



## **RENEWING**

- **I want to renew but can't remember my login details, what do I do?**

When renewing, you are required to sign into your account to access your membership renewal. Your member number will be on the email sent out with renewal details.

If you have forgotten your password, simply click "Forgotten your password?" and enter your email to receive a reset password link to the email you have linked to your account. Once reset you will be able to log in to renew your membership!

- **I need help renewing my membership(s) what do I do?**

Memberships can be renewed online and over the phone. If you are having trouble online please phone 03 479 9280 to renew, it only takes a couple of minutes.

- **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 2022 season.

- **What are the membership payment options?**

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

- **How do I add new seats to my membership packages beside my existing seats or move my existing seats.**

If you wish to edit your membership renewal, please contact [membership@highlanders.net.nz](mailto:membership@highlanders.net.nz) to request your seat change/additional packages. Requested changes are subject to availability.

- **My address has changed since last season, how do I update this?**

Once you log in to memberlink you will reach a page where it asks you to review and update all your contact details. You can also contact [membership@highlanders.net.nz](mailto:membership@highlanders.net.nz) to let us know of any changes.

## **GENERAL ENQUIRIES**

- **Who is considered eligible for a child membership?**

In the Gold section, child members must be aged 18 years or under.

For the Family Zone 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.



- **Can I share my Club Membership with family and friends?**

Yes, you can. If you can't attend a game, help us keep Forsyth Barr Stadium full by sharing your membership with friends, family or anyone else who wants to support the Highlanders!

- **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. We recommend taking public transport 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.

- **Do I receive free home final access with my Highlanders Membership package**

Potential finals at Forsyth Barr Stadium are not included in Highlanders memberships however if Highlanders were to host a final members would have preferential access to their membership seats.

- **Does a Highlanders membership get me access to All Blacks tests in Dunedin**

No, however Highlanders Members get access to a Super Rugby pre-sale before tickets are available to the public.

- **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](mailto: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

- **Do i get access to any Highlanders pre-season games**

If you'd like to go to the Highlanders hosted preseason game held in February (date and location TBC) you just need to show your membership card at the gate!

## **MEMBERSHIP CARDS**

- **How do i put different names on each membership card**

- If you are purchasing more than one membership, you have the option to add secondary member accounts and assign names to each membership in your order. You can use the same email address & contact details as the main account holder if you wish.
- To create your secondary member accounts, please click "Add Secondary Account Member" and enter the details in the required field for secondary member and click save.



- Repeat this process for any additional memberships and click 'continue' when complete. Assign a name(s) against each membership package on the payment page by clicking the drop down menu beside each membership.
- **When will I receive my membership card?**  
If you purchased before 1st December 2022, 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.
- **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](mailto:membership@highlanders.net.nz) for a replacement card. Fees may apply.
- **What do I do if I lose 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](mailto:membership@highlanders.net.nz) or call 03) 4799280. There is a \$15 fee to purchase a replacement card.

If you have any other general membership enquiries please contact [membership@highlanders.net.nz](mailto:membership@highlanders.net.nz)