

HOCKEY CLUB MELBOURNE

2022 FREQUENTLY ASKED QUESTIONS

What are my payment options??

Ticketek accept Visa, Mastercard and Amex when purchasing a HC Melbourne membership online.

Can I pay for my HC Melbourne Membership/s in instalments?

It is not possible to pay for your membership in instalments.

When will I receive my personalised Membership Card & Pack?

Your Membership Card will be posted to you from July. Your membership pack/s will be available to be picked up at the HC Melbourne home games.

How do I redeem my membership pack at a home game?

To redeem your membership pack, you will be required to locate the HC Melbourne Membership Marquee and present identification (I.D) and you individual HC Melbourne Membership Card. Once you have proven your identity, a member of the staff will hand your membership pack to you.

How will the membership team know my shirt size?

Once you have purchased your Membership, you will receive a link to a form in which you will identify your individual shirt size. Once this form has been completed, you will receive your shirt included in your membership pack with the size included in the form submission.

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. Children under the age of 5 as at 31 December 2022 are admitted free when accompanied and seated in the lap of a parent or guardian, no individual seat will be allocated for this age group.



What is the definition of a Family Membership?

2022 HC Melbourne Family Memberships must consist of two (2) adults & two (2) juniors. Junior Members must be between 5 and 17 years of age as of 31 December 2022.

Is parking included in the membership?

No, parking is not included in your membership.

Can I purchase a HC Melbourne Membership as a gift?

Yes. We recommend putting the name of the person who is to receive the gift and the remaining contact details as the purchaser. Once the member is aware of their Membership, they will be required to contact the Membership team via info@hockeyclubmelbourne.com.au.

How can I subscribe to receive HC Melbourne emails?

2022 HC Melbourne 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, it is strongly advised that you don't do this as many important messages are communicated through these emails.

My contact details have changed, how do I update them?

To update your details, visit the HC Melbourne Members Portal and make any necessary updates. If you are unable to do so, please email info@hockeyclubmelbourne.com.au.

Who is considered eligible for a Concession HC Melbourne Membership?

Members who hold the following concession cards are eligible for a Concession Membership:

- Commonwealth pensioner concession card
- Full time secondary student card
- Full time tertiary student card
- Commonwealth health care card

All Concession Members are required to produce appropriate identification when requested at games.



What is the \$3.95 Service & Handling Fee?

Ticketek charge a \$3.95 Service and Handling Fee on all Membership transactions.

Is my HC Melbourne Membership Transferable?

Yes, HC Melbourne Memberships are fully transferable. If you are unable to attend a game, help us keep Melbourne Sports Centres – Parkville full by sharing your Membership with friends, family or anyone else who wants to support. Please note, the individual using your membership needs to be eligible for your membership category (e.g. adult for adult, junior for junior etc.).

Can I cancel my HC Melbourne Membership?

Once a 2022 HC Melbourne Membership is purchased, it cannot be cancelled and is non-refundable.

Where will HC Melbourne Home Matches be played?

All (3) three HC Melbourne Home Matches will be played at Melbourne Sports Centres – Parkville during the 2022 season. This venue has the capacity to accommodate 5,000 Hockey fans.

Is there disability/mobility access at Melbourne Sports Centres – Parkville?

Wheelchair access as well as wheelchair and mobility restricted seating (subject to availability) is available in the Premium GA section. Food and Beverage outlets are accessible via wheelchair. Disabled toilets are located throughout the venue.

Will food and beverage be available at Melbourne Sports Centres – Parkville?

There is a wide range of hot and cold food options available at Melbourne Sports Centres – Parkville. Patrons can also choose from a range of beverages including soft and alcoholic varieties. Fixed and mobile food and beverage outlets will be located close to the grandstands.

Still have questions?

If your question has not been answered above, please email info@hockeyclubmelbourne.com.au and a member of the team will endeavour to answer your questions within 24-48 hours.

