



TASSIE
TIGERS



2022 Membership Frequently Asked Questions (FAQ)

(version 0.2, 22 June 2022)

Q. What's the difference between my Hockey Tasmania membership and a Tassie Tigers membership?

A. If you have paid for a *Hockey Tasmania* membership in 2022 it covers your association fees for playing hockey in Tasmania. A 2022 Tassie Tigers membership offers the best way for fans to support the Men's and Women's senior representative sides in the Sultana Bran Hockey One League, and come in various configurations which can include exclusive member-only merchandise and access to discounted tickets for entry to 2022 Tassie Tigers Hockey One home matchdays. The two memberships are not connected and serve separate purposes.

Q. Do I need to buy a Tassie Tigers membership to watch the matches at the Tasmanian Hockey Centre?

A. No. There are several membership packages available to suit any budget or circumstance, including discounted tickets (and reserved grandstand seating) and non-ticketed options, but there will also be non-member General Admission tickets available that do not come with any membership benefits, available to be purchased before the season or at the gate every matchday.

Q. What types of membership packages are available in 2022?

A. Our full selection of membership packages and options can be seen on the Tassie Tigers Membership Portal (<https://tassietigers.memberlink.net.au/memberhome>), but in brief we offer the following packages:

- **Tigers Legends** - These come with a reserved premium top-row seat in the grandstand for all 3 home matchdays at the Tasmanian Hockey Centre and a full exclusive membership merchandise package (very limited).
- **3 Game Superpass** - These come with general admission (non-grandstand) tickets to all 3 home matchdays at the Tasmanian Hockey Centre and a full membership merchandise package (limited). They are available in Adult and Junior Concession (ages 14-17) options. Kids aged 13 and under will be permitted free entry to every home matchday at the Tasmanian Hockey Centre in 2022.
- **1 Game Membership** - These come with general admission (non-grandstand) tickets to 1 home matchday at the Tasmanian Hockey Centre of your choosing and a full membership merchandise package (limited). They are available in Adult and Junior Concession (ages 14-17) options. Kids aged 13 and under will be permitted free entry to every home matchday at the Tasmanian Hockey Centre in 2022.
- **2022 Supporter Pack** - These are non-ticketed memberships which will give the member a full membership merchandise package (limited) and access to any member-only opportunities. Tickets will need to be purchased separately.
- **2022 Kids Pack** - Kids aged 13 and under will be permitted free entry to every home matchday at the Tasmanian Hockey Centre in 2022. A 2022 Kids Pack gives children a full membership merchandise package (limited) as well as free entry to Tigers Kids Clinics with our stars and coaches.

Additional VIP, Corporate Tables, and Excludes Seating packages will be available later. Please contact us via email at tassietigers@hockeytasmania.com.au for more details.

Q. What are the membership payment options?

A. Full payments are accepted via credit card (Visa, Mastercard & AMEX) through the Tassie Tigers Membership portal.

Q. When will my membership package arrive?

A. Membership packages will be fulfilled in August/September by the delivery method chosen at purchase (standard postage, pick-up from regional centres, collection at the gate). All digital perks and special membership opportunities will be available immediately.

Q. Who is eligible for the Junior membership/tickets?

A. The Junior Concession prices for membership packages and tickets are available for children aged 14-17 (inclusive) as of 11:59:59pm 31 December 2022. Proof of age is required to be shown upon entry to the Tasmanian Hockey Centre.

Q. Who is eligible for a Kids Pack membership?

A. Kids aged 13 and under as of 11:59:59pm 31 December 2022 will be permitted free entry to every home matchday at the Tasmanian Hockey Centre in 2022. They can purchase a Kids Membership Pack which includes all the exclusive membership merchandise. Proof of age is required to be shown upon entry to the Tasmanian Hockey Centre.

Q. Is my membership transferable?

A. Yes. If you are unable to attend any matchday you have a ticket for you can share it with family or friends, but whomever is transferred the membership must be eligible for that membership type (e.g.: adult for adult, junior for junior). Proof of age is required to be shown upon entry to the Tasmanian Hockey Centre.

Q. Can I cancel my membership?

A. Once a 2022 membership has been purchased it cannot be cancelled and is non-refundable.

Q. What is the \$3.95 Service & Handling Fee?

A. Ticketek charge a \$3.95 Service and Handling Fee on all Membership and ticket transactions.

Q. When can I purchase General Admission tickets without a membership pack?

A. Non-Membership tickets for 2022 Hockey One matchdays at the Tasmanian Hockey Centre will be on-sale at a later date to be confirmed (likely closer to August-September), including grandstand seats as well, for visiting fans, general public, and all non-members.

Q. Is there disability/mobility access at the Tasmanian Hockey Centre?

A. Yes. There is wheelchair and mobility access to all areas of the venue, however there is no grandstand seating.

Q. Can I choose where my seats are located for 2022 Home Matchdays?

A. Only in the grandstand. All other areas are unrestricted General Admission.

Q. Will food and beverage be available at the Tasmanian Hockey Centre?

A. Yes. A wide variety of catering is available during matchdays. The Tasmanian Hockey Centre is a licensed venue and has a centrally located bar and kiosk. There will be additional food and beverage services around the venue, as well as corporate VIP table options.

Q. Can I bring my own alcoholic beverages into the Tasmanian Hockey Centre?

A. No. The Tasmanian Hockey Centre is a licensed venue. No alcohol is permitted to be brought in or taken from the venue, and the venue reserves the right to refuse entry to, or have removed, any intoxicated person.

Q. Can I bring my own food and beverages into the Tasmanian Hockey Centre?

A. No. No hot food or beverages are permitted to be brought into the venue. No opened or un-opened glass, cans, or other beverage containers are permitted to be brought into the venue. Cold un-opened packaged food items may be permitted upon entry. Personal beverage containers that have a re-sealable lid may be permitted provided they are empty upon entry.

Q. Where can I purchase additional Officially Licensed Tassie Tigers/Hockey One merchandise like replica shirts?

A. Just Hockey will sell these items in their shop at the Tasmanian Hockey Centre, online, and on matchdays. There will be additional items for purchase at the box-office on home matchdays.

Q. My contact details have changed. How do I update them?

A. To update your details, visit the Tassie Tigers Members portal and make any necessary changes. If you have challenges, please contact the Tigers' Membership team for support. Email tassietigers@hockeytasmania.com.au or call 6228 5976.