

Members Handbook 2024



sky
STADIUM
MEMBERS
CLUB

Members Handbook

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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

Sky Stadium Members Club

Every event year is unique, and sport will always bring out a range of emotions with the highs and lows, but through it all the passion of the fans shines through, and there are no greater sporting fans in Wellington than our Sky Stadium Members.

Many of our members have been with us since before the Stadium officially opened in 2000 and we are appreciative of their long-standing support, as well as acknowledge members who have joined us in the years since and all new members this year. As always, we are thankful for your continued support.

The year ahead is looking strong with sporting events, highlighted by the two All Black tests in August and September, and I am pleased to say that the event pipeline is healthy as we look beyond this year and into 2025 as we look to bring the very best events to Sky Stadium.

Throughout the following pages you'll find helpful information to make the most out of your Sky Stadium Membership and we look forward to sharing another year of sporting events that will create their own special moments and memories for all our members.

Warrick Dent
CEO, Sky Stadium

MEMBERSHIP RIGHTS

Your Sky Stadium Membership entitles you to the following benefits:

- Entry to all sporting events at Sky Stadium*.
- Choose a permanent reserved seat in the Stadium bowl for all sporting events.
- Admission to the Cello 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*. Dress code applies.
- 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 Members' Facilities during opening hours on event days[^]. Dress code applies.
- 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**.

* With the exception of Internationally Significant Events, as defined in the Membership Rules.

[^] 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 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 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 ACCESS AND SEATING

Membership Cards and Entry

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

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 barcode 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 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 membership card **visibly at all times** on the Sky 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 Members Club. Anybody not wearing a membership card with the Sky Stadium lanyard or the correct guest accreditation while inside the Members' Facilities will be asked to leave. If you need a replacement lanyard, please approach the Helpdesk on an event day.

Membership cards are valid for a full calendar year, with a new card provided for each year of membership. If you lose your membership card, please contact the Membership Manager to arrange 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 required.

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.

New membership cards are posted at the end of each calendar year so please ensure your contact details are up to date.

Seating Options

Stadium Members have the option to sit in their reserved outdoor members' seat in the Stadium bowl for sporting events, or in any of the indoor tiered seats in the Members' 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.

The best time to move seats is at the start of a calendar year with notice provided before new membership cards are produced. New membership cards are usually produced in October of each year.

Non-Sporting and Internationally Significant Events

The Member's Facilities will be made available to Members for non-sporting events on purchase of an entry ticket when there is action on the field, such as a concert. 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 and on the Members Portal as soon as this information is available. For selected events, it may be possible to offer Members a priority booking right for guests.

Cello Basin Reserve Entitlements

Sky Stadium Members are entitled to attend all domestic and test match cricket held at the Cello Basin Reserve, excluding Internationally Significant Events.

For most events, simply scan your card at the entry gates. For larger international matches, a link to confirm intention to attend may be used.

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. A dress code applies in the Longroom.

Hours of Opening

The Members' Facilities are usually open from the gates open time, which are available on the Sky Stadium website and communicated in the email updates. You can also phone our Stadium Reception on 04 473 3881 for additional 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, but accessible for seating.

MEMBERS' FACILITIES

Membership cards or guest passes must be worn at all times to access and sit in the Members Club lounges, located on Level 3 and Level 4.

Members Clubroom (Level 3)

The Members Clubroom can accommodate Members in casual surroundings for casual hot food (such as fish and chips or gourmet burgers) 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 sporting 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 or access the bowl.

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 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.

Membership cards can be loaded with credit to use for food and beverage in the Members Club and can be set up at the Maître D's desk at the entrance to the Members Gallery. Tab cards are also available for guests without a membership card.

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

Members Lounge (Level 4)

The Members Lounge accommodates up to 500 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.

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 and outdoor balcony 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.

Outdoor Reserved Seats

Your reserved seat location is listed on the back of your membership card. Aisles are in blocks, so the easiest access from the concourse may not be the aisle listed on your card. View your seating location on our website: <https://www.skystadium.co.nz/whats-on/find-my-seat>

Outdoor reserved seats may be accessed directly from the Level 3 Members Clubroom.

TRANSPORT

Annual Event Day Parking

Members may purchase an annual car park at the Stadium. 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 which will need to be shown to security on arrival and must 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 individual sporting events and non-sporting events, when applicable. Discount codes will be provided in the email updates and on the Members Portal along with the link to purchase online. Car park bookings close one hour before the car park opens. The car park usually opens two hours before gates open, but can be four hours for a larger event.

For casual mobility car parks, please contact Stadium Reception on 04 473 3881.

Trains and Buses

TranzRail and Metlink (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. The bus terminal is adjacent to the main walkway entry point near the Wellington Railway Station at the southern end of Thorndon Quay.

MATCH DAY INFORMATION

Entry

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 annual car park passes must show these to security on arrival and display the pass clearly on the dashboard once parked.

Members with Mezzanine annual 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).

Entry conditions apply to all patrons, including Members, and can be found on our website: www.skystadium.co.nz/entryconditions.

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 wheelchair users and low mobility patrons 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 20 minutes before the end of an event to allow you to descend from Level 3 and Level 4.

There is also a central internal staircase adjacent to the escalators and a lift for low mobility patrons (please note that wheelchairs have priority use of this lift at all times).

In case of Emergency

Wellington is prone to earthquakes. In the case of a large shake: Drop, Cover, Hold. Drop down on your hands and knees, cover your entire body if possible under a table or cover your head and neck with your arms and hands, and hold onto your shelter or your position until the shaking stops. Do not evacuate unless advised to do so. If the earthquake is long and/or strong, listen to emergency information which will be provided over the PA system and by Stadium staff.

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 or see anything suspicious, 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.

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](#).

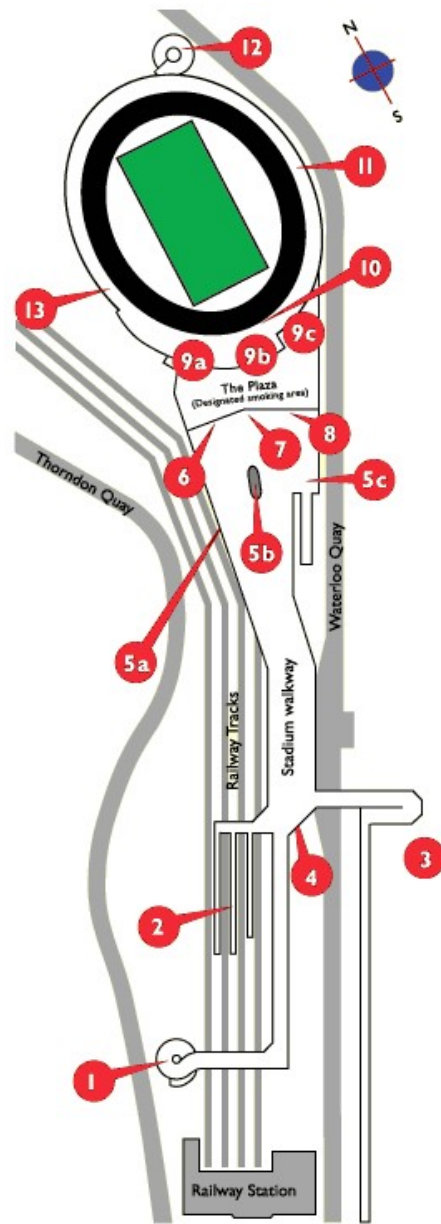
Sky Stadium Map

1. The main pedestrian access to the Stadium walkway is from the south end of Thorndon Quay (known as the Thorndon Spiral).
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. The overbridge 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 6.00am.

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. Main entry gate for tickets in aisles 1-18.
7. Ticket sales booths for event day.
8. Main entry gate for tickets in aisles 19-36. Entrance for Rugby and Football Season ticket holders.
9.
 - (a) Public entrance to concourse for aisles 1-18.
 - (b) Entrance for Members, corporate box holders and hospitality guests.
 - (c) Public entrance to concourse for aisles 19-36.

10. Automatic Teller Machine (ATM).

11. Eastern side of fully enclosed public concourse. Entry tunnels to aisles 19-36 on this side.
12. Emergency exit only at the northern end behind the replay screen. Access is from the public concourse.
13. Western side of fully enclosed public concourse. Entry tunnels to aisles 1-18 on this side.



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 Members' Facilities at Sky Stadium and in the Longroom at the Cello Basin Reserve. 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, inappropriate length shorts, skirts or dresses
- Swim or beachwear, including board shorts
- Tracksuits or work overalls
- Peaked caps or beanies
- Sleeveless singlets or tank tops

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

All clothing must be tidy and presentable. Members and their guests may 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](#) and 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 if they are in the Stadium, and their membership card may be removed.

Members who are concerned about the behaviour of others should report this to a Stadium staff member. A discreet way to advise security is by using our text number 5454.

Sky Stadium is a smoke- and vape free venue. Smoking and vaping is not permitted anywhere inside the Stadium. Designated areas are outside the building near the fences outside the main concourse.

Guest Behaviour

Inviting guests to join Members is a popular benefit of the Stadium Members Club. Membership cards are fully transferrable and guest passes are available at most events.

Please remember that it is the Member's responsibility to ensure that their guest/s are aware of the dress code and behaviour standards – this includes when a member has provided their membership card to a guest to enjoy the event in their absence as well as when a guest pass is purchased.

Please also remember that in the case of guest passes being purchased, guests require their own event ticket for entry into the Stadium unless an inclusive hospitality package has been purchased.

Access for Children

Sky 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 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 other 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.

Food and Beverage

Members may not bring their own drinks or commercial food to events at the 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, beverages must be decanted into plastic cups before leaving the Members Club lounges, or accessing the outdoor balcony or bowl reserved seating area. There is also no glass permitted in the first row of indoor tiered seats in the Level 4 lounges for sporting events, and no glass permitted in any of the indoor tiered seats for concerts due to the low lighting required in the lounges.

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.

If an issue arises during an event, we encourage you to text 5454 for assistance, or speak to a staff member at the Members Helpdesk on Level 1. We aim to operate to the highest standard and welcome Members' views on the service they receive.

We request that any issues are brought to the attention of the Membership Manager as soon possible so that we may rectify at the time.

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

Membership Rules

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

MEMBER SERVICES

Stadium Website and Members Portal

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 are confirmed: www.skystadium.co.nz/members.

Upcoming events at Sky Stadium where Members can use their membership card for entry, are listed on our website: <https://www.skystadium.co.nz/whats-on/members>.

There is also a Members Portal, accessible from this section of the website, or by going directly to www.skystadiummembers.com.

Member Communications

Regular Member communications are sent via email with information relating to upcoming events, pre-sale information and general news items. This information is also added to the Members Portal.

Please keep us up to date with your contact details so you never miss any news or information, and to ensure new membership cards are sent to the correct address for the start of a calendar year. You may be charged a replacement fee for your membership cards if these are sent to the wrong location due to out-of-date information.

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 gates opening time until the commencement of the event.

Guest passes can be purchased here for most events, and hospitality packages can be collected.

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.

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 depending on the event.

Reservations are essential and payments can be made via credit card or bank transfer. Details of sale dates are advised via Member email communications and on the Members Portal. Credit card and booking fees may apply per transaction. Payment must be received before bookings are finalised.

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

Further terms and conditions are provided on the booking forms or at www.skystadium.co.nz/members.

Reciprocal Rights to other Venues

Members have the option to access member areas and purchase event packages to selected venues in New Zealand and Australia. Further information is on our website at www.skystadium.co.nz/members or you may contact 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 sold, inherited and otherwise transferred to new owners. Any decision to transfer a membership is one for the owner.

A member wishing to transfer a membership must first notify the Membership Manager in writer. 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.

The Transfer Notice can be found on our website at www.skystadium.co.nz/members.