



2023 SOUTHERN STEEL FREQUENTLY ASKED QUESTIONS

What age is a child?

- Children over two years and Under 16
 - Infant's two years of age and under, attending on a parent's lap, do not require a ticket.
- Juniors 14 years and younger must be accompanied by an adult (18years +)

Who is considered eligible for a Student Membership?

A student membership is for students at high school or university.

Where is the Limited Mobility or Wheelchair seating?

Wheelchair and companion seating are located in courtside area and limited mobility seats are also available. For further information or to book, please phone ILT Southland 03 219 9310 for Invercargill games or 03 456 1200 for Dunedin games.

Do you offer payment plans?

Not at this time.

When will I receive my Membership card and pack?

This season we will be utilising 'credit card style' membership cards which will be printed, personalised with seat details AFTER our renewal period and in batches leading into the season.

Venue collection and courier options are both available.

If **venue collection** option is chosen, your membership pack will be available to collect from venue under your booking name once your membership cards have been printed - **we will let you know when it's ready for collection.**

If **Courier Delivery** chosen - as soon as it's ready, we'll send you your membership pack which will include a membership card & lanyard for you and any other members in your group

Can I share my Membership with family and friends?

Yes you can, if you can't attend a game, you are welcome to allow a family or friend to use your membership card for that game.

What do I do if I forgot, lost or haven't received a Membership Card?

If you have forgotten or lost your membership ticket, you can still access the game. Please go to venue reception to get paper ticket printed for you, there will be a charge of \$1 for each game ticket.



Where are my seats located?

A seating map is available on Ticketek website.

Can I cancel my Membership?

Once purchased, the Southern Steel VIP Membership cannot be cancelled and are non-refundable if you change your mind. You can choose to sell your membership to another person for its face value or less.

How do I purchase a Bus Ticket to Dunedin?

You can purchase a return bus ticket from Invercargill to Dunedin at ILT Stadium Southland or at our Southern Steel online shop www.southernsteel.co.nz/shop

When is the Gala Dinner and how do I purchase tickets?

The date for the 2023 gala dinner is still to be finalised. Tickets will be sold on our online store www.southernsteel.co.nz/shop .

I have a question, who can I contact?

Southern Steel can be contacted on Phone 03 219 9350 or email steel@netballsouth.co.nz

Or venue and ticket related enquiries can be directed to:

ILT Stadium Southland, who can be contacted on Ph 03 219 9310 and are open Monday – Friday 8am – 8pm or Weekends 9am – 5pm

MoreFM Arena @ the Edgar Centre Dunedin, who can be contacted on Ph 03 456 1200 and are open Monday – Friday 9am to 9pm and Weekends from 9am to 6pm.