

2026 HOSPITALITY 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 physical tickets. You can find all of the information you need to operate your hospitality tickets in this booklet.

If there is anything you feel we have missed or you need any assistance please contact info@canterburyrugby.co.nz

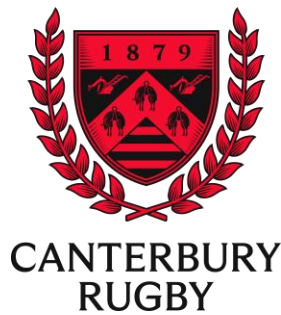
ACCESSING YOUR DIGITAL TICKETS

1. Go to the Canterbury Rugby Account Portal* (am.ticketmaster.com/canterburyrugby)
*Please note this is not within the Ticketmaster app
2. Click the **“My Events”** button
3. **Sign in** using the email address that you booked your tickets with:
 - If you haven't signed in before, you may need to create a password.
 - If you are having trouble signing in, press “forgot password” to reset.
4. Open the event you would like to manage by clicking **“View Event Details”**
5. Open your ticket by clicking on your ticket details. E.g. Sec 112, Row B, Seat 31.

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 phones wallet will open, press **“Add”** again.
8. You may need to repeat steps 5-8 for each ticket. Alternatively, you can also transfer tickets to each individual ticketholder.



TRANSFERRING YOUR HOSPITALITY TICKETS

We strongly recommend that you transfer each hospitality ticket to everyone with a mobile phone in your group so that each person holds their own ticket. This will allow for seamless stadium entry.

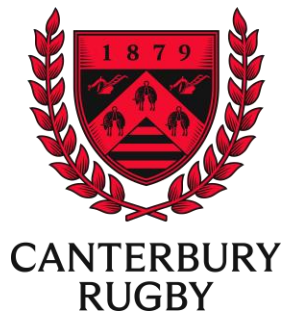
Make sure your recipient has a Canterbury Rugby Account – **this is different from a standard Ticketmaster account**. They will be prompted to create an account when they receive the invitation to accept their ticket.

1. Go to the Canterbury Rugby Account Portal (am.ticketmaster.com/canterburyrugby)
2. Click the **“My Events”** button
3. **Sign in** using your Canterbury Rugby 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 “More”
6. Select “Transfer”
7. Select **“Add Recipient”** and enter their details
8. Select the recipient and press **“Next”**
9. Select the tickets you would like to transfer and press **“Next”**
10. 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

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



ACCEPTING A HOSPITALITY TICKET TRANSFER

Email

1. Open the email from noreply@ticketmaster.com
2. Click **“Accept Tickets”**

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

2. **Log in or sign up**

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

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

KEYS TO DIGITAL HOSPITALITY TICKETS

Make sure you are using the **Canterbury Rugby Account** (am.ticketmaster.com/canterburyrugby), **not** the Ticketmaster app or website.

- Sign in with the email address associated with your original purchase. If you use any other email address, even if it has a Ticketmaster account linked to it, your tickets 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 hospitality tickets, 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.