



### **NEED HELP WITH YOUR HURRICANES MEMBERSHIP?**

Request a call back from one of the Hurricanes membership team by clicking [here](#).

### **WHAT WILL THE 2021 SUPER RUGBY SEASON LOOK LIKE?**

The 2021 Super Rugby season will begin with the five team Sky Super Rugby Aotearoa competition which will consist of a home and away round robin with the top two teams meeting in a final. This will be followed by a Trans-Tasman competition which will see the five New Zealand and five Australian teams squaring off.

There will be six home Super Rugby regular season matches in 2021 with the potential of two finals.

### **DO I RECEIVE FREE HOME FINALS ACCESS WITH MY HURRICANES MEMBERSHIP PACKAGE?**

All full season Adult and Child members will receive free access to either of the 2021 Super Rugby Finals if they are hosted by the Hurricanes.

Student members and part-season members will be required to purchase their seat for Finals matches.

### **WHAT WILL HAPPEN TO MY MEMBERSHIP IF MATCHES ARE CANCELLED DURING THE 2021 SUPER RUGBY SEASON?**

If there are cancellations during the 2021 Super Rugby season, members will be entitled to either a credit for entry to the next available match or a refund, depending on the circumstances.

Please read our T&Cs for more information or get in touch with us on [member@hurricanes.co.nz](mailto:member@hurricanes.co.nz).

### **WHEN DO I NEED TO RENEW MY HURRICANES MEMBERSHIP BY TO GUARANTEE MY SAME SEATS?**

Existing Hurricanes members have until 5pm Friday December 11<sup>th</sup> to secure their same seats for the 2021 Super Rugby season.

### **WHEN WILL MY 2021 HURRICANES MEMBERSHIP PACKAGE BE SENT OUT?**

Membership packs will be sent out in batches. We will begin sending membership packs out in early January.

### **HOW DO I ADD NEW SEATS TO MY MEMBERSHIP BESIDE MY EXISTING SEATS OR MOVE MY EXISTING SEATS?**

If you need help adding new seats beside your existing seats or to move to a new seating location you can email [member@hurricanes.co.nz](mailto:member@hurricanes.co.nz) and a Hurricanes representative will be in touch with you. Alternatively you can request a call back by clicking [here](#).

### **DOES MY HURRICANES MEMBERSHIP GIVE ME ACCESS TO THE PLATINUM LOUNGE AT SKY STADIUM?**

Only Hurricanes **Platinum Members** (covered and uncovered) receive access to the Platinum Lounge at SKY Stadium for Super Rugby home matches.

Please note that due to capacity restrictions, the Platinum Lounge is available on a first in first served basis on match day.

Members are required to wear their member lanyard at all times in the Platinum Lounge.

### **WHERE IS THE PLATINUM LOUNGE LOCATED?**

The Platinum Lounge is located at the southern end of SKY Stadium on Level 2.

### **WHAT TIME DO GATES OPEN FOR HURRICANES HOME MATCHES?**

Gate opening times for 2021 Super Rugby home matches played at SKY Stadium will be 90 minutes before kick-off time.

### **Does my 2021 membership give me access to a discount on Hurricanes merchandise and apparel?**

Yes – all Hurricanes members can receive 20% off all Hurricanes merchandise on our online store. The password to unlock this discount will be sent to you via email. You can also receive 20% off all Hurricanes merchandise sold at the RYOS outlet at Aisle 23 on match days, as well as the RYOS stores in the Wellington CBD and Lower Hutt. Simply show your membership card to receive this discount.

Contact a member of the membership team at [member@hurricanes.co.nz](mailto:member@hurricanes.co.nz) if you have any questions related to merchandise discounts.

**AS A HURRICANES MEMBER DO I RECEIVE FREE ACCESS TO SUPER RUGBY HOME MATCHES PLAYED AWAY FROM SKY STADIUM?**

No, your Hurricanes membership only gives you access to 2021 Super Rugby home matches played at Sky Stadium.

**DO HURRICANES MEMBERS RECEIVE A RIGHT TO PURCHASE (RTP) ADDITIONAL TICKETS FOR HURRICANES SUPER RUGBY HOME FINAL MATCHES?**

Yes, all Hurricanes members receive a right to purchase additional tickets to any 2021 Hurricanes Super Rugby home finals matches. Members will receive an email prior to public sale enabling them to purchase tickets for their friends, family and colleagues.

**AS A HURRICANES MEMBER DO I RECEIVE A RIGHT TO PURCHASE (RTP) FOR ALL BLACKS MATCHES PLAYED AT SKY STADIUM?**

Yes, all Hurricanes members receive a right to pre-purchase tickets to All Blacks matches held at Sky Stadium in 2021. This does not guarantee access to your Hurricanes membership seats for All Blacks matches held at Sky Stadium.

**HOW DO I GET INTO SKY STADIUM?**

Your Hurricanes membership card will act as your ticket for the 2021 Super Rugby season.

You simply scan your membership card at the entrance to Sky Stadium.

**WHAT IS THE AGE LIMIT FOR A HURRICANES CHILD MEMBERSHIP?**

15 years or under is classed as a child. Children four years and under are admitted free if they sit on the lap of their parent or guardian.

**WHO QUALIFIES FOR A HURRICANES STUDENT MEMBERSHIP?**

All tertiary students qualify for a Hurricanes Student membership.

**HOW DO I PURCHASE SINGLE GAME TICKETS NEXT TO MY HURRICANES MEMBERSHIP SEATS?**

To purchase seats as close as possible to your membership seats for friends, family and colleagues for one off matches it is recommended that you call Ticketek on [0800 842 538](tel:0800842538).

### **WHAT IS THE SEATING STRUCTURE FOR WELLINGTON LIONS MITRE 10 CUP MATCHES?**

Wellington Lions Mitre 10 Cup matches have allocated seating. Joint Hurricanes & Lions members will have rights to the same seat that they were seated in during the Super Rugby season.

### **I AM IN A WHEELCHAIR HOW DO I PURCHASE A HURRICANES MEMBERSHIP?**

Hurricanes wheelchair memberships are available through the Ticketek call centre. Please call [0800 842 538](tel:0800842538) or request a call back [HERE](#). Please note wheelchair members receive a complimentary carer pass with each membership.

### **DOES MY HURRICANES MEMBERSHIP INCLUDE THE WELLINGTON LIONS MITRE 10 CUP SEASON?**

Hurricanes Platinum Covered, Platinum Uncovered, Silver, Bronze and Bluebridge Family Zone membership packages give you the opportunity to add on the Wellington Lions Mitre 10 Cup campaign for an additional fee.

Hurricanes only packages do not include the Wellington Lions season.

### **WHAT FEES DO I PAY ON TOP OF EACH 2021 HURRICANES MEMBERSHIP?**

A 3% fee applies for all online purchases.

### **WHAT ITEMS DO I RECEIVE IN MY 2021 HURRICANES MEMBERSHIP PACK?**

2021 members will receive the following gift items:

- Adults: Hurricanes Scarf
- Children: Hurricanes Beanie

### **WHAT IS THE FAMILY ZONE 1 ADULT + 1 CHILD FAMILY ZONE PACKAGE?**

The Family Zone 1 Adult + 1 Child membership is an affordable option for families to attend Hurricanes matches for only \$129.00. The Family Zone is located in Aisles 16-20 with activities for families located at Aisle 12.

Additional adult memberships can be purchased for \$109.00 each and child memberships \$49.00.

### **WHAT DO I DO IF I LOSE MY HURRICANES MEMBERSHIP CARD?**

If you lose your 2021 Hurricanes membership card you will need to request a replacement card.

Please email [member@hurricanes.co.nz](mailto:member@hurricanes.co.nz) to order a replacement.