



Wellington North Badminton

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Introducing the Stadium Pass

A new way to play more badminton, more often!

The purpose of this document is to provide an update and some details around a trial of a new way of enjoying and playing more badminton starting March 2022 (please note the timeline for introducing this pass on the next page). It is envisaged the new Stadium Pass will provide more opportunities for players across all levels to play more badminton, more often. Members and players are encouraged to provide feedback on the new operating model as we finalise the design. It is important to note that any Stadium Pass holders are not considered affiliated members of the Association (unless affiliated via a club or Wellington North Badminton's representative programmes) during the initial trial period.

If you would like to become an early adopter of the new model, or have feedback on the Stadium Pass, email office@wnba.org.nz. Feedback should be submitted by 3 December 2021.

What is the Stadium Pass?

We have looked across the sports sector where court hire is being provided as a service. The new Stadium Pass we are looking to adopt and trial, is a proven model used by squash and tennis across NZ. The new Stadium Pass will work like a gym membership, where players can sign up to either a monthly or annual (available after the initial trial period) pass. Whilst their account has an active pass, players can book courts to play as often as they like, with some restrictions during peak hours to allow for fair and equitable access. Players are allowed to book courts to play singles (2-3 players) or doubles (4+ players), and all players for the booking must have an active pass, otherwise a casual/visitor fee will be charged and paid in advance of the booking. The Stadium Pass costs, and casual/visitor fees are set out as per the fee schedule below.

Stadium Pass Fee Schedule

Adult	Adult (off-peak)	Family (2 adults & all children)	Junior (<18)	Casual/Visitor
\$30/mth \$330/yr*	\$25/mth \$220/yr*	\$80/mth \$880/yr*	\$24/mth \$264/yr*	\$25/hr

*Annual pass may be available from Nov/Dec 2022

Peak Hours and Restrictions

Current Peak Hours	New Peak Hours (Effective 1 Dec 21)
Monday-Friday 18:00-22:00 All Weekends	Monday-Friday 16:00-20:00

To ensure fair access, particularly during peak hours, some restrictions will be put in place. During peak hours, players are only allowed to book one hour at a time with no concurrent and consecutive bookings. Regardless of the time of day, players can only book one court at any one

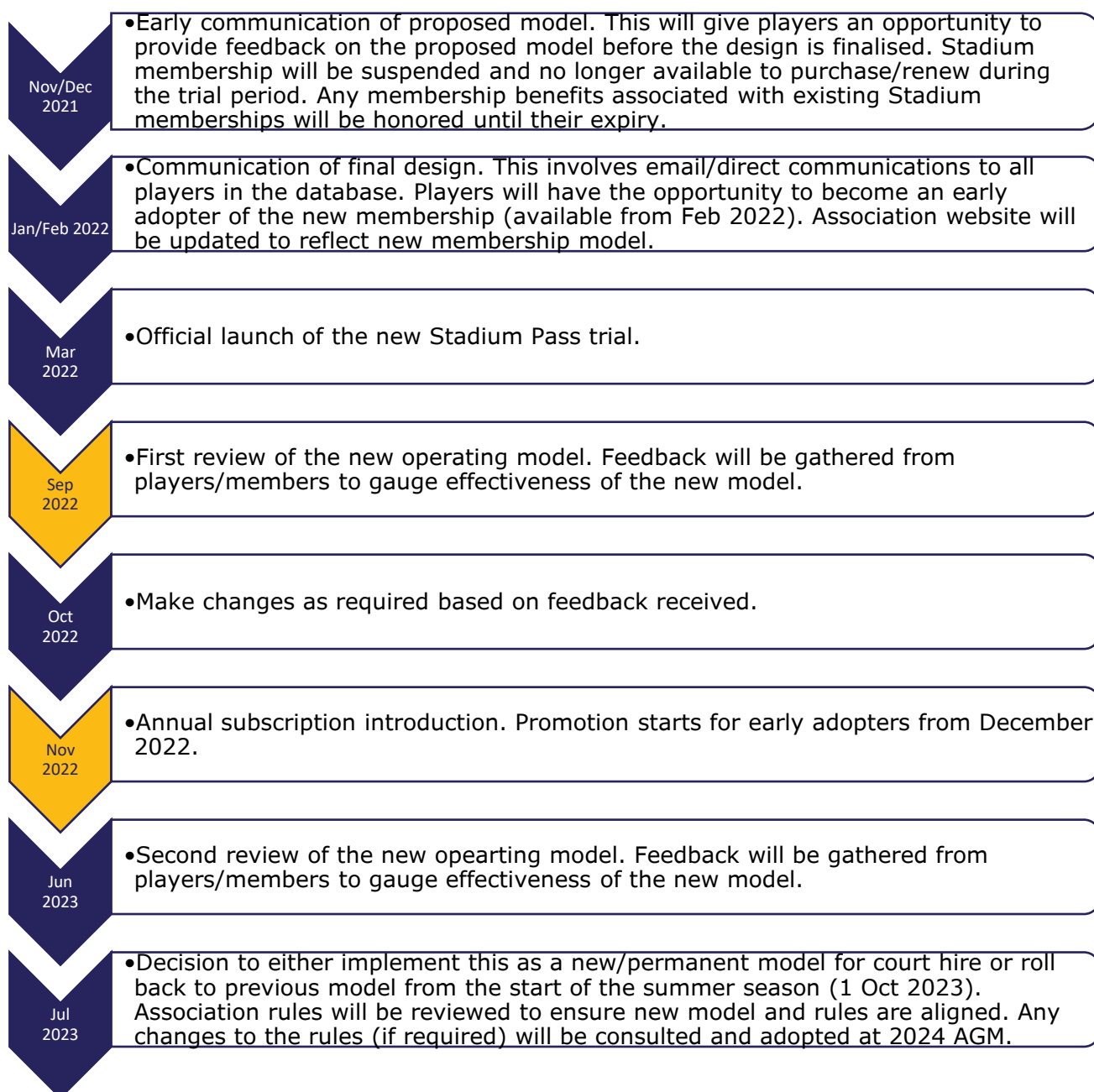
time (i.e. no concurrent bookings). Players will be able to book courts 7 days in advance (instead of the current 3 weeks).

Example

If Player A, B, C, and D have booked a court on Thursday from 17:00-18:00, they will not be able to book another court from 18:00-19:00. However, they can book another court from 19:00-20:00, or for as long as they like from 20:00 onward during off peak hours.

Trial Period and Transition Plan

It is expected the trial may take up to 2 years, until the end of 2023. This will allow both the Association and players to have an immersive experience of the proposed model. We will continue to take feedback and tweak the design of the new model as required to ensure it is robust and provides maximum benefits to players.



FAQs

Why are we changing?

The new operating model will provide more opportunities for players of all levels to play more badminton more often.

How will I pay to hire a court?

The advantage of the new Stadium Pass means that when you have a current pass, you don't need to pay when you hire a court, as your pass already covers all your court usage.

If you don't have a Stadium Pass, you can still hire a court as casual players. You will be charged a casual/visitor fee at \$25/hr/court.

How do I book a court with my friends who are not members or don't have an active stadium pass?

If you are not a member or are the only player(s) with a Stadium Pass in your group, and you want to invite your friends to play, you can still book a court using the Casuals/Visitors mode. All players must be named and included in the booking as visitors, and the system will automatically charge a casual/visitor fee when the booking is made.

How do I book a court to play singles?

To book a court to play singles, you must have at least 2 players with an active Stadium Pass. Both members must tag on at the kiosk to activate the booking. You are welcome to invite additional players (members or visitors), and all players must be named in the booking. Anyone who is not a member must be included in the booking as a visitor, and a visitor fee will be charged when the booking is made. The team will actively monitor any misuse of the system, accounts may be suspended or cancelled without notice and no refund will be provided.

How do I book a court to play doubles?

To book a court to play doubles, you must have at least 4 players with an active Stadium Pass. All members must tag on at the kiosk to activate the booking. You are welcome to invite additional players (members or visitors), and all players must be named in the booking. Anyone who is not a member must be included in the booking as a visitor, and a visitor fee will be charged when the booking is made. The team will actively monitor any misuse of the system, accounts may be suspended or cancelled without notice and no refund will be provided.

Is there an annual pass option?

During the initial trial period, only a monthly option will be available as we assess the viability of the new operating model. If all goes well, we plan to introduce an annual pass in late 2022.

Can I play at a club session with the new Stadium Pass?

Club sessions are open to all players; however, it is not included in the new Stadium Pass. If you would like to play at one of the club sessions, you will need to pay either a casual/visitor fee or join the club as a club member.

Do club members need to purchase the new Stadium Pass?

There are no requirements for club members to purchase a Stadium Pass if they don't intend to play outside of their club sessions. However, everyone is welcome to purchase the new Stadium Pass to take advantage of more badminton, more often.

Can I play with 3 friends for an hour and another 3 friends the next hour?

Yes, however only during off-peak hours. If you have already played/had a booking for an hour during the revised peak hours, then you may not play/book a consecutive hour. You may however choose to have a break and come back and play more in the same day. This is to ensure we can have fair and equitable access for all.

Example

If Player A, B, C, and D have booked a court on Thursday from 17:00-18:00, they will not be able to book another court from 18:00-19:00. However, they can book another court from 19:00-20:00, or for as long as they like from 20:00 onward during off peak hours.

What have peak hours changed to?

We have reviewed and revised peak hours based on current usage of the stadium. The new peak hours will be Monday to Friday, 16:00-20:00.

Can I play for as long as I like during off-peak hours? Is there a time limit?

The new Stadium Pass will allow you to play as much as you like during off-peak hours whilst you have an active Stadium Pass. There is no limit on how many bookings you can make during off-peak hours, however restrictions apply during the revised peak hours.

How will this affect existing clubs?

In essence, there would be no impact to existing clubs. However, to support fair and equitable access for all, the club affiliation policy will be reviewed and updated to support the new membership model.

Will I be able to book 3 weeks advance?

You will no longer be able to book 3 weeks in advance. To support fair and equitable access for all, all bookings can now be made up to 7 days in advance.

Can I book multiple courts?

No. This is not changing, you may only book one court at any one time.

How many players are included in a Family Stadium Pass?

A Family Pass will consist of 2 adults and any number of children under the age of 18. When registering a Family Pass, a maximum of 4 tags will be issued.

What is the age limit for a Junior Pass?

Anyone under the age of 18 can purchase a Junior Stadium Pass. Players will need to transition to an Adult Stadium Pass at the year they are turning 18, some exceptions may be made depending on their birth month.

How will this affect rep players? Will rep players have to pay the same price?

Representative players can take advantage of the new Stadium Pass the same way as all players and the cost will be the same. Training and affiliation fees for the 2022 season will be communicated closer to the commencement of the season.