

2023 Tactix Membership Terms and Conditions

Section 1: Definitions

Arena, Stadium or Match Venue refers to the venue in which the Tactix match is being played. In 2023 this refers to the Christchurch Arena or MainPower Stadium, whichever stadium is relevant to your membership purchase

Child Member means a Membership that admits children 15 years and under (children aged 2 and under are admitted free of charge if they are able to sit on a parent's lap. Children aged 3-15 must have a Child Membership)

Member means the person who holds a Trident Homes Tactix Membership and for the purpose of any entitlements is limited to one person per Membership

Membership Card means a card issued to each Trident Homes Tactix member which permits entry into the relevant Tactix home matches. The Membership Card is provided in lieu of an individual match ticket and must be presented and scanned upon entry into the match venue.

Membership Card Holder means a person who uses a Membership Card for entry to the game on the relevant day.

Trident Homes Tactix Membership means a Membership that admits to the Tactix Homes games and associated benefits relevant to your membership purchase

Section 2: Key Terms and Conditions

2.1 Consumer Guarantees Act 1993. Subject to compliance with the Consumer Guarantees Act 1993, Membership Cards and Tickets cannot be exchanged, refunded or returned after purchase except at the discretion of Trident Homes Tactix Management.

2.2 By purchasing a Trident Homes Tactix Membership, you agree to these terms and conditions. Any individual purchasing a membership on behalf of a third party shall be deemed to be acting with the consent of such third party to agree to these terms on conditions on their behalf.

2.3 *Trident Homes Tactix Memberships are transferable in the following circumstances: in the instance that a member is unable to attend a match, their membership can be used by another individual through the presentation of their membership card upon entry to the venue so long as the membership categories are equal to or lesser than what has been purchased. For the avoidance of doubt, an adult membership card may be used by an adult or child, however a child membership card may only be used by a child.*

2.4 *No member may continually collect, disseminate, transmit, publish or release from the match arena any match scores or related statistical data during match play (from the commencement of a match through its conclusion for any commercial, betting or gambling purpose). The continual use of laptop computers or other handheld electronic devices within the confines (spectator area) of the match courts is prohibited. The exception to this provision is properly credentialed media, event vendors and event staff when used in the performance of their duties. No courtsiding is permitted.*

2.5 *All photographs taken within the match venue before, during or after a match may not be used or reproduced for commercial or financial gain without consent of Trident Homes Tactix which may be withheld for any reason whatsoever.*

2.6 *All members must abide by the Terms and Conditions of entry at the relevant match venue and are subject to bag search upon entry to the venue. Entry terms and conditions for the 2023 Tactix match venues can be found using the links below*

Christchurch Arena:

<https://www.venuesotautahi.co.nz/attend/christchurch-arena>

MainPower Stadium:

<https://www.mainpowerstadium.nz/conditions-of-entry>

Section 3: Cancellation, Refunds and Missing/Damaged Membership Cards
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3.1 *The Trident Homes Tactix will not refund payments made by you for tickets under any circumstances, including:*

- a. The non-appearance of a particular person, group, or personality such as a player, team, performer or band (whether advertised or not);*
- b. Any variation to the on court event program;*
- c. Any variation to the off-court Event program, services, and attractions such as the postponement or cancellation of any entertainment, amusements, or interactive displays;*
- d. Any adverse weather conditions;*
- e. If your personal circumstances change;*
- f. Any other circumstances beyond the reasonable control of the Trident Homes Tactix*
- g. If attendees are refused entry to match venue due to non-compliance with the venue terms and conditions of entry*

3.2 *If a match is cancelled and cannot be reasonably rescheduled or replaced, a refund or credit will be offered for the appropriate proportion of games that have been cancelled less all applicable costs or charges*

3.3 *Members wishing to maintain their previous seat selection must complete their renewal within the timeframe specified. If renewal requests are received after this date; seat allocations, privileges and/or benefits cannot be guaranteed*

3.4 *Membership cards cannot be resold at a premium (scalped) nor used for advertising, promotional or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods or services without prior written consent of Trident Homes Tactix. Subject to the above restrictions you can sell your membership card to another person for its face value (or less). Any purchaser is also bound by these terms and conditions*

3.5 *A Membership may be cancelled due to misconduct of a member or their guest including but not limited to, verbal or physical abuse or intimidation of any representative of the Trident Homes Tactix or venue staff*

3.6 *In the instance that a membership card has been damaged, lost or stolen this should be reported to the Trident Homes Tactix Event Manager immediately. When advised that a membership card has been damaged, lost or stolen, the barcode will be cancelled so further use of card for entry won't be possible. Membership cards that have been damaged, lost or stolen will not be able to be replaced during the season and instead e-tickets or paper tickets will be issued, there will be a charge for each reprinted game ticket.*

Section 4: Privacy and Contact Details

4.1 *Personal information from members is gathered and stored in accordance with the Privacy Act 1993 to identify the purchaser of memberships and to keep the purchaser informed of upcoming events. Provision of such information is a condition of purchasing a membership. Trident Homes Tactix Members have the right to access and correct their personal information at any time by logging into their Ticketek account.*

4.2 *By providing your email and cell phone number you are consenting to receiving recurring news, promotions, marketing, e-newsletters, and electronic messages from Trident Homes Tactix about Tactix, ANZ Premiership, Mainland Netball, and Netball New Zealand including Silver Ferns, Trident Homes Tactix, ANZ Premiership and Netball New Zealand and Sponsors*

4.3 *Most member correspondence will be completed via email, including match day information, team updates, availability of membership benefits and exclusive promotions. It is the responsibility of the member to ensure that the correct contact information is provided to ensure receipt of these emails.*

Section 5: Amendment of Membership Terms and Conditions
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5.1 *Trident Homes Tactix may amend the Membership Terms and Conditions at any time by recording the changes on the website and such changes take effect immediately.*

5.2 *If you have a query or problem concerning a membership please contact teamtactix@gmail.com*