



KEY DATES

21 July: Existing ticketed members can log in and check their renewal plan. You can complete the purchase or set it up to be renewed and charged on 4 August (or set up a payment plan).

4 August: Auto-renewing members and pay-later members will be charged for their memberships. Unpaid member seats will be released. New members can now purchase, including Macca's Junior Nix and supporter members.

18 August: Earlybird pricing ends. Flexi memberships (Triple Nix and Nix Six) go on sale.

Early September: Merch shipments begin.

18 October: First home men's match.

1 November: Last date to purchase a membership on a part-payment plan.

WHAT'S NEW FOR 2026/27: MEMBERSHIP PLATFORM UPDATE

We've moved to a new and improved membership platform to make managing your membership easier. What this means for you:

Login details:

To access your account, you must now log in using the primary account holder's email address. You will be required to reset your password and verify your account the first time you log in. Reset your password and verify your account [HERE](#).

Payment plans:

Payment plans are still available, but we are no longer using Debit Success. If you were previously on a part payment plan, your payment details have not been transferred to the new platform. To renew your membership, you will need to log in and update your credit card details. See the Enter / Update Payment Details section below.

UNDERSTANDING YOUR MEMBERSHIP

What is a Wellington Phoenix membership?

Depending on the membership you choose, it can include reserved entry to every home match, or it can be a non-ticketed way of showing your support and staying connected to the club. Ticketed memberships (Gold, Silver¹, A-League Women, All-In) give you a seat for the season. Non-ticketed memberships (Supporter, Australian Supporter) give you club benefits, communications, merch eligibility, access to discounted tickets and/or a double-pass without a permanent seat or match entry attached.

¹ Silver in this context also covers Yellow Fever and Family Zone.



Membership types explained

Here's how our 2026/27 membership types differ:

Membership	Ticketed?	Home venue / games	What you get
Gold	Yes	Hnry Stadium (men's home matches)	Reserved seat in the premium central Gold zone for every men's home match, plus standard membership benefits (member card option, Nix Rewards, member communications).
Silver	Yes	Hnry Stadium (men's home matches)	Reserved seat in the Silver zone for every men's home match, plus standard membership benefits. Same access as Gold, at a lower seating tier and price.
Family Zone	Yes	Hnry Stadium (men's home matches)	Same pricing and membership benefits as Silver. Family Zone, located in bay 16C, is a quieter, child-friendly zone close to family-friendly activations in the concourse.
Yellow Fever	Yes	Hnry Stadium (men's home matches)	Same pricing and membership benefits as Silver. Yellow Fever is for our most vocal supporters - an active, standing, high-atmosphere zone in bays 20-21. Expect drums, chanting, shirts-off in the 80 th min of a winning match, and more than likely some spicy language.
Phoenix Lounge	Yes	Hnry Stadium (men's home matches) + Porirua Park (women's home matches)	Access to every regular season home match, men's and women's. Your men's match seat is in the seats in front of the Phoenix Lounge behind the southern goal, where you can access separate toilets, a cash food and drinks bars, tables and chairs, complimentary tea and coffee, visits from club mascot Nixie and more to come. You may also see some familiar faces in and around the lounge such as women's staff and players, and non-playing men's players.
A-League Women	Yes	Porirua Park (women's home matches)	General admission entry to every women's home match, plus standard membership benefits.
All-In	Yes	Hnry Stadium (men's home matches) +	Access to every regular season home match, men's and women's. Your men's match seat is in the category you



		Porirua Park (women's home matches)	purchased (as above), plus general admission to every women's home match. Discounted by an extra 15% off the combined price, as a thank-you for supporting both teams.
Supporter	No	N/A	Non-ticketed. Shows your support with member perks: Member communications, merch pack eligibility and discounts, without a seat or match entry included.
Australian Supporter	No	N/A	Non-ticketed, for fans based in Australia. Same non-ticketed benefits as Supporter membership.

FAMILY MEMBERSHIPS

Families are no longer priced automatically into their 4-person groups, and instead by the number of adults and children in your group, giving more flexibility for different family setups.

Families ranging from 1 adult and 2 children, up to 2 adults and 3 children, can now take advantage of family pricing at a discount. Family pricing is applicable across all above categories, not just the family zone.

PRICING

See below for the pricing of each membership type. All memberships except Supporter and Australian can take advantage of an earlybird 20% off up until 18th August.

	Lounge	Gold	Silver*	A-League Women	All In - Gold	All In - Silver	Supporter	Australian Supporter
Adult 16+	648.00	324.00	252.00	146.00	400.00	339.00	69.00	59.00
Child 4-15	432.00	216.00	126.00	71.00	245.00	168.00	69.00	59.00
Family Adult**	518.00	259.00	210.00	122.00	324.00	283.00	69.00	59.00
Family Child**	346.00	173.00	105.00	59.00	198.00	140.00	69.00	59.00
Concession***	648.00	252.00	180.00	109.00	307.00	245.00	69.00	59.00
Student****	648.00	252.00	180.00	109.00	307.00	245.00	69.00	59.00

*Silver pricing is also applicable to Yellow Fever and Family Zone.

**Families consist of a minimum of 1 adult and 2 children, a maximum of 2 adults and 3 children.

***Concession consists of super annuitants, veterans and community services card holders with proof of entry.

****Students consist of high school or tertiary students holding valid student ID.



LOGGING IN

2025/26 Members

Your account has already been created using the primary account holder's email address. In order to log in for the first time, you must reset your password [here](#). Follow the instructions on screen and in the email, and then you should be able to log in.

New members (or pre-2025/26 members)

You'll need to create a new account [here](#). You only have to create an account for yourself, any other members you're purchasing on behalf of don't need their own account. You can enter their names later against each membership.

PASSWORD HELP

I've forgotten my password - what do I do?

Go [here](#) to reset your password. Enter the email address associated with your account, then click reset password. If you have an account, you'll receive an email with further instructions.

I'm already logged in but want to change my password - where should I go?

Click your name at the top right-hand corner of the screen, then click **My Account**. On the left-hand menu click Security (the last button) and this will take you to a password reset screen, just follow the instructions.

MANAGING YOUR RENEWAL

You will have received an email confirming whether you're set to auto renew or not.

Auto renewing

Your card is set to be charged on 4 August for your membership. However, we still strongly encourage you to log in and check if your membership details are correct before this date. Once logged in, click your name then Reservations and Offers to check what we've loaded. If you'd like to make any changes, just contact us at members@wellingtonphoenix.com.

While you're here, you should also check your card details up to date in the Payment Methods menu. If you don't want to wait until 4 August, you can choose to go ahead and complete the transaction then and there or set yourself up on a part payment plan. If you don't want to go ahead with your renewal, simply cancel the reservation and you won't be charged on 4 August, this will release your seats to the public. Please note renewal is not possible for Macca's Junior Nix or Supporter memberships, these will go live on 4 August.

Non-auto-renewing



We won't charge you until you click the button. We've loaded your memberships from last year into your cart to make it easy for you to pick the same memberships again, but you can always request changes by contacting us. You can set yourself for autorenewal for next season if you like. Make sure you purchase early, as we'll release any unpurchased member seats on 4 August. Please note renewal is not possible for Macca's Junior Nix or Supporter memberships, these will go live on 4 August.

ACCESSIBILITY

You can purchase your membership in a wheelchair seat at Hnry Stadium, clearly marked on the map. You can also have a supporter in a seat next to you free of charge – once you've purchased, send us an email and we will process the companion seat for you.

Porirua Park memberships are general admission and can be purchased as per standard. There is space in the grandstand for up to 5 wheelchairs, and you can also watch the match from the concrete concourse in front of the grandstand. To get to the grandstand platform, head up the path behind the grandstand and you'll see the door that goes to the platform. To book a mobility park at Porirua Park, please email us at least two working days before the match and we will do our best to book a park for you, pending availability.

PERSONALISATION

Each membership requires a full name, date of birth, gender and email address. The email address doesn't have to be unique; if it's your child, for example, you can just enter your own email against each member and receive all communications on their behalf. This season we're introducing a grassroots football give-back scheme, simply name a grassroots football club within Capital Football and we'll donate 20% of your membership fee to them. This initiative will go-live from Tuesday 4th August.

PAYMENT PLANS

At checkout, you can select one of the following payment options:

1. Pay Now
2. Pay Later (your card will be charged on 4 August). Available for selection until 3 August.
3. Monthly instalments: 25% deposit on purchase date* then three more payments on the same date of following months. Available for selection until 1 November.
4. Fortnightly instalments: 12.5% deposit on purchase date* then seven more payments on the same day in fortnightly increments. Available for selection until 1 November.

* Part payment plans selected prior to 4 August, will have their first payment deducted on 4 August and each successive payment exactly a fortnight or month later.

Part payment plans selected from 5 August onwards will have their first payment deducted immediately and each successive payment exactly a fortnight or month later.



If you had a part-payment plan via Debit Success last season, we do not retain your card info, so you will need to re-enter it.

In the case of failed payments, we will re-attempt payment the day after the failed payment, then again 3 days later, then a week later. If the payment still has not been processed on the final retry date with no contact, we reserve the right to cancel your membership with no refund for previous successful payments. After the first failed payment, each successive failed payment will incur a \$4.95 fee charged automatically.

MERCH

This season, your membership and your merch pack are purchased separately. We listened to your feedback in our recent Fan Engagement Survey, and you can now choose to go digital without automatically paying for merch access.

If you want merch, you still have choice - you can choose from one of four exciting packs.

Your membership fee does not include merch by default, and you will get a digital member card only. If you'd like a physical card and lanyard or any other merch, you can purchase one of our merch packs in a separate transaction. You'll receive a link after you've completed your membership purchase. You'll need to enter a member name for each pack so that we can match it with the correct QR code of your membership.

- Pack 1 – The Basics (\$12 plus shipping): Member card, lanyard and button.
- Pack 2 – Game Day (\$30 plus shipping): The Basics plus scarf, keyring, bumper sticker and fixture magnet.
- Pack 3 – Out and About (\$30 plus shipping): The Basics plus cross body bag, notebook, luggage tag and fixture magnet.
- Pack 4 – The Fan Cave (\$30 plus shipping): The Basics plus mouse pad, Velcro can cooler, bottle opener and fixture magnet.

Please note: the A5 fixture magnet may not be included when your pack first arrives. Production of the magnet waits on the ALW fixture release, so it's added once the women's draw is confirmed. If this is the case for your pack, we'll email you to let you know when and where you can collect it on a game day. If you're an international member, we'll ship it to you free of charge. Note the A5 fixture magnet shows home matches of the men's and women's teams only, due to space.

The first shipment of packs is expected to ship in early September and arrive by mid to late September.

NIX REWARDS

We're excited to continue our Nix Rewards loyalty programme. Scan your membership QR code to enter home matches and earn points towards our exciting loyalty tiers. Details will come closer to the start of the season. If you can't make it to a match, we



encourage you to lend your card to a friend so you can earn your points. Please note their age must match the membership, e.g. adult, child, student, etc.

MORE QUESTIONS?

Membership team email: members@wellingtonphoenix.com

Phone: +64 4 802 4998 or 0800 WELNIX (0800 935 649) – select extension (5)

The Membership team is available to contact 9:00am–5:00pm Monday to Friday, as well as on every home match day from 9:00am until 45 minutes after kick-off. Occasional weekdays may not be available for contact pending days in lieu the week after a home match; in such cases the team will respond to messages left as soon as practicable upon their return.