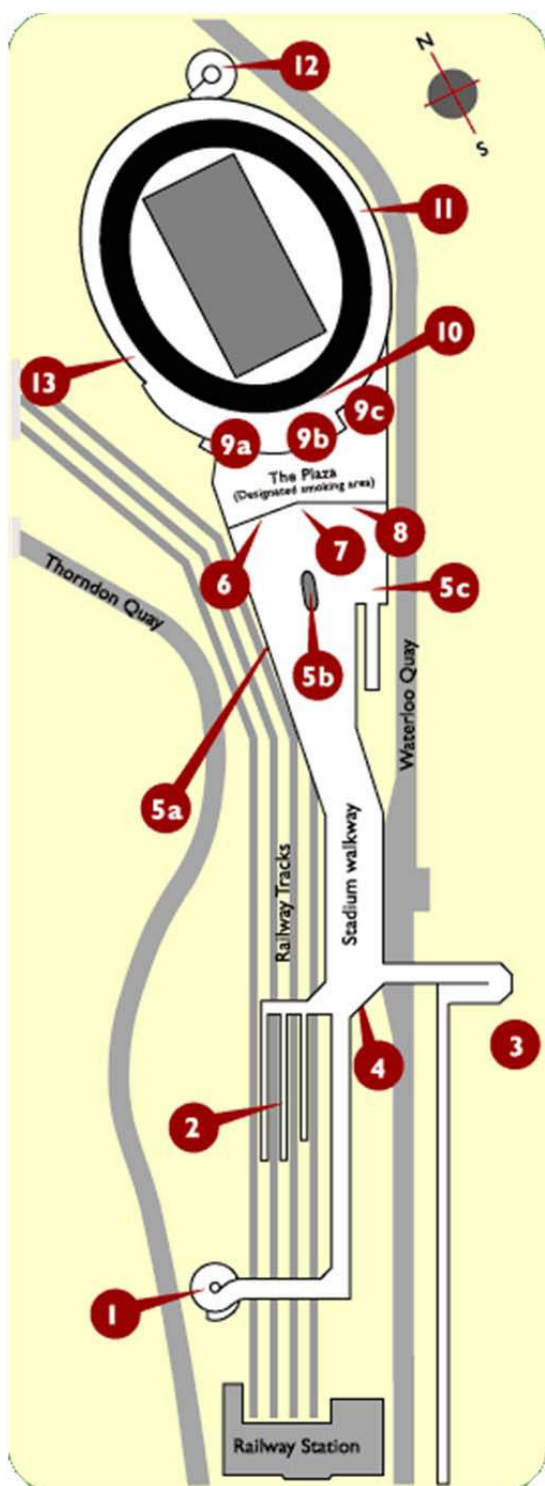
If an evacuation is required, traffic on Waterloo Quay will be stopped to accommodate pedestrians. All patrons should keep moving along the walkway and the immediate area of the Stadium as quickly as possible. Once you have left the venue, please do not turn back for any reason.

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.



MAP LEGEND

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 (at 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
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.westpacstadium.co.nz/members

The Stadium website contains a dedicated Stadium 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.

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@westpacstadium.co.nz.

TRANSFERRING YOUR MEMBERSHIP FOR AN EVENT

Members may give their members' cards to others on an event-by-event basis. Members are asked to ensure that those to whom they give their members' cards are aware of all Stadium 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 YOUR 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 member's card(s). The owner of the transferred membership must return their member's card(s) to the Membership Manager before the transfer application is accepted.



PARKING

ANNUAL MEMBERS' PARKING

Members may purchase an annual car park at the Stadium at a cost of \$300 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 difficulties.

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 every day commuter parking at the Stadium but may be used when attending an event day and non-event day function held within Westpac Stadium.

CASUAL PARKING

Members may pre-purchase car parks for sporting events at a discounted price of \$25 incl. GST (public price \$30 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

For major events, park and ride services operate so that patrons can use CBD parking buildings and catch shuttle buses to the Stadium. These shuttles run to and from Courtenay Place and a fare is payable on boarding.

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 Westpac Stadium.

DRESS STANDARDS

There is an expected standard of dress which applies to all Members and their guests when in the Members' 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
- For men, sleeveless singlets or tank tops
- For women, 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 Members' 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 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 Member's 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

The Stadium is a family friendly venue and we welcome children into the Members' 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 Members' Facilities if they sit on the accompanying adult's lap.

Children aged 4 to 16 must wear a valid members' card or guest pass accreditation. All children under 16 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 changing facilities are located in the disabled toilet opposite the Members Lounge entrance on level 4, and in the disabled toilets located on levels 1, 2 and 3.

GUEST BEHAVIOUR

Inviting guests to join Members is a popular benefit of the Stadium 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 Members' 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.

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 Westpac Stadium website >>](#)

MEMBERSHIP RULES

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

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

