



Membership FAQs

Welcome to the Memberships FAQs. If at any point you need more assistance or your question is not answered here, please feel free to get in contact with UC Capitals HQ via email:

uccaps@canberra.edu.au

NEW 2026/27 Membership Platform

We have moved to a new and improved membership platform to make managing your membership easier.

What this means for you:

- **Login details:** To access your account, you must now log in using the primary account holder's email address. You will be required to reset your password and verify your account the first time you log in. Reset your password and verify your account [here](#).
- **Your Details:** Please check all details in your membership account are up to date and correct.
- **Payment:** You can choose to pay in full or pay in instalments. If you are renewing your membership you will need to make sure your credit card details are up to date in your account.

How do I access my online membership account?

You will need to log in via membership.uccapitals.wnbl.com.au and click on the top right sign-in button.

If you have already logged in before, you will just need to enter your email and password.

If you haven't, you can log in via the **Register for Free** link.

If you have trouble logging in, please contact UC Capitals HQ.

How do I change/update my password?

If you have forgotten your login details or want to update your password, you can reset your password using the "Reset Password" link [here](#).

Click the Reset Password link.

1. Enter the email address registered to your account.
2. A password reset link will be sent to your email.
3. Follow the link in the email to create a new password.



This option is also available from the main login screen.

To visit this site, please sign in or register.

Sign in

 Success!


[Privacy](#) • [Help](#)

Sign in

Register for free

[Forgot password?](#)

Reset password

Please type in the email address associated to your account. We will send you a link to reset your password.

 Success!


[Privacy](#) • [Help](#)

Reset password



MEMBERSHIP RENEWALS

What are my options as an existing UC Capitals member?

As an existing member of the UC Capitals, you have 3 options leading into the 2026/27 season:

1. *Confirm Renewal and decide on your payment type – pay now, pay later or payment plan.*
2. *Reject / Cancel your seat (you will also have the option to log back in after the renewal period ends and select a different membership type)*
3. *Request a change to your current membership via uccaps@canberra.edu.au. This could be adding or subtracting a seat from your memberships, upgrading or downgrading your membership, moving your seats, letting us know that your junior member is aging out, etc.*

Confirm your Membership Renewal:

If you are currently opted in for auto renewal, and you take no action by the deadline of 14/08/2026 your membership will be automatically renewed for the 2026/27 season.

If Paying by a Payment Plan:

1. Log in to your membership account
2. Click 'Reservations & Offers'
3. Select your reservation
4. Choose 'Complete Online' and confirm your details
5. Select 'Pay in Instalments' and add your payment method
6. Click 'Order Now' to complete your reservation

← Season Membership 26/27
Select tickets Details Payment

How would you like to pay?

☐ Pay Full Now

☐ Pay Later

☒ Pay in Instalments

Pay over 10 monthly instalments starting 28/04/2026.
No interest or fees. Your stored payment method will be charged periodically.

☒  **** 0008
Expires 03/30

+  Add payment method

Order now





Enter / Update Payment Details

You can add or update your payment details at any time through your membership account. This ensures your payment information is up to date and helps avoid any interruptions to your membership.

1. Log in to your membership account
2. Navigate to the top right corner of the page and select Payment Methods.
3. Enter your payment details if they are not already saved in the system.
4. Update your payment details if required.
5. Click 'Save details'

GENERAL INFORMATION

If I am ordering memberships for my family or friends, am I able to apply their details to their membership?

Absolutely. You will be prompted to add personalisation to each membership before check out. You may also need to add your own details to one of the tickets so be sure to personalise all tickets before check out.

Personalization required

The organizer requires the following tickets to be personalized before any further steps can be taken.

Adult (10 Game) Category 1 Reserved	PERSONALIZE NOW →
Junior (10 Game) Category 1 Reserved	PERSONALIZE NOW →

How do I gain access to the home games as a Member?

This season the UC Capitals are introducing Digital Membership Cards for our full season members. Our flexi members will not have membership cards, they will be sent tickets to the games that they choose. You will have the ability to display your digital membership card on your phone in a variety of ways and scan at the door of the venue to gain access. If you have elected to add a physical membership card to your membership, you will receive your membership card in the mail with your membership pack prior to the season starting.



Where can I see the Season Schedule?

You can view the full UC Capitals 2026/27 season schedule [here](#).

How do I purchase a membership if I have accessibility needs or need a companion seat?

There will be accessibility seating available to our members at the top of section C, Section J and Section O. If you need more assistance and/or need to also book in a companion seat please email us at uccaps@canberra.edu.au, leave some details of your needs and your contact information and we will be more than happy to get in contact and assist however we can.

What age qualifies for a 'Junior' membership?

To qualify for a junior membership, the junior must be 15 years or under as of September 1st 2026 irrespective of the member's age at the time of purchasing the membership. Children 3 years of age and under are admitted free providing they are seated on their parent/guardian's knee and do not require a seat. It is the parent/guardian's sole responsibility to ensure the safety and well-being of their children.

What makes up a Family Membership?

There are a minimum of 4 tickets in a Family Membership. 2 Adults and 2 Juniors (15 years and under). You can add up to 6 juniors to a Family Membership.

What do I get for a Supporters Membership?

You will receive a full Adult or Junior membership pack for a Supporters Membership. It will be posted to your address listed in your member's account. You will also gain access to the members emails and special sponsors offers. This membership will not secure you any tickets to any of our games.

Who qualifies for a concession Membership?

To qualify for a concession membership, members must hold one of the following forms of identification: pension card, full-time student card, senior's card, disability card, or carer's card.

Will I get to secure my seat for the whole season with a membership?

If you purchase a membership from any of the full membership tiers (VIP, Platinum, Gold, Silver or Bronze, Loud House or Steal Section) you will be able to pick your seat and retain that seat for the whole season and possibly have the option to retain that seat for the following season.

How does a Flexi Membership work?

3 and 5 Game Flexi Members will receive a unique code to redeem tickets into the selected tier they have purchased into. Each code is loaded with the number of games equivalent to the package/s they have purchased.

Flexi memberships are intended to be flexible to your needs. Use your allocation of tickets across multiple games or all of them in one.

Flexi members will also receive a \$10 voucher to use at our merchandise store. This can be used in at the AIS Arena Merchandise Stand during home games or at our online store [here](#).



Flexi members will be able to redeem their tickets to regular season games at the AIS Arena and are subject to capacity. The UC Capitals recommend redeeming you tickets as soon as you can to avoid disappointment.

Does my membership entitle me access to finals ticketing?

Members only gain access to all UC Capitals regular season home games. Members will be given pre-sale access to purchase tickets to all finals games where the UC Caps are the home team.

MEMBERSHIP PACKS

Members will receive their membership packs direct to the home address listed in their membership account prior to the first home game of the season. Please log into your account to make sure this is up to date. Junior members will receive a junior membership pack and adult members will receive the adult membership pack.

If you selected to add in the physical membership card it will be included with your membership pack and sent to you.