



University of Canberra Capitals 2024/25 Memberships FAQs

1. What do I get with a Platinum, Gold, Silver or Bronze membership?

Access to all 11 regular season home games at The Palace, AIS Arena Canberra for the price of 10! A membership pack, Membership Card, 10% off merchandise at the UC Caps game day merch stand by showing your members card or by using the discount code online, advanced access to tickets for home finals games and access to members only events. You'll also be added to the members only email newsletters that include exclusive content and have access to members offers provided by our sponsors.

2. How do I gain access to the home games as a Member?

You will receive your membership card when you pick up your Membership Pack. That membership card will have a barcode on it which the Ticketek staff will scan upon entry.

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

If you purchase a membership from any of the full membership tiers (Platinum, Gold, Silver or Bronze) you will be able to pick your seat and retain that seat for the whole season and have the option to retain that seat for the following season if the UC Capitals play in the same venue.

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

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

5. How do I purchase a new membership and keep the same member number?

Use your current membership number as your username to login here: <https://uc-capitals.memberlink.net.au/Membership/ml/login.aspx> . Proceed to purchase the membership of your choice while logged in.

6. 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.

7. What makes up a Family Membership?

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

8. Who qualifies for a concession Membership?

People with a senior's card or student card.



9. How does the 3 Game Membership work?

When you purchase a 3 Game Membership you will receive an email confirmation straight after purchasing and within 5 business days you will receive another email with a unique code and instructions on how to select your 3 seats to any in season home games you would like to come along to (if you purchase two 3 Game Memberships you will have 6 seats to allocate, 3 will give you 9 and so on) . This membership is flexible to how you would like to use it, use all 3 allocations to one game or go along to 3 different games – it’s up to you! You will be able to select seats in the ‘Bronze’ seating area. You will not be able to redeem any of your 3 game passes to a home game that has already ‘sold out’. 3 Game Members will also receive a \$10 voucher to the UC Capitals Merchandise stand at the games at the AIS.

10. Can I redeem my 3 Game Membership if I bought it on the day of the game and/or have not received a code yet?

Yes. Just go and see the Ticketek staff at the box office at AIS, show them your confirmation email and providing there are seats available, they will assist you.

11. What do I get for a Supporters Membership?

You will receive a full membership pack for a Supporters Membership which can be picked up at a pre-season event or in the foyer at the AIS before a home game. It can be mailed out to you for a fee. This membership will not secure you any tickets to any of our games.

12. How do I purchase a membership if I require some accessibility adjustments.

Please email us at uccaps@canberra.edu.au, leave some details of your needs and your contact information and we will be more than happy to get in contact and assist however we can.