

NSW PRIDE 2022 FREQUENTLY ASKED QUESTIONS



What are my payment options?

Ticketek accept Visa, Mastercard and Amex when purchasing memberships online.

Can I pay for my Membership/s in instalments?

It is not possible to pay for your membership in instalments

When will I receive my personalised Membership Card and Park?

You will receive your 2022 NSW Pride Membership package in the mail. This will include your membership card as well as your 2022 membership pack. All memberships purchased 2 weeks before the first NSW home game will receive their membership pack before the first NSW pride home game. All memberships purchased after that date will receive their packs as soon as possible.

What is the definition of a Family Membership?

2022 NSW Pride Family Memberships must consist of two Adults and up to four Juniors. Junior members must be between 5 and 17 years of age as of 31 December 2022

How old are Junior Members?

To be eligible for a Junior Membership, you must be between 5 -17 years old as at 31 December 2022

What is the Lion Cub Membership Pack?

The Lion Cub memberships are available for any child who under the age of 11 and is registered with Hockey NSW for the 2022 season. To access this membership pack, you will need to use your Hockey NSW State ID number as the password. If you are unsure of this please email nswpride@hockeynsw.com.au with your name and date of birth.

Is parking included in the membership?

No, parking is not included in your membership. Paid parking will be available in P4 (Sydney Olympic Park Hockey Centre), event day rates will apply please see the secure park website for rates. Limited parking will also be available for patrons at the Parkes (NSW Pride) Home game.

Can I transfer my membership to someone else?

Member accounts are transferable upon receiving written authorization from the original Member requesting to transfer the Membership into another name

How can I subscribe to receive NSW Pride emails?

2022 NSW Pride members will automatically receive their official Members' newsletter via the email address provided at the time of signing up or renewing. If you wish to opt-out, please unsubscribe through the email you have received – however, the Club strongly advises against this action, as many important messages are communicated through these emails.

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My contact details have change. How do I update them?

To update your details, visit the NSW Pride Members Portal and make any necessary updates. If you are unable to do so, please contact us at nswpride@hockeynewsw.com.au.

What is the \$4.10 Service & Handling fee?

Ticketek charge a \$4.10 Service and Handling fee on all Membership transactions. This fee is charged to all 2022 Membership Transactions, regardless of payment method. Should you process your Membership in two separate orders, this fee is charged per order.

Can I cancel my membership?

Once a membership has been purchased, memberships cannot be cancelled and are non-refundable

What do I do if I forget my membership card on game day?

If you forget your card on game day if you go to the gameday ticket-booth they will be able to print you a paper ticket for that game and cancel the barcode on your card for that one game.

Why does my membership only include 2 games this year?

This year we are taking one NSW Pride home game to the Regional town of Parkes, as such the membership only includes NSW Pride home games played at Sydney Olympic Park

How do I purchase tickets to the NSW Pride game in Parkes?

As a member you will have a chance to purchase your tickets to the game in Parkes in a pre-sale. This pre-sale will be communicated to the NSW Pride members.

Still have questions?

If your question has not been answered above, please email nswpride@hockeynewsw.com.au and will endeavor to answer your questions within 48-72 hours.