



University of Canberra Capitals 2022/23 Memberships FAQs

1. What do I get for my membership?

Access to all 11 regular season home games at the NCCC at a better price than purchasing the tickets individually. A membership pack. A Discount code for our merch store. Advanced access to tickets for home finals games.

2. Will I get to secure my seat for the whole season with a membership?

If you purchase a membership from the Biggest and Bigger categories you will. Big memberships and 3 Game Pass memberships are general admission seats which means that you can sit anywhere within the 'Big' allocated seating area.

3. What does General Admission (GA) mean?

General admission or GA means that you do not have allocated seats and can sit anywhere within that section.

4. What will happen if crowd sizes become restricted?

Should there be a need to limit crowd sizes for any reason, our intention is to prioritise access to the game for members.

5. What happens if the season is cancelled and/or games must be played with no attendance?

If the season is cancelled:

- a) With 0 – 2 home games having been played – Members will be given the option to receive a full refund, minus a \$30 administration levy.
- b) With 3 – 5 home games having been played – Members will be given the option receive a 50% refund, minus a \$30 administration levy.
- c) If at least 6 home games have been played members will not receive any refund.

6. Does my membership entitle me access to finals ticketing?

Members will be given pre-sale access to any finals games where the UC Caps are the home team.

7. How do I renew my membership and keep the same member number?

Simply use the same membership number or email address associated with your account to login and purchase with that same account within 3 days of receiving the email alert from the UC Capitals that memberships are now on sale.

If you cannot locate your previous login details, try to reset your password or email uccaps@canberra.edu.au

8. What age qualifies for a 'Junior' membership?

Junior memberships are for people aged 5 to 15 years of age. If your child is 4 and under **and** is able to sit on the lap of a guardian and not take up a seat then they do not require a ticket.

9. What makes up a Family Membership?

There are 4 tickets in a Family Membership. 2 Adults and 2 Juniors (ages 5 – 15 years old).

10. How does the 3 Game Pass Membership work?

When you purchase a 3 Game Pass you will receive 3 unique codes which will allow you to secure tickets to 3 regular season home games of your choice. You will receive seats in the 'Big' section which is general admission. You also receive the 3 Game Pass Membership Pack.

11. What do I get for a Supporters Membership?

You will receive a full membership pack for a Supporters Membership which we can mail out to you. This membership will not secure you any tickets to any of our games.