

FREQUENTLY ASKED QUESTIONS - 2025



When will I receive my Membership card and other benefits?

Below outlines the main benefits available across all the packages. Please see [here](#) to what is included in each package.

Benefit	How and when to access
Membership Card (which is also your ticket)	<p>This season we will be utilising 'accreditation style' membership cards which double as your ticket.</p> <p>You will present these at the door for each game where they will be scanned.</p> <p>We will advise once these cards are ready for collection. They can be collected from our office in Hamilton, at Centre Pass day, at nominated pre-season games or at the first game that you attend.</p>
Discounts on selected Magic away game tickets	<p>Once general tickets go on sale for other venues, you will be emailed further details and a code to use when purchasing.</p> <p>The discount will be different for each venue as teams have different pricing. These details will be confirmed directly to you via email.</p>
Pre-Game Hospitality	<p>The 2025 Member Function will be hosted on Sunday 25th May at the Magic V Tactix event (centre pass is 4pm).</p> <p>Further details on location and timing will be confirmed directly to you.</p>
\$30 Magic Merchandise voucher	<p>This voucher will be emailed directly to you and can be redeemed at a Magic home game or on the Magic Merchandise page here.</p>
Exclusive Member Discount for Magic Merchandise (10%)	<p>At Venue purchases – please present your membership card.</p> <p>For online purchases – you will be emailed your unique code. This code is for your purchases only and should not be shared.</p>
Personalised Seat Cover (New Members only)	<p>All Heart and Power members will have a seat cover at their seat for the first game. These covers remain on your seat and we will place them out each game. Please do not take them home with you 😊</p>
Priority booking for any Magic hosted Skills Sessions	<p>2025 Skill sessions are yet to be confirmed.</p> <p>We will email any information as it comes to hand.</p>

Invitation to attend selected Preseason Games	We are currently finalising our pre season games and will be in touch directly with the opportunities.
Invitation to attend a Training Session	<p>We are currently confirming the team training calendar and will be in touch with more information soon.</p> <p>The location will be Tauranga.</p>
Invitation to purchase discounted Awards Function Tickets (18 + Only)	<p>The Magic Awards night is due to be held on Friday 1st August and SkyCity Hamilton.</p> <p>Award tickets will be on sale in July. You will be emailed details on how to purchase closer to the date.</p>
Priority entry at Games (15mins prior to main doors opening)	<p>Hamilton – Member entry is located at Door 4.</p> <p>Tauranga – Follow the signs for Team and VIP parking.</p>
Free Parking at all games	<p>Hamilton – member parking is located at Gate 1 on Heaphy Terrace. Please show your membership card for entry.</p> <p>Tauranga – Follow the signs for Team and VIP parking.</p>
Pre-sale access to Finals Tickets (if hosted by Magic)	When Magic make the finals (😊) and have a home game confirmed, we will email further details.
Access to exclusive Facebook membership Group	Request access through https://www.facebook.com/groups/wbopmembers
Voting for Magic Members Player of the Year Award	Once voting opens (in July) you will be emailed a link to vote.
Regular member exclusive newsletters - including in-season updates from coaches	<p>You will automatically start to receive these when you purchase a membership.</p> <p>If someone else signs you up, please make sure they put your name and email to ensure you are getting all the benefits sent directly to you.</p>

What age is a Junior membership?

- Junior memberships are for those over two years and 16 or under at the time of purchasing the membership
- Infant's two years of age and under, attending on a adults lap, do not require a ticket. Juniors 14 years and younger must be accompanied by an adult (18years +)

Where is the Limited Mobility or Wheelchair seating?

Wheelchair and companion seating are located in courtside area and limited mobility seats are also available. Please contact Ticketek Directly to arrange.

Do you offer payment plans?

Not at this time.

Can I share my Membership with family and friends if I can't attend a game?

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. Please note that Junior Memberships can only be transferred to those aged under 15. Adult Memberships can be transferred to any person.

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

If you have forgotten your membership card on Game Day, you are able to send yourself an ezyTicket (print at home) via your order history.

If you have lost your membership card, and would like a physical replacement please contact us on operations@netballwbop.co.nz

Where are my seats located?

Your seats will be located in the premium seating allocation behind the players bench. A seating map is available on Ticketek website.

Can I cancel my Membership?

Once purchased, the WBOP Magic 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.

I have a question, who can I contact?

WBOP Magic can be contacted via operations@NetballWBOP.co.nz