



## 2022 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.

### **Can I come to a Steel match if I have not been vaccinated for Covid-19?**

Based on the new COVID-19 Protection Framework, all spectators will require proof of vaccination to be able to attend Steel matches in 2022.

### **Do you offer payment plans?**

Not at this time.

### **When will I receive my Membership card and pack?**

This season we will be utilising new 'credit card style' membership cards which will be printed, personalised with seat details AFTER our renewal period. We will be holding a special Members Day in Invercargill from 3.00pm-6.00pm on 15 December. The Steel team will be handing out members packs between 3.00pm-4.00pm, before they hit the court for an exclusive invite only training session from 4.15pm-6.00pm which our VIP Members can stay and watch.

Please note: Members can come any time between 3.00pm-6.00pm to collect their pack. Member packs will not be available before this date.

Venue collection and courier options are also available for those unable to attend or purchase at a later date.

### **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 card, you can still access the game. Please see venue reception to get paper ticket reprinted 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.

**Why is the Queenstown game not included in Membership?**

Unfortunately, due to ticketing and space constraints we have been unable to offer the game in Queenstown as part of our membership packages however members will have priority purchasing opportunity.

**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](http://www.southernsteel.co.nz/shop)

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

The date for the 2022 gala dinner is still to be confirmed. Tickets will be sold on our online store [www.southernsteel.co.nz/shop](http://www.southernsteel.co.nz/shop)

**What are the dates for your VIP member events?**

Our VIP Pre-Match function will be held prior to our first home game in Invercargill on 21 March.

Ultimate VIP Junior & Student Clinics are scheduled for 21 April in Invercargill and 8 May in Dunedin.

**I have a question, who can I contact?**

Southern Steel can be contacted on Phone 03 219 9350 or email [steel@netballsouth.co.nz](mailto: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.