



## **SUPERCARS 2018 MEMBERSHIP**

### **FAQs**

#### **What Supercars events am I entitled to free Paddock access at?**

- The Adelaide 500, Tyrepower Tasmania SuperSprint, WD-40 Phillip Island 500, Perth SuperSprint, Crownbet Darwin Triple Crown, Watpac Townville 400, Coates Hire Ipswich SuperSprint, Red Rooster SuperNight 300, Sandown 500, Supercheap Auto Bathurst 100 and the ITM Auckland SuperSprint.

#### **How/where can I buy a 2018 Membership?**

- Memberships can be purchased from [ticketek.com.au](http://ticketek.com.au) or from the Paddock Box Offices at participating Supercars events.

#### **When will I receive my membership card and Lanyard?**

- Within 15 working days after online purchase or at the time of purchase when purchasing in person at an event.

#### **When will I receive my merchandise voucher and where can I use it?**

- Members will receive a promotional code via email 3 to 5 days after payment of their Membership to be redeemed at [www.supercarsshop.com.au](http://www.supercarsshop.com.au)

#### **How do I use my Supercars Travel voucher?**

- Members will receive a promotional code via email 3 to 5 days after payment to be redeemed at [www.supercars.com/travel](http://www.supercars.com/travel)

#### **How do I sign up for a Behind the Scenes Tour?**

- Members are required to book their behind the scenes tour at [www.supercars.com/membership](http://www.supercars.com/membership). You will be notified via email when registration is open. Each booking must be made no less than five (5) days prior to the event weekend.

#### **Do I get a discount on Bathurst, Gold Coast, or Newcastle Pit Lane Walks?**

- No. Bathurst, Gold Coast, and Newcastle Pit Lane Walks will be sold at full price and available at [ticketek.com.au](http://ticketek.com.au)

#### **Do I need to sign up for a Pit Lane Walk?**

- No. Simply show your Members card at pit lane entry at the designated times for access. Members have access at Tyrepower Tasmania SuperSprint, WD-40 Phillip Island 500, Perth SuperSprint, Crownbet Darwin Triple Crown, Watpac Townsville 400, Coates Hire Ipswich SuperSprint, Red Rooster Sydney SuperNight 300, Sandown 500 and ITM Auckland SuperSprint.

#### **How do I find out what time and location I can do a Pit Lane Walk?**

- Pit Lane walk details will be available on [www.supercars.com](http://www.supercars.com) approximately 2 weeks out from the event.

#### **How do I find out what time Early Gate Entry is?**

- Check the specific event page at [www.supercars.com](http://www.supercars.com) for details on early gate entry times.

#### **Where do I download my free digital version of the Official Event Program?**

- As soon as the official event program becomes available, Supercars will send an email with a link to download the digital version. We will let you know when it is ready by emailing you at the email address provided as part of your 2018 Membership.



**My personal details have changed (email address etc.). What should I do?**

- Email [memberships@supercars.com](mailto:memberships@supercars.com) with all required changes.

**What is the best way to contact the Supercars Membership Team?**

- [memberships@supercars.com](mailto:memberships@supercars.com)

**Can my family and friends use my Supercars Membership if I cannot attend an event?**

- No. Supercars Memberships and all related benefits are only able to be redeemed and used by the individual to whom the membership was sold.