

# Stadium Pass FAQs

## Why are we changing?

The new Stadium Pass 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 of \$25 per hour per 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 and family to play, you can still book a court using the **Casual** mode. All players must be **registered** and **named** in the booking, and the system will automatically charge a casual 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. Select the **Singles** mode box when you book. Both members must check in at the kiosk to activate the booking. You are welcome to invite additional players (members or visitors), and all players must be **registered** and **named** in the booking. The system will automatically charge a casual fee 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. Select the **Doubles** mode when you book. All members must check in at the kiosk to activate the booking. You are welcome to invite additional players (members or visitors), and all players must be **registered** and **named** in the booking. The system will automatically charge a casual fee 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.

## Can I practise by myself?

Due to the current demand, you will not be able to book a court to practise by yourself.

## **Is there an annual option?**

Yes! Launching in January 2023, you will be able to purchase an Annual Pass to take advantage of more savings. Annual Pass will be valid for 12 months from the date of purchase.

## **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 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 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 Stadium Pass to take advantage of more badminton, more often, at an affordable price.

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

Yes, however only during off-peak hours. However, to ensure fair and equitable court access for all players, peak hours restrictions will apply to **all players** including Stadium Pass holders. You are allowed to book up to 1 hour per day during peak hours on weekdays, and up to 2 hours per day during peak hours on weekends.

## **What have peak hours changed to?**

We have reviewed and revised peak hours based on the current usage of the stadium. The new peak hours will be weekdays, 16:00-22:00 **and** weekends, 09:00-18:00.

## **What are the peak hours restrictions?**

To ensure fair and equitable court access for all players, peak hours restrictions will apply to **all players** including Stadium Pass holders. You are allowed to book up to 1 hour per day during peak hours on weekdays, and up to 2 hours per day during peak hours on weekends.

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

The 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.

## **Will I be able to book 3 weeks in advance?**

No. This is not changing. 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 up to 2 children under the age of 18.

## **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 Team WN players? Will Team WN players have to pay the same price?**

Representative players can take advantage of the Stadium Pass the same way as all players and the cost will be the same. Training and affiliation fees for the 2023 season will be communicated closer to the commencement of the season.