

# Membership FAQ's

## How do I renew my Membership?

Members can renew online, by email, phone, or post. Members can contact the Otago Rugby Football Union 03 477 0928 if they have any further queries.

## Where can I find my clubs promo code for the Love of Club?

All club promotional codes can be found in the drop down menu on Otago Rugby Football Unions Ticketek home page. Note: "For the Love of Club" codes can only be used when purchasing online.

## How is seating allocated?

Last year's members will have until the same seat deadline (***2 weeks prior to first Home Game***) to renew and maintain their same seats from last season. Following the same seat cut-off, renewing members wishing to relocate seats will be allocated first followed by new members based on new membership purchase date. While we will make every attempt to fulfil your seating request, seating allocations are based on availability and we are not able to guarantee specific seating within the arena.

## I am a Full Season member and I want to renew, but also want to change seats. How can I confirm my new seats?

Once we have processed all renewing members who are remaining in their existing seats, we will be able to facilitate seat changes before tickets go on sale for individual fixtures. Please be advised, the Otago Rugby Football Union are unable to guarantee seat changes at time of renewal as seat availability is subject to other members renewing.

## How do I access Otago games at Forsyth Barr Stadium?

Which gate you enter Forsyth Barr Stadium is determined by where in the stadium your seat is, please check your Membership card to identify your designated gate. Upon arrival your Membership card will be scanned by stadium staff to enable entry.

## How does my friend purchase a ticket next to my Membership seat for an individual game?

Members who wish to bring friends to the game can contact the Otago Rugby Football Union on 03 477 0928 to purchase tickets. We are not always able to guarantee seats next to yourself but will make every attempt to accommodate your request.

## How do I qualify for a Child Membership?

To be eligible for a Child Membership, the applicant must be 16 years of age or younger as of 1 August 2021. **Children aged under 3** at time of the game are entitled to attend matches without a Membership, however, they must not occupy a seat.

### **What defines a Family Membership?**

A Family Membership may consist of two (2) adults and two (2) children, or one (1) adult and three (3) children. Children must be aged sixteen (16) or younger at 1 August 2021.

### **I am unable to attend a match. Can someone else use my Membership?**

All Otago Rugby memberships are transferable, and family, friends and workmates may use your Membership card. People using the Membership card are subject to the same ticketing classification rules (e.g. Child).

Please be advised Otago Rugby Memberships or individual game tickets cannot be on-sold and that there is legislation in New Zealand relating to the resale of tickets at Forsyth Barr Stadium and breach of these laws may attract criminal penalties.

### **Will I automatically get the same seat each year?**

Renewing Full Season Members will have first access to their same seat for the following season. Members will need to renew their Membership prior to the same seat renewal deadline, to maintain the same seat from the year prior.

### **Can I pay off my membership in instalments?**

Otago Rugby offer a monthly payment plan through DebitSuccess. There is a \$5 administration fee and 2.61% management fee charged by DebitSuccess. Instalment payments will be taken out on the same day each month. Instalments are offered as a pro-rata subject to the number of months remaining.

### **Does my membership include finals series?**

Otago Rugby memberships include access to 5 regular season home games, Otago Rugby members will get priority access to finals tickets. Whilst Otago Rugby will endeavour to assist members to provide access to same seats for finals, we are unable to guarantee same seat as it is subject to turn-around times and Ticketek time-lines throughout the final's series.

### **Can I get a refund if I decide during the season I do not want to be a member anymore?**

Unfortunately, Otago Rugby does not offer refunds on memberships.

## **Have another question?**

Should you have a question not answered in our FAQ's please contact us directly at [orfu@orfu.co.nz](mailto:orfu@orfu.co.nz) or alternatively call 03 477 0928