


MATIES RUGBY TICKETING 2020

Frequently Asked Questions

	QUESTIONS	ANSWERS
1	What are the costs of the tickets?	<p>Season Tickets (includes benefits)</p> <ul style="list-style-type: none"> ✓ R400 Open Stand Unreserved Seating ✓ R450 Grand Stand Unreserved Seating ✓ R500 Grand Stand Reserved Seating ✓ R990 Grand Stand Reserved Seating ✓ *R1 150 Open Stand Unreserved Seating incl. Jacket ✓ *R1 200 Grand Stand Unreserved Seating incl. Jacket ✓ *R1 250 Grand Stand Reserved Seating incl. Jacket ✓ *R1 750 Grand Stand Reserved Seating incl. Jacket <p>Day Tickets (ticket only, no benefits)</p> <ul style="list-style-type: none"> ✓ R70 Open Stand Unreserved Seating ✓ R90 Grand Stand Reserved Seating
2	What benefits are there for season ticket holders? <div style="text-align: center; margin-top: 20px;">  </div>	<p>All four season ticket packages</p> <ul style="list-style-type: none"> ✓ Free Maties Rugby Supporters t-shirt ✓ 4 x Varsity Cup home matches ✓ 7 x WP Super League A home matches ✓ Entry into draw for Hi-Tec Vouchers ✓ Entry into draw for Newlands season tickets ✓ The packages marked with * include a Maties Rugby Hi-Tec Jacket to the value of R1 500 <p>R990 & R1 750 season ticket packages only extras</p> <ul style="list-style-type: none"> ✓ Access to the semi-final and final if at the Danie Craven Stadium ✓ Free Parking next to the stadium (D & E Fields) ✓ Free access to Fan Park for away televised match** ✓ Access to Alumni Bar pre- and post-match
3	When are the tickets going on sale?	Ticket sales will start 3 January 2020
4	Can I buy a day ticket to sit in the grandstand?	Yes. It is a reserved ticket for R90 per ticket.
5	Where can I purchase my tickets from?	<ul style="list-style-type: none"> ✓ Online at www.webtickets.co.za ✓ Pick 'n Pay ✓ Danie Craven Stadium for season tickets only from Friday, 24 Jan – Friday, 31 Jan 2020 ✓ On match days, match day tickets can also be purchased from the "Rooiplein, Die Neelsie" & at the Coetzburg Centre.
6	Can I purchase tickets with a debit or credit card?	Yes. You can make use of both a debit and/or credit card to purchase tickets at the various outlets mentioned under point 5.

7	Where and when can I collect my free t-shirt and/or jacket that is part of the season ticket package which I bought?	<ul style="list-style-type: none"> ✓ From the Danie Craven Stadium from 24 - 31 Jan 2020 ✓ From the Danie Craven Stadium on match days <p>You need to provide your season ticket when collecting in order for it to be scanned.</p>
8	Where and when can I collect my free parking that is part of the R990 & R1 750 season ticket packages?	<ul style="list-style-type: none"> ✓ From the Danie Craven Stadium from 24 – 31 Jan 2020
9	When does the gates open on match days?	<ul style="list-style-type: none"> ✓ Gates open 60 minutes before the first match
10	Can I purchase tickets on match day?	<p>Yes. Tickets can be purchased at:</p> <ul style="list-style-type: none"> ✓ Online at www.webtickets.co.za ✓ Pick 'n Pay ✓ From the “Rooplein, Die Neelsie” & at the Coetzenburg Centre.
11	Does a child of 5 years old have to pay for a ticket?	<p>In order to calculate the number of people entering the stadium, children will be requested to pay. Day Tickets are R40 for kids under 10 years old to be seated in the Open Stand.</p>
12	What do I have to do if I lose my ticket?	<p>If you purchased the ticket online, the ticket can be printed again. The Webtickets offices (support) can be contacted for more information. 0861-999-710</p>
13	Can I use the ticket on my phone to gain access?	<p>Yes. The bar code on the ticket that is on your phone can be scanned at the gate.</p>
14	Can I print my tickets that I bought online to gain access?	<p>Yes. You can also use the ticket to collect your supporters t-shirt if it is a season ticket that you purchased.</p>
15	When are the matches at the Danie Craven Stadium? Fixtures	<p><u>VARSIY CUP</u></p> <p>Monday, 3rd February 2020 19:15 MAIN MATCH: FNB Maties vs FNB Shimlas*</p> <p>Monday, 17th February 2020 17:00 Young Guns match: FNB Maties vs FNB CUT 19:00 MAIN MATCH: FNB Maties vs FNB CUT</p> <p>Monday, 2nd March 2020 17:00 Young Guns match: FNB Maties vs FNB UP-Tuks 19:00 MAIN MATCH: FNB Maties vs FNB UP-Tuks</p> <p>Monday, 9th March 2020 17:00 Young Guns match: FNB Maties vs FNB UCT-Ikeys 19:00 MAIN MATCH: FNB Maties vs FNB UCT-Ikeys*</p> <p>*Televised matches on Supersport 1</p> <p><u>WP SUPER LEAGUE A</u></p> <p>4 April – 9 May 2020 1 – 29 August 2020 The final fixtures will be confirmed in January 2020</p>

16	What is the cheapest season ticket and the cheapest day ticket?	R400 for Open Stand Season Ticket. Unreserved Seating R70 for Open Stand Day Ticket
17	Can I get a refund for my ticket?	Contact Webtickets for assistance www.webtickets.co.za 021-834 5000 or 0861-999-710
18	How do I know at which gate/s to enter with my ticket?	The gate and zone numbers will be marked on the ticket. All gates are clearly marked with the various numbers.
19	What is the maximum number of tickets I can purchase?	Season Tickets ✓ No limit Day Tickets ✓ No limit
20	How and when are the competitions taking place for the season ticket packages?	Winners for all the draws will be announced during the home matches at the Danie Craven Stadium. Winners need to be present to redeem their prize/s.
21	Is the semi-final and final matches included in the season tickets?	The semi-final and final is only included in the R950 & R1 750 season ticket packages. This is if these matches are at the Danie Craven Stadium.
22	When and where are the semi-finals and final of the Varsity Cup?	Semi-finals ✓ Monday, 6 th April 2020 ✓ At the home venues of the teams that finish 1 st & 2 nd on the Varsity Cup log Final ✓ Monday, 13 th April 2020 ✓ At the home venue of the team highest ranked of the semi-final winners
23	Can I bring my own food and beverages into the stadium?	Spectators are not allowed to bring their own food and beverages into the stadium. The following items are available inside the stadium: ✓ Hamburger meals ✓ Cooldrinks ✓ Beers ✓ Water ✓ Popcorn ✓ Chips ✓ Biltong ✓ Etc.
24	Can I exit the stadium and come back?	Pass-Outs are allowed at the following gates: ✓ Grandstand – Gate 8 ✓ Open Stand – Gates 14 & 15
25	Where am I allowed to park on match days?	Parking is available at the following areas and it cost R20 per vehicle. Spectators with the R990 & R1 750 season ticket packages have parking included in their season ticket packages. ✓ Coetzenburg Centre ✓ Residence Rugby Fields (D & E Fields)
26	Is the stadium disability friendly?	Spectators with wheelchairs can enter the stadium at the players' tunnel and can sit next to the field next to the visitors dug-out.

27	What will happen if a match is cancelled due to weather or protests?	Communications will be send out by the Maties Rugby Offices through their social media platforms as well as through Webtickets to inform ticket holders about alternative plans.
28	Can I smoke in the stadium?	No. The Danie Craven Stadium is a smoke free zone. Spectators should exit the stadium to smoke in the smoking areas.
29	Where can I get more information about ticketing should my queries not be answered above?	<p>Webtickets Offices Website: www.webtickets.co.za 021 – 834 5000</p> <p>Maties Rugby Offices Email: matierugbyadmin@sun.ac.za Tel: 021 – 808 3802</p>



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