



## CANTERBURY RUGBY

### MEMBERS 2026 TICKET GUIDE

Canterbury Rugby, in conjunction with One New Zealand Stadium and Ticketmaster are now operating a digital ticket model. You will no longer receive a physical ticket for your membership. You can find all of the information you need to operate your membership and digital tickets in this booklet.

If there is anything you feel we have missed or you need any assistance, please contact us by emailing [info@canterburyrugby.co.nz](mailto:info@canterburyrugby.co.nz)

#### ACCESSING YOUR DIGITAL TICKETS

1. Go to the Canterbury Rugby Membership portal\* ([am.ticketmaster.com/canterburyrugby](https://am.ticketmaster.com/canterburyrugby))  
*\*Please note this is not within the Ticketmaster app.*
2. Click the **“My Events”** button
3. **Sign in** using your Canterbury Rugby Membership account details.
  - You will need to sign in with the email address you used when purchasing your membership – this may differ from your regular Ticketmaster account details
  - If you haven't signed in before, you may need to create a password
  - If you are having trouble signing in, press “forgot password”
4. Open the event by selecting **“View Event Details”**
5. Open your ticket by clicking on your seat number. *If you have more than one membership, you will see multiple tickets here.*

**Your ticket is now open!** You can use this live ticket to scan into the venue. Please do not attempt to use a screenshot; your live barcode changes often, so screenshots will not get you in.

We strongly recommend that you add your tickets to your phone's digital wallet (see below), this avoids running into any connection issues upon entry.

6. Once your ticket is open, you will see an **“Add to Wallet”** icon, press this
7. Your phone's wallet will open, press **“Add”** again.
8. If you have multiple memberships, you may need to repeat steps 5-8 for each membership. Alternatively, you can also transfer tickets to each individual ticketholder.



## CANTERBURY RUGBY

### TRANSFERRING YOUR DIGITAL TICKETS

We strongly recommend that if you hold multiple memberships, you should transfer each membership out to everyone with a mobile phone in your group so that each person holds their own membership. This will allow for seamless stadium entry.

If you are unable to attend a game, you are welcome to transfer your membership tickets for that game to someone else to attend in your place.

Make sure your recipient has a Canterbury Rugby Membership account – **this is different from a standard Ticketmaster account**. They can create an account when they receive the invitation to accept their ticket.

1. Go to the Canterbury Rugby Membership portal ([am.ticketmaster.com/canterburyrugby](https://am.ticketmaster.com/canterburyrugby))
2. Click the **“My Events”** button
3. **Sign in** using your Canterbury Rugby Membership account details.
  - You need to sign in with the email address you used when purchasing your membership – this may differ from your regular Ticketmaster account details
  - If you haven't signed in before, you may need to create a password
  - If you are having trouble signing in, press **“forgot password”**
4. Open the event by selecting **“View Event Details”**
5. Select **“Transfer”**

You may be asked to verify your account by entering a code sent to you phone or email

6. Add your recipients first and last name
7. Select to transfer via email or text
8. Enter their details and select **“Add Recipient”**
9. Select the recipient and press **“Next”**
10. Select the tickets you would like to transfer and press **“Next”**
11. Click **“Transfer Tickets”**

If you transferred via email, your invitation will automatically be sent to your recipient's email address; they then need to open this email and accept the transfer.

If you transferred via text, a new window will open, see below

12. Scroll down until you see the **“Send Text”** button, press this
13. Your messages app will then open, hit **“Send”** on the prewritten message.



## CANTERBURY RUGBY

### ACCEPTING A TICKET TRANSFER

#### Email

1. Open the email from [noreply@ticketmaster.com](mailto:noreply@ticketmaster.com)
2. Click **“Accept Tickets”**

You will then be directed to the Canterbury Rugby Membership website.

#### **3. Log in or sign up**

Once logged in, your ticket transfer will automatically be accepted.

4. Select **"My Events"** to view your tickets

#### Text

1. Open the text and **click on the website link below the message**

You will then be directed to the Canterbury Rugby Membership website.

#### **5. Log in or sign up**

Once logged in, your ticket transfer will automatically be accepted.

6. Select **"My Events"** to view your tickets

### KEYS TO DIGITAL TICKETS

Make sure you are using the **Canterbury Rugby Membership portal** ([am.ticketmaster.com/canterburyrugby](https://am.ticketmaster.com/canterburyrugby)), **not** the Ticketmaster app or website.

- Sign in with the email address you used when you purchased your membership. If you use any other email address, even if it has a Ticketmaster account linked to it, your membership will not appear.
- Ensure your phone battery is fully charged before heading to the stadium as your phone is now your entry into the game!
- If you hold multiple memberships, we suggest transferring the tickets to the other people in your group for a more seamless entry.
- Add your tickets to your Apple or Google wallet before arriving to the stadium, this ensures you won't run into any connection issues at the gate.