



NEW ZEALAND'S NATIONAL STADIUM

ONBOARDING CORPORATE SUITES



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WELCOME TO EDEN PARK!

CORPORATE SUITE INFORMATION

We are delighted that you have purchased a Suite at Eden Park – New Zealand's National Stadium. Corporate Suites really are the most prestigious and enjoyable options if you enjoy live sport and musical entertainment.

In order to ensure that your time at Eden Park is enjoyable, I have provided some information that should clarify a range of Suite processes that might be beneficial to both yourself and your guests.

At Eden Park we always try to provide the client with an extremely high level of service as we recognise the level of investment that is associated with a Corporate Suite. With over 70 Corporate Suites and 4,000 members at the Stadium, if you do need something “out of the ordinary” please try and let us know as soon as possible so that we can action your request in a timely manner. The time immediately prior to game day can be a little challenging so the old saying “the earlier the better” is best practice.

Sometimes, despite everyone's best efforts, issues do arise which can cause frustration to clients and guests. If you do encounter any issues, please let me know as soon as possible so that any problems can be addressed immediately.



INCLUDED EVENTS

Eden Park, New Zealand's National Stadium, is a multi-use facility that is used for major international sporting, cultural and community events. Your licence agreement allows you to access your Suite for all scheduled sporting events which includes, but is not limited to, All Blacks, BLACKCAPS, Super Rugby, NPC, Football, League, Motor Cross, Te Matatini.

It does not, however, include access to Clean Stadium or Special Events (such as World Cups or State of Origin games) or concerts. In most cases, you will be offered a priority purchase option for Clean Stadium or Special Events. For concerts, you will be able to purchase tickets into your Suite to host guests and watch the show. If your Suite experiences sight line issues, you will be able to host in the Suite and then move to seats in the Stadium to watch the concert. Please note that these arrangements are subject to Promoter agreement and all tickets need to be purchased in accordance with the timeline outlined in the offer.

If you have any questions regarding access to a particular event, please do not hesitate to contact a member of the membership team.





BRANDING (FIT OUT)

Once the Licence Agreement has been signed, you are welcome to rebrand the Suite to match your requirements. We simply require the Scope of Works and this is signed off by our Facilities Team (a very straightforward process) and then the work can begin. You can make the interior of the space as colourful or dressed up as you wish with your own particular branding but nothing can be visible on the outside of the Suite.

To provide some ideas, you can replace the carpet with wooden flooring, install decals on walls, change light fittings (being mindful that our Facilities team needs to approve this renovation to ensure that it does not interfere with the emergency egress lighting) – and these are just a few suggestions.

If you have engaged an outside company to complete your renovations, all those who are completing any work in the Stadium must complete a brief Health and Safety induction on <https://edenpark.co.nz/induction/>. Likewise, if you have people on site that are completing work for you, we need to be advised prior to their arrival as we do not permit access to any Suites unless we have received prior notification.

We welcome your branding innovation – it really is exciting to see how creative some people are when it comes to rebranding and fitout. There is one thing to note, there is a Clause in the Agreement that states that the Suite will be returned to its original condition at the conclusion of the contract. This Clause is very rarely enforced as any branding or refit usually results in an upgrade to the Suite.

DELIVERIES

All deliveries of furniture or large items (larger than a small bag) must be through Gate Q (off Sandringham Road – opposite the Mobil petrol station). We need to be advised in advance of any access requirements as no one is allowed on site without prior notification. Drivers should then proceed to the APU team office (at the western end of the tunnel) and sign in with Security. Our Security team will provide you with the appropriate accreditation and keys to access the appropriate areas. Please note that all Suite deliveries must be door to door (please do not leave any deliveries in the loading dock) as they can get misplaced with the number of supplies that are transported to the Stadium.

No deliveries on match day or match day minus one (the day before a game). If you have small deliveries, these can be addressed to Gate G Reception, and they can then be picked up from Reception on the day of the game and moved into your Suite. Unfortunately, we are unable to move any deliveries from Reception into Suites.



FURNITURE AND FITTINGS

All Suites are furnished with a TV, fridge and dishwasher and these appliances are maintained by Eden Park throughout the duration of your licence term. Some Suite holders prefer to install their own or an additional TV but if Eden Park has supplied you with a Samsung TV, I have detailed below the basic operation of the Samsung remote control:-



The new system has channels grouped based on the following service providers: -

- Sky
- Freeview
- Gamefeed

The below buttons on your Samsung remote are the best way to manipulate your way around the new system, using the arrow keys to move left to right between Sky, Freeview and Gamefeed selections.

Main remote-control buttons used by the system are shown below.



● The centre key can be used to select an option.

● The Return key is used to go back in a menu.

Once you have chosen a channel the channel up and down buttons will function within that service group. For example, if TV One is selected then other Freeview channels can be chosen by using the channel up / down button.

TICKETS

To access your tickets online visit the following site: <https://am.ticketmaster.com/edenpark/>

Click the sign in button in the top right and use the forgot password link to set your password (you will need to use your email to log in):-

My Account

powered by ticketmaster

X

Sign In

Email Address *

Password *

☐

Remember Me

Forgot Password?

SIGN IN

Don't have an Account? Click Here

Type your email address in and you'll be sent a link to reset your password. Once this process is complete, visit the homepage again and click the sign in link in the top corner. From there, log in with your newly set credentials.

Click on the upcoming event you wish to print tickets for:

Event List



Rugby League Triple Header

Sat • 21 Oct 2023 • 06:00 pm • Eden Park



Rugby League Triple Header

Sat • 21 Oct 2023 • . • Eden Park Carparking

From there, click Print in the top right corner of the page



Rugby League Triple Header
Sat • 21 Oct 2023 • 06:00 PM
Eden Park

My Tickets

Suite 517, Ticket 1

PRINT

Select the number of tickets you want to print. If sending tickets to multiple clients, it's easy to select a couple of tickets, print (download) them, then select another set in order to provide your clients with separate, individual pdfs. This way you can minimise paper waste!

Another confirmation will come up to show which tickets will download to pdf. Click print if you're happy:



Rugby League Triple Header
Sat • 21 Oct 2023 • 06:00 PM
Eden Park

Print Tickets

☐ Select All (1)

☐ Suite 517, Ticket 1

That will download the tickets and from the screen below you can click Done and this will take you back to the ticket select screen and you can print the others if you haven't done them all at once.

PRINT TICKETS

Rugby League Triple Header
Suite 517 | Ticket 1



☐ Select this box **ONLY** if your tickets were lost or stolen. If selected, a new barcode will be generated and your previously printed or issued tickets will not get you into the venue.

Print

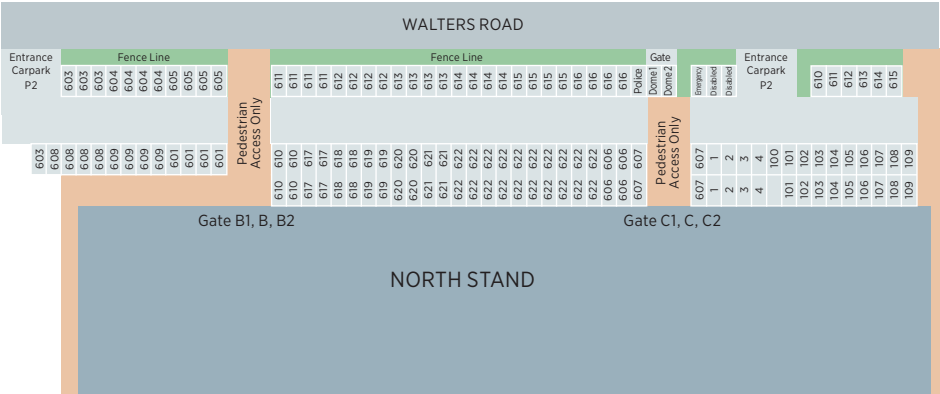
Points to note:-

- There is no need to print the tickets, they can be emailed to clients and then scanned through the gates/turnstiles using their phone.
- If, after you have issued the tickets, a guest cannot attend, you can simply reselect their tickets and reprint them. This will ensure that there are not two tickets with the same barcode in circulation.
- Tickets are usually available to download one week prior to each event.

ACCESSING CARPARKS

North Stand Suites are allocated four on site parking permits and South Stand Suites have access to two on site parking permits. These permits can be downloaded off the ticket portal following the above instructions.

North Stand Suites have allocated parking spots (in P2 off Walters Road) so your guests must park in their allocated space which are numbered the same as your Suite (see attached map below):-



Although there are no reserved spaces for each Suite in the South Stand (entry through P5 on Reimers Avenue) please be mindful of the mobility parking spaces and any that are marked as reserved on match days.

Entry to the on site carpark for large games is usually off Dominion Road and then onto Walters Road for North Stand parking. South Stand parking can be accessed directly off Sandringham Road for the smaller games but for the larger events, all traffic is directed down Dominion Road and then into Walters Road for access to on site parking areas.

Parking permits must be displayed clearly on your dashboard. If the permit has been emailed to guests, the guard on the gate will provide the vehicle with a duplicate pass.

If, for some reason, you are not using your Suite for any game, you can still utilise the carpark. Just download them in the usual manner and ensure that your guests are aware of where to park.

Vehicles can remain on site overnight but this is at your own risk.



MATCH DAY CATERING

Prior to every game, Eden Park Catering will provide Suites with the food and beverage options that are relevant to each particular game. To ensure that we can provide the menu offered, we would appreciate you adhering to the timelines indicated on the order forms. Sometimes it might seem that we are requesting orders with a considerable lead time but with over 70 Suites and Corporate areas that provide for over 3,000 guests, the logistics of getting food delivery and preparation completed on time is considerable.

If you are intending to serve alcohol in your Suite, a steward must be present and this requirement is confirmed at the time of ordering your catering package.

STEWARDS

If you are serving alcohol in your Suite, our Liquor Licencing Regulations require a Steward to be present to oversee the consumption of all beverages throughout any event. The Steward is provided by Eden Park Catering and a flat fee is payable for their services. The steward will be able to assist with dinner and refreshment service, keeping the Suite clean, clearing plates and assist with hosting your guests throughout the event.

NON ATTENDANCE – SWAPPING TICKETS

If you do not wish to attend your Suite for a particular game, we can arrange to swap your tickets for seats in the Corporate Membership area or the general stadium bowl. This will allow you to distribute the tickets to staff, friends, family or any other guests without incurring any hospitality costs. If tickets are swapped for seats in the Corporate areas, the people attending can organise a bar tab when they arrive (if they wish) and purchase food and beverage directly from the cafes and bars in this area. If they prefer GA tickets in the Stadium Bowl, they will be allocated a reserved covered seat but no lounge access provided.

If you have advised that you are not using your Suite, the facility will remain locked throughout the event so please ensure that you do not issue the Suite tickets as they will not gain access (occasionally there is a bit of confusion around swapping tickets and it can be embarrassing for clients if they have been provided with incorrect information or instructions).

Please note this option is subject to availability for all events.



NON-MATCH DAY USE

Your Suite is available for use 24/7 and can be utilised for meetings or other events outside of match days (excluding any Clean Stadium exclusivity period). If you wish to use the Suite outside of game days, you are required to advise Eden Park Catering of the date and time and they can provide access details. If you are using the Suite for a meeting, our Function team can also arrange to provide whiteboards and a wide variety of up to date AV equipment, suitable for any event. There is no additional cost to using your Suite outside of match days (just the cleaning cost is passed on).

A range of catering options is also available during non-matchday use. This can include breakfast, morning or afternoon tea and/or lunch. For events such as birthday or special occasions, feel free to ask our catering team to supply a cake or special sweets but remember – no candles (for obvious reasons)! Eden Park Catering will invoice you direct for any catering requests.



FUNCTION CENTRE – ROOM HIRE

Eden Park has many function areas that can cater from two to 5,000 guests. Whether you have an intimate dinner for two or a large product launch or formal dinner, we have a large range of spaces that cater to all needs.

As a Suite holder at Eden Park, you are offered a 50% discount on the room hire rate, or a free upgrade to a Super Suite (again, just the cleaning fee is charged).

A range of food and beverage options are available for functions and these can be discussed directly with the team at Eden Park Catering. Eden Park Catering will invoice you direct for any catering requests.





MATCH DAY ASSISTANCE

Every match day we have a staff member at Gate B (North Stand) and Gate F (South Stand) to assist with any issues that might arise. Alternatively the following emails are monitored until half time:-

ltetley@edenpark.co.nz or 0275 770 746
pwilliams@edenpark.co.nz or 0272 373 582

Please feel free to call or text us anytime (24/7) should you have any issues that need to be resolved immediately. Please remember – we are here to assist you with all aspects of your membership and attendance at Eden Park.



EDEN PARK

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EDENPARK.CO.NZ