

SEASON TICKET MEMBERSHIP 2024/25

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HARLEQUINS SEASON TICKET MEMBERSHIP 2024/25

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SECTION 1. INTRODUCTION

Harlequin Football Club Membership Schemes are subject to the following Terms and Conditions (together the “Membership T&Cs”):

- (i) The General T&Cs (as set out in section 2 of this document);
- (ii) The terms and conditions of the relevant Membership Scheme for which you have successfully applied and purchased Membership (as set out in sections 2-4 of this document);
- (iii) where a Member wishes to enter the ballot for RFU tickets at Twickenham Stadium, the terms set out in section 6 of this document; and
- (iv) where a Member wishes to purchase seasonal car parking at the Ground, the terms set out in section 7 of this document; and
- (v) where a Member wishes to use a Direct Debit Pre-Payment Plan, the terms set out in section 9 and
- (vi) where a Member wishes to use Ticket Forwarding, the terms set out in section 10 and
- (vii) where a Member wishes to use Ticket Resale, the terms set out in section 11;

Prior to purchasing a Membership Scheme, please ensure that you have carefully read the sections of the Membership T&Cs that will be applicable to you. In purchasing a Membership Scheme, you acknowledge that you have read and agree to be bound by the Membership T&Cs. If you have any questions, please contact the Club (details available on the website) before applying for a Membership Scheme.

As a result of the COVID pandemic, these Terms and Conditions, including all rights granted to the Member and the obligations of the Club hereunder, are subject to any restrictions or requirements from time to time imposed by Applicable Law and Applicable Rugby Regulation in relation to a COVID or any other public health pandemic event. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any such Applicable Law or Applicable Rugby Regulation, the relevant Applicable Law or Applicable Rugby Regulation shall prevail. The Club shall not be in breach of these Terms and Conditions by virtue of any action which it takes or omits to take as a consequence of Applicable Law or Applicable Rugby Regulation.



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SECTION 2. GENERAL TERMS & CONDITIONS

1. DEFINITIONS AND INTERPRETATION

In these General T&Cs and throughout the Membership T&Cs, the following words and phrases shall have the following meanings (unless stated otherwise):

“Address” means the address of a Purchaser, or a Member provided to the Club upon the purchase of Membership Schemes, or such other addresses as may be notified by the Purchaser or Member to the Club in accordance with condition 10 below.

“Allianz PWR” means any match played by the Team in the Allianz PWR during the Season.

“Applicable Law” – which shall mean all laws, statutes, regulations, edicts, byelaws, codes of conduct and guidelines, whether local, national, international, or otherwise existing to which the Club and/or the Member and/or any Guest is subject and which is relevant to the Club and/or the Member and/or the Guest’s rights or obligations under the Terms and Conditions (as the case may be).

“Applicable Rugby Regulation” means in respect of any Rugby Authority: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing, and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or the Member and/or a Guest is required to comply with from time to time.

“Behind Closed Doors Match” means a Match which the Club holds at the Ground without any spectators in attendance due to a pandemic outbreak.

“Big Game” means the annual Club Match played at Twickenham Stadium, typically held during the festive period.

“Big Summer Kick-Off” means the Club Match played at Twickenham Stadium, typically held during the Spring period.

“Club” means Harlequin Football Club Limited (company no. 03213073) of Twickenham Stoop Stadium, Langhorn Drive, Twickenham, Middlesex, TW2 7SX with VAT no. 785 4065 04;

“Conditions of Entry” means the rules and regulations of particular competitions as stipulated in the Ground Regulations.

“Cup Competition” means EPCR Competitions or the Premiership Rugby Cup Competition.

“Cup Match” means any match in a Cup Competition in which the Team participates during the Season.

“EPCR Competitions” means the European Rugby Champions Cup and European Challenge Cup (as



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applicable).

“Friendly Matches” means any non-competitive matches played at the Ground.

“Gallagher Premiership Match” means any match played by the Team in the Gallagher Premiership during the Season.

“Guest” means a person known to a Member who uses that Member’s Membership to attend a Match in their absence (See Section 10 – Ticket Forwarding).

“Ground” means Twickenham Stoop, Langhorn Drive, Twickenham, Middlesex, TW2 7SX.

“Knockout Stages” means matches outside the Regular Season programme, such as Cup Competition, Round of 16, quarter-finals and semi-finals or Gallagher Premiership semi-finals.

“Match” means any domestic league match, Allianz PWR, Cup Match or friendly match played by the Team.

“Quins Rewards Portal” means the Season Ticket Member site that hosts the Quins Rewards programme at mystoop.quins.co.uk.

“Pool Stages” means qualifying rounds of Cup Competitions prior to Knockout Stages.

“Premiership Rugby Cup Matches” means any match played by the Club in the Premiership Rugby Cup Competition during the Season.

“Purchaser” means a person purchasing any number of Membership Schemes for themselves or other persons and where the person purchases a Membership Scheme for themselves that person shall be a Member for the purpose of the Membership T&Cs.

“Quins Credit” means the online ticketing credit that can be used towards Season Ticket Memberships, match tickets and parking as set out in Section 8.

“Quins Rewards Member” means each person who is registered as an official Member of the Quins Rewards Programme. All Season Ticket Members are automatically enrolled in the Quins Rewards Programme;

“Quins Rewards Membership” means each Quins Rewards Member’s membership of the Quins Rewards Programme.

“Quins Rewards Points” means points earned by a Member and awarded by the Club in accordance with the Quins Rewards Programme which may be redeemed in exchange for rewards.

“Quins Rewards Programme” means the rewards programme offered to Members under which points are earned that can be redeemed for exclusive money-can’t-buy experiences and



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merchandise.

“Reduced Capacity Match” - means a Match which the Club holds at the Ground with reduced spectator capacity due to a public health pandemic.

“Regular Season” means Matches played at the Ground in the domestic league (Premiership), the Pool Stages of Cup Competitions, and Allianz PWR.

“Rugby Authority” means the European Professional Club Rugby, the Rugby Football Union and/or any other relevant governing body of rugby union, and “Rugby Authorities” shall be construed accordingly.

“Season” means the period from 1 July 2024 – 30 June 2025

“Season Ticket Member” means a Member of a Membership Scheme and “Membership” shall be construed accordingly.

“Season Ticket Membership Benefits” means in respect of each Membership Scheme, the benefits to which a Member of that Membership Scheme is entitled, as set out in the relevant sections of the Membership T&Cs.

“Season Ticket Membership Card” means the card and (any replacement thereof) issued to each Season Ticket Member by the Club, which admits the Season Ticket Member into the Ground at matches which that Member is entitled to attend.

“Season Ticket Member Scheme” means each of the Debenture, Gold, Premier, Club, Touchline, and Jester Categories Schemes (Adult and Mighty Quins Junior) valid during the Season as further described in the Membership T&Cs.

“Team” means the Club’s first team squads.

“Visiting Club” means the team playing against the Team; and

“Website” means the Club’s website at www.quins.co.uk (or any replacement website or additional website operated by the Club)

2. PURCHASE AND PAYMENT

2.1 Membership Schemes are available for purchase by supporters of the Club only. By purchasing a Membership Scheme or using a Membership Card, you warrant that you (and any person you are buying a Membership Scheme for or who uses your Membership as a Guest) are a supporter of the Club and are not purchasing such Membership Scheme for commercial purposes (other than undertaking your own business entertainment). The Club reserves the right to refuse any application for a Membership Scheme.



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- 2.2** By purchasing one or a number of Membership Schemes, a Purchaser is making an offer to the Club and agreeing to abide by the Membership T&Cs. A contract for the supply of the Membership Scheme shall only be created when all details required as part of the application process have been received by the Club and the required payment has been received (which, for the avoidance of doubt, means when cleared funds are received by the Club). The Membership Scheme commences from 1 July 2024, payments received by Purchasers before or after the 1 of July 2024 will be official Members from 1 July 2024.
- 2.3** Membership Schemes may be purchased using any of the following purchase methods, via the Harlequins Ticketing Website or over the telephone by calling 020 8410 6000.
- 2.4** The Club relies upon the exception under regulation 28(1)(h) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013/3134 in relation to contracts concluded for the purchase of a Membership Scheme by distance selling means and, as such, a Member is not entitled to a cooling-off period (during which they may cancel their Membership Scheme(s) and receive a full reimbursement of the cost of that scheme) after the contract has been concluded in accordance with section 2.2 above. For the avoidance of doubt, no refund for Membership cancellation will be provided post 1 July 2024 in accordance with Section 2.2 above.
- 2.5** Please note therefore that Members do not have a right to cancel Season Ticket(s) (or any renewal of the Member's Season Tickets(s)) after 1 July 2024 other than as set out in the Terms and Conditions, the price of the Season Ticket is non-refundable. However, Members have legal rights if the Club does not comply with its obligations in these Terms and Conditions with reasonable care and skill. Advice about Member's legal rights is available from members' local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Terms and Conditions will affect these legal rights.
- 2.6** The price payable for each Membership Scheme shall be set out on the Website or as otherwise notified by the Club from time to time. Unless expressly stated otherwise, all prices are inclusive of VAT.
- 2.7** Season Ticket Memberships are subject to a booking fee per Membership which will be charged at the time of booking and may be adjusted at times. All booking fees are non-refundable with third party costs already paid by the Club.
- 2.8** The sale of Membership Schemes is subject to the Purchaser providing the Club with full payment of the relevant price at the time of purchase (unless the Purchaser has opted to pay by instalments under a Direct Debit arrangement – see our separate Direct Debit FAQs at quins.co.uk/your-club-membership). Purchasers who provide the Club with debit or credit card payment details authorise the Club to use those details to fulfil payment of the price and other fees attributable to the relevant Membership Scheme (including in the case of the Automatic Ticket Purchase Service option).
- 2.9** The Club only accepts payments made by:



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- a) valid credit or debit cards (except for Diners Club, Solo, Amex or Electron)
- b) Direct Debit - see our separate Direct Debit FAQs at quins.co.uk/your-club-membership.

2.10 It is the Member's and/or the purchaser's responsibility to keep the Club informed of any changes to the payment method and/or details provided under this condition 2. If the payment method or details are declined when the Club attempts to retrieve payments for any Membership Scheme or any other associated fees:

- a) the Club will use reasonable endeavours to contact the Purchaser (using the contact details provided by the Purchaser to the Club in their application) to arrange payment;
- b) access will not be permitted to the holder(s) of the affected Membership entry to the relevant Match(es) until full payment is received;
- c) the affected Membership Scheme may be cancelled and released for general sale if the Club is not successful in contacting the Purchaser having made reasonable attempts to do so and the Purchaser has not contacted the Club within 5 days of the attempted payment retrieval date; and
- d) the Member and/or the Purchaser will be liable to pay the Club for any reasonable bank, other administrative charges and / or expenses incurred by the Club as a result of the Member's and/or the Purchaser's breach of this condition 2.7.

2.11 The Club always tries to ensure that pricing and ticketing information on the Website and elsewhere in which information is provided by the Club is correct, but errors may occur. As soon as the Club becomes aware of any pricing or product description error in relation to a Membership Scheme that has been purchased, the Club will endeavour to inform the Purchaser as soon as reasonably practicable using the contact details provided to the Club.

2.12 The Club will then provide the Purchaser with the option of reconfirming the order at the correct price / product description or cancelling the order. If the Club is unable to contact the Purchaser having made reasonable attempts to do so, the Club will treat the order as cancelled. If the order is cancelled or treated as cancelled as per the terms above, the Club will provide a full refund to the Purchaser using the payment details provided (including any booking fees incurred). If valid payment details have not been provided, no further action will be taken by the Club.

2.13 A Member shall not be entitled to cancel or downgrade their Membership Scheme beyond the first match being played and no refunds shall be given for any Matches unattended during the Season. Should a Member cancel or downgrade their Membership once fulfilment has been concluded, the club reserves the right to request all Membership cards, including any Honours Bar access cards, to be returned to the Club before a cancellation or downgrade is complete.

2.14 The Club reserves the right to change or cancel any ad-hoc agreements made between the Club and the Season Ticket Member, either verbal or otherwise, relating to (but not limited to) additional Membership benefits, special Membership requests or seat pricing, over and above those explicitly included in the Supporter's Membership product as set out in the Membership



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3. DISPATCH OF SEASON TICKET MEMBERSHIP CARDS

3.1 All new Members, once their application to join a Membership Scheme has been accepted and fully cleared payment has been received by the Club for the Membership Scheme for which they (or a Purchaser on their behalf) have applied, shall be issued with a Membership Card ahead of the first Match of the Season. Renewing Members will not receive a new membership card unless their Membership status or name on the card has changed. The Club shall not have any liability to any Purchaser or Member for any non-delivery or late delivery of any Membership Card, ticket, documents, or other materials dispatched by the Club to the Purchaser and / or Member resulting from the actions, omissions, malfunctions, or interruptions of any postal services or incomplete or inaccurate personal details or Addresses provided to the Club. Should any such items purchased not arrive in the post before seven (7) days prior to the first Match of the Season, the Purchaser should contact the Club immediately and such items shall be reissued with a £10 charge applied for a new Membership Card.

3.2 The Membership Card is issued by the Club and remains the Club's property. The Membership Card is at your risk once you receive it from the Club.

4. LOST, STOLEN AND DAMAGED MEMBERSHIP CARDS AND TICKETS

4.1 The Club shall not be obliged to admit any Member who forgets their Membership Card in respect of any individual Match nor shall it be obliged to issue any other form of ticket for that Match unless the Member can provide adequate alternative evidence of identification to the Club.

4.2 Should a Member forget their Membership Card on a Matchday, the Club reserves the right to charge a fee of £3.00 per reprint to allow access for that Match. Should a Member forget their Membership Card on three consecutive occasions, the Club reserves the right to refuse entry to the ground and/or charge £10.00 for a replacement card.

4.3 The Club is not responsible for any Membership Card or ticket that is lost, stolen, forgotten, damaged, defaced, or destroyed due to an act or omission of someone other than the Club, its employees, or agents. A duplicate of any such Membership Card or ticket may be applied for by the Member and may be subject to a non-refundable administration fee of £10.00 to be paid by the Purchaser or Member prior to the issue of each duplicate Membership Card and / or ticket. The Club shall not be required to issue any duplicates in circumstances where the Club reasonably believes that the notified loss, damage, or defacing has been caused by a Purchaser or Member's wilful breach of the Membership T&Cs or if there are reasonable grounds for the Club suspecting that the Purchaser or Member is or has been engaged in fraudulent or other unlawful conduct.



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- 4.4 For the purposes of condition 4.3 above, whether a Membership Card or ticket is damaged, defaced, or destroyed will be determined by the Club acting reasonably in its sole discretion.
- 4.5 The Club may give the appropriate authorities any information considered important or suspicious by it about the loss or theft of a Membership Card or ticket.
- 4.6 If a Member subsequently finds or retrieves a Membership Card or ticket that has previously been reported lost or stolen, the Member must notify the Club immediately as the Membership will be invalid.
- 4.7 Harlequins is responsible for replacing any lost, damaged, or stolen Card in accordance with this Terms and Conditions document.
- 4.8 The Club shall take all reasonable precautions to maintain the security of the Ground and surrounding areas, including car parks, between Matches but it shall not be responsible in any way for the loss of, or damage to, any property of the Member (or any other user) in the Ground and/or surrounding areas and car parks (including, without limitation, any property left behind by the Member (or any other user) in the Ground). Notwithstanding the foregoing, the Club shall be entitled to dispose of any property left behind by the Member or any other User in the Ground.

5. TRANSFER OF MEMBERSHIP AND CESSATION OF RIGHTS

- 5.1 If a Purchaser purchases a Membership Scheme on behalf of another person, the transfer of the Membership Scheme to that person will be subject to the following conditions:
- such transfer must not be made in the course of business or for the purpose of facilitating any third party's business;
 - if the transfer takes place before the start of the Season, the new Member will pay the 'new' Member price. If the transfer takes place after the start of the Season, the new Member will pay the 'new' Member price as well as an additional administration charge of £10 will be payable;
 - the Purchaser must notify the Club in writing of the personal contact details (including the Address) of the person to whom the Membership Scheme is being transferred; and such transfer must not breach clause 2.1 above.

The person to whom the Membership Scheme is transferred under this condition shall adhere to be bound by these Membership T&Cs and the Conditions of Entry. It is the responsibility of the Purchaser to inform such a transferee Member of these requirements.

- 5.2 Individual Membership Schemes and Membership Benefits (including, without limitation, Membership Cards) are for the use of the Member only and are not transferable save that, if a Member is unable to attend a Match that Member may temporarily allow a Guest to use their seat, by using Ticket Forwarding only, for the purpose of allowing that Guest to attend such



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Match provided that:

- a) such transfer must not be made in the course of business or for the purpose of facilitating any third party's business (other than undertaking a Member's own business entertainment);
- b) the transfer must be free of charge;
- c) such transfer must not breach condition 2.1. above.
- d) the Guest shall adhere to the Conditions of Entry that shall bind the Guest as if they were the original Member and / or Purchaser of that ticket. It is the responsibility of the Member who owns the Membership Card to inform the Guest that they shall be subject to Conditions of Entry; and
- e) access to the "Honours Bar" cannot be transferred to a Guest.

5.3 Subject to conditions 5.1. and 5.2. above, all rights with respect to a Membership Scheme are personal to the Member and shall cease upon the death of the Member. Any Membership Benefits accrued are not transferrable to any other person or organisation. The Club may, at its absolute discretion, offer a refund in respect of any Matches unattended at the time of the Member's death, to the Member's estate / personal representative providing the relevant legal documents have been received by the Club. The Club reserves the right to apply an admin fee of £10 to cover the processing costs involved in the exceptional cancellation and refund of a Membership Scheme.

6. AMENDMENTS TO MEMBERSHIP SCHEMES

6.1 The Club reserves the right to re-brand or otherwise vary any of the Membership Schemes or associated Membership Benefits or introduce any additional Membership Schemes or Membership Benefits, at any time provided that any such variation shall result in a Member receiving the same or substantially similar benefits to those the Member was entitled to receive prior to such variation. Members may, at the sole discretion of the Club, be transferred to such additional or replacement Membership Schemes without prior notice provided always that the Member shall be entitled to the same or substantially similar benefits under the new Membership Scheme as the Member was under the Membership Scheme from which the Member was transferred.

6.2 Members have the right to cancel their Membership Scheme without charge only if the changes to the Membership Scheme are substantively and adversely different from the Membership Scheme they have purchased and, if so cancelled, to receive a reimbursement for any Matches covered by their original Membership Scheme that have yet to be played.

7. LIABILITY

7.1 The Club expressly excludes all liability resulting from:



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- a) any failure or delay by the Club in carrying out any of its obligations under these Membership T&Cs which is caused by circumstances outside of the Club's reasonable control;
- b) the alteration of the dates and times of Matches;
- c) the abandonment, postponement, or cancellation of Matches; and
- d) restrictions to the view of the Match caused by virtue of the actions of other spectators.

However, the Club will wherever possible allow Members to attend and have the same Membership Benefits in respect of any rescheduled Matches.

7.2 As Quins are providing the season ticket for domestic and private use, the Club shall have no liability for any loss of profits, loss of business, business interruption or loss of business opportunity.

7.3 The Club shall not be responsible for any interruptions and/or restrictions to the view of matches caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.

7.4 The Club make no guarantees that a match will take place at a particular time or on a particular date or at a particular spectator capacity. The Club should also reserve the right, without notice and liability save as expressly provided otherwise in the Terms and Conditions, to reschedule any Match or, if necessary, play the Match out of view of the public or reduce the spectator capacity for the Match. Dates and kick off times of all matches are subject to revision and change due to broadcast coverage or other circumstances.

7.5 Except as otherwise set out in the Terms and Conditions and to the fullest extent permitted by Applicable Law, the Club shall not have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of the Terms and Conditions, including admitting the Member and/or any other user to the Ground for a Match or Matches, caused by any circumstances outside the Club's reasonable control including, without limitation;

- a) as a consequence of any restrictions required by Applicable Law and/or Applicable Rugby Regulation due to a public health pandemic event and/or allocation of tickets in respect of any Reduced Capacity Match(es) (this is discussed below)
- b) the exercise of any discretion by the Club in respect of the availability, prioritisation and/or allocation of tickets in respect of any Reduced Capacity Match(es)
- c) any team refuses to or does not or cannot play the Match for any reason whatsoever
- d) any losses arising from any cancellation, postponement or rearrangement of a match including but not limited to any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs and/or
- e) any loss, injury, costs, expenses or damage of any kind connected to use of Ticket Forwarding or Ticket Resale, including, without limitation, any liability relating to any problem with, suspension of or termination of the Ticket Forwarding or Ticket Resale.

7.6 The Club has total liability in respect of a Member's use of the Season Ticket in respect of a



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particular Season or any breach of the Terms and Conditions in respect of a particular Season, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not in any event exceed the amount paid by the Member to the Club for the Season Ticket for that particular Season. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage.

- 7.7** If the Club fails to comply with the Membership T&Cs, it will be responsible for loss or damage that a Member suffers that is a foreseeable result of the Club's breach of the Membership T&Cs or its negligence, but the Club is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of the Club's breach or if they were contemplated by the Club and the Member at the time of entering into the contract governing your Membership Scheme.
- 7.8** The Club does not guarantee that the Team for any particular Match will necessarily only be selected from the Club's regular first team players.
- 7.9** For the avoidance of doubt, nothing in these Membership T&Cs shall exclude or limit the Club's liability for:
- death or personal injury caused by the Club or the Club's employees' negligence during the course of their employment; or any other conduct for which liability may not be excluded or limited as a matter of law.

8. ENTRY INTO THE GROUND

- 8.1** Entry into the Ground is subject always to the Conditions of Entry. By purchasing and / or accepting and / or holding a Membership Scheme and / or using a Membership Card you:
- certify that you have read the [Spectator Code of Conduct](#);
 - agree to be bound by and comply with the Spectator Code of Conduct; and
 - agree to bring to the attention of others, as required above, the Spectator Code of Conduct.
- 8.2** Season Tickets shall only entitle the user to gain admission to the Ground after it has been validated by the control readers located at the appropriate turnstiles. The Ground access steward(s) will refuse admission to any person in the event that such person's Season Ticket is not validated by such control readers or where supporters are found entering the ground with a card that differs from the Members' price category (e.g. an adult entering with a junior ticket (8.11 below)).
- 8.3** In the event that games have to be played behind closed doors or with a reduced capacity, the following will apply:
- if the Club is required by Applicable Law and/or Applicable Rugby Regulation, or decides, to hold any Behind Closed Doors Matches during the relevant Season as a result of a public health pandemic, the Member will not be entitled to attend any such Behind Closed Doors



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- Matches however the Member will be entitled to Quins Credit;
- b) if the Club is required by Applicable Law and/or Applicable Rugby Regulation, or decides, to hold any Reduced Capacity Matches during the relevant Season as a result of a public health pandemic, there is no guarantee that any General Admission tickets will be available and/or issued to the Member in respect of such Matches. The Club reserves the right to determine (in its absolute discretion) the availability, prioritisation and allocation of tickets in respect of any Reduced Capacity Match(es). The Club may elect to allocate General Admission tickets for Reduced Capacity Matches by ballot. Full details regarding any such ballots, including how to enter, will be published on the website and/or communicated to the Member via email.

8.4 By agreeing to the Terms and Conditions, the Member acknowledge that:

- a) the Club may hold a ballot in respect of more than one Reduced Capacity Match at a time; for any such ballot the Member enters the Member will receive one entry per seat associated with the Member's Season Ticket(s);
- b) the number of General Admission tickets available (if any) in respect of any such ballot will be determined in the Club's absolute discretion and the Club reserves the right to cancel a ballot if it considers there are insufficient General Admission tickets available to justify holding such a ballot;
- c) the result of a ballot shall be entirely at the discretion of the Club whose decision in all matters relating to a ballot shall be final;
- d) if the Member is successful in relation to a ballot the Member will be notified by email within five (5) days of the closing date of the relevant ballot;
- e) if the Member is allocated a ticket for a Reduced Capacity Match (whether because the Member is successful in a ballot or otherwise), any general admission tickets issued to the Member for that Match are not refundable if the Member and/or the Member's Guest(s) are unable to use such General Admission tickets;
- f) payment to the Club for a Season Ticket(s) gives no guarantee that any General Admission tickets will be available and/or issued to the Member for any Reduced Capacity Matches.
- g) Being allocated a ticket for a Reduced Capacity Match (whether because the Member is successful in a ballot or otherwise) gives no guarantee that the Member will be allocated a ticket for another Reduced Capacity Match.
- h) Not being allocated a ticket for a Reduced Capacity Match (whether because the Member is not successful in a ballot or otherwise) gives no guarantee that the Member will be allocated a ticket another Reduced Capacity Match.
- i) All rights to General Admission tickets for Reduced Capacity Matches are expressly subject to availability and the Club's discretion as to the prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Rugby Regulation;
- j) in the event that the Member is not allocated any General Admission tickets in respect of a Reduced Capacity Match (whether because the Member is not successful in a ballot or otherwise), the Member will not be entitled to attend the relevant Reduced Capacity Match; and
- k) if the Member is allocated tickets for a Reduced Capacity Match the Member might not be



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allocated the Member's usual seat(s) in respect of that Match.

- 8.5** If required by Applicable Law or Applicable Rugby Regulation, the Member and/or any Guest(s) will not attend any Match if the Member and/or any Guest(s) at the date of the relevant Match and/or are required or recommended to self-isolate or quarantine at the date of the relevant Match.
- 8.6** The Member and any Guest(s) will comply with all requirements stipulated by Applicable Law, Applicable Rugby Regulation and/or the Club regarding a COVID or public health pandemic, including but not limited to:
- compliance with any required social distancing measures;
 - compliance with any requirements regarding the circulation and/or behaviour of spectators within the Ground;
 - undertaking temperature checks if required by the Club;
 - providing to the Club such information and/or documentation as may be required by Applicable Law, Applicable Rugby Regulation and/or the Club regarding a public health pandemic; and
 - providing photographic proof of identity if required by the Club;
- 8.7** If required by Applicable Law or Applicable Rugby Regulation, the Member will provide names and contact details for any Guest(s) who intend to attend the relevant Match with the Member, to assist with any track and trace requirements; and the Member's Guest(s) are not prohibited from attending the Match with the Member by virtue of Applicable Law, Applicable Rugby Regulation and/or any requirements or stipulations of the Club regarding a public health pandemic.
- 8.8** Before attending a Match using a Season Ticket, the Member shall be responsible for undertaking a risk assessment as to whether it would be appropriate for the Member and any Guest(s) to attend the relevant Match. In undertaking such assessment, the Member should take into consideration the Member and/or Guest's age, health status and clinical vulnerability.
- 8.9** A Membership Card permits the Membership holder to occupy the seat relevant to their Membership Scheme at the relevant Match, or such other alternative seat of or close to the equivalent value as the Club may, from time to time, allocate at its reasonable discretion, for example, in accordance with section 11 below.
- 8.10** If a Member is not 16 years old or over, their parent(s) and / or legal guardian(s) shall, in addition to the Member themselves, be responsible for the Member's actions, conduct and compliance with the Membership T&Cs.
- 8.11** The Any person attempting to enter or having entered the Ground with a concessionary priced Membership Card or ticket where that person is not entitled to use a concessionary priced Membership Card or ticket will be ejected from, or refused entry to, the Ground and may have the Membership Card or ticket withdrawn and / or suspended at the Club's sole discretion,



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and no refund shall be given.

- 8.12** The Members agree to conduct themselves at all times in a manner befitting a representative of the Club and agree not to do anything or procure anything to be done that will or is likely to bring the name or reputation of the Club into disrepute.
- 8.13** Save as regards mobile telephones or tablet devices used for personal and private use only, holders of Membership Cards shall not bring into (or use within) the Ground any equipment that is capable of recording or transmitting any audio, visual, or audio-visual material or any information or data in relation to the Match or any aspect of it.
- 8.14** The Member shall not capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may the Member bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
- 8.15** Any person acting in breach of this provision may have such equipment confiscated and / or will be required to deliver up any tapes, films, disks or other recordings, or data to Premiership Rugby and / or the Club and the copyright, database right and all other rights, title and interest in and to all material that the Member produces at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground is hereby assigned to the Premiership Rugby (in respect of any Premiership Rugby Match at the Ground) and the Club (in respect of any other Match at the Ground), including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988. The Member further agrees (if and whenever required to do so by the Premiership Rugby and/or the Club) to promptly execute all instruments and do all things necessary to vest the right, title, and interest in such rights to the Premiership Rugby and the Club absolutely and with full title guarantee.
- 8.16** The Club does not tolerate homophobic, transphobic, sexual, sectarian, racial or discriminatory behaviour in any form (whether physical, verbal, written or otherwise and whether at the Ground, elsewhere or online). Any Member who is found or is reported to be abusing any player, supporter, member of staff, or any other individual in or around the Ground, elsewhere or over the phone, by email or online will face arrest and prosecution by the police. The Club reserves the right to impose a lengthy ban on the offending Member and promptly withdraw the Member's Membership Scheme, Membership Benefits, and Membership Card with no refund being given. If the Member's Season Ticket is withdrawn or cancelled following a determination that the Member engaged in prohibited activity under the Commitment, the Club will also notify Premiership Rugby to ensure that the applicable sanction is enforced by all such clubs.
- 8.17** The Season Ticket(s) may be suspended, withdrawn and/or cancelled without the payment of any refund to the Member, in the event that:



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- a) the Member is under investigation by the Police, charged, cautioned or found guilty of any rugby related offence anywhere in the world, is ejected and/or banned from the Ground or any other sports stadium anywhere in the world or breaches any of these Terms and Conditions; or
- b) prior to or whilst the Member is using the Season Ticket, the Member is under investigation by the Police, charged, cautioned or found guilty of any rugby related offence anywhere in the world, is ejected and/or banned from the Ground or any other sports stadium anywhere in the world or breaches any of these Terms and Conditions.

8.18 Without prejudice to the general nature of these Terms and Conditions, the Club reserves the right, at its absolute discretion, to eject a Member from the Ground, refuse a Member entry to the Ground, suspend for a period of time determined by the Club and/or withdraw indefinitely a Membership Scheme (including without limitation, use of the Membership Card and all other Membership Benefits) if (without limitation) any of the following occur:

- a) the Member (or any person in possession of the relevant Membership Card or ticket) breaches any of the Membership T&Cs, the Supporter Code of Conduct or Conditions of Entry (or the Club has reasonable grounds to suspect such breach);
- b) the Member is prohibited (by law or otherwise) from attending the Ground or any other sporting venue anywhere in the world;
- c) the Member (or any person in possession of the relevant Membership Card or ticket) engages in any abusive, dangerous, or other unacceptable behaviour (including but not limited to the behaviour listed in condition 8.17. and the prohibited behaviour listed in the Ground Regulations in or around the Ground or any other sporting venue anywhere else in the world.) or
- d) the Member has supplied misleading or inaccurate information as part of their application or participation of a Membership Scheme; or
- e) the Member has misused or attempted to misuse their membership of a Membership Scheme;
- f) the Member has failed to make any required payment to the Club, including Direct Debit payment;
- g) the Member smokes at the Ground (including the use of electronic cigarettes or vaporisers);
- h) the Member is (or appears to be) drunk or intoxicated;
- i) the Member persistently stands in seated areas whilst the Match is in progress;
- j) Save as permitted under this Agreement, the Member sells or transfers Season Tickets to any person;
- k) the Member possesses banners or flag that bears material or slogans that are offensive, obscene, abusive, racist, or homophobic;
- l) the Member throws any objects within the Ground that may cause injury, distress, annoyance or damage to people or property without lawful authority or excuse;
- m) whether at the Ground, or travelling to or from a Match the Member either (i) uses foul, obscene, abusive, sexist, racist and/or homophobic language and/or gestures or other discriminatory abuse; (ii) chants anything of an indecent, sexist, racist and/or homophobic nature or other discriminatory abuse; (iii) is fighting, or engaging in and/or inciting violence;

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- n) the Member brings any of the following into the Ground (or using them within the Ground): alcohol, illegal drugs; other illegal substances; fireworks; firecrackers; smoke canisters; air horns; flares; laser devices; drones; bottles; glass vessels or any item that might be used as a weapon or compromise public safety;
- o) the Member enters the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse;
- p) the Member breaches any requirements stipulated by Applicable Laws or Applicable Rugby Regulation or of the Club regarding a public health pandemic but not limited to:
 - i. any required social distancing measures;
 - ii. any requirements in respect of the circulation and/or behaviour of spectators within the Ground;
 - iii. undertaking temperature checks if required by the Club;
 - iv. providing to the Club such information and/or documentation as may be required by Applicable Law, Applicable Rugby Regulation and/or the Club regarding a public health pandemic; and
 - v. providing photographic proof of identity if required by the Club;

8.19 All Membership Cards will remain the property of the Club at all times and may be confiscated, cancelled, or withdrawn by the Club in accordance with these Membership T&Cs at any time. Membership Cards must be produced along with evidence of identity if required by any official, steward, employee of the Club, or any police officer.

8.20 The Club will not be obliged to make any refund to any Purchaser or Member in respect of any ejection from or refusal of entry to the Ground or in respect of any Membership Card that is suspended or withdrawn in accordance with condition 8.18.

8.21 In the event that a Membership Card is withdrawn or a Membership Scheme cancelled, the Club reserves the right to exclude the relevant Member from applying for any future Membership Scheme maintained or organised by the Club and / or to disqualify the relevant Member from applying for any match ticket at its discretion and to notify relevant bodies or other rugby clubs of such exclusion and / or disqualification (and the reason(s) for such exclusion and / or disqualification).

9. DRESS CODE

9.1 Save for official Club merchandise, and / or other rugby related clothing worn in good faith, Members (and their Guests) shall not bring into, use, or display within the Ground any sponsorship, promotional or marketing materials with a view to distributing such materials and/or displaying such materials for commercial purposes.

10. CHANGE OF DETAILS

10.1 Members should promptly notify the Club of any change to details (including, without



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limitation, changes to payment details and / or Addresses (residential and email)) by:

- a) using the online facility on the Harlequins Ticketing website (eticketing.co.uk/harlequins);
- b) emailing the Club for the attention of the Ticketing Team on supporterservice@quins.co.uk.
- c) telephoning the Club and asking for the Ticketing Team;

Members may be required to provide the Club with proof of identity and Address to the Club's satisfaction when details are changed under this condition 10.1.

11. RELOCATION OF SEAT

11.1 The Club will use reasonable endeavours to accommodate requests to relocate the seat at the Ground allocated to a Member for a number of Matches or permanently. However, this will not be possible after the first applicable Match of the Membership. The Member will be required to apply to the Club in writing via email or by telephone to 020 8410 6000.

11.2 The Club reserves the right to temporarily allocate a Member an alternative seat in the Ground of equal or as close to similar value than that normally allocated if;

- a) the part of the Ground in which the Member's seat is located is closed for operational reasons, maintenance, repairs, or re-structure;
- b) the relocation is necessary in order to comply with any requirements of the RFU, Premier Rugby Limited, EPCR in respect of any Match played at the Ground; or
- c) the Club or any other relevant authority consider that a relocation is necessary in the interests of safety.

11.3 The Club will be responsible for carrying out all repairs and maintenance (including ordinary cleaning and rubbish removal) to the Ground provided that the Club will not accept liability for, and shall not be in breach of its obligations by reason of, any breakages or defects to any part of the Ground which are not the result of fair wear and tear or are caused by the acts or omissions of any Member or any other person in possession of a Season Ticket. Notwithstanding the foregoing, the Club will not be liable for and will not be in breach of its obligations by reason of any breakages in, or defects to, any part of the Ground if it provides the Member with an alternative seat (or seats) at the Ground or any other stadium where the Men's First Team plays its home football matches in any competition. The Club has the right to charge the Member for the cost of repairs, maintenance, replacement or cleaning of any part of the Ground to which the Member (or any other User) have access, or any fixtures or fittings therein, resulting from any act or omission of the Member (or any other user) other than as a result of fair wear and tear.

11.4 The Club and each of its employees, agents or contractors shall have the right at any time to carry out emergency repairs to any part of the Ground to which the Member (or any other user) has access, or any fixtures or fittings therein, or any adjoining property of the Club, and to suspend access to such areas of the Ground as necessary.



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12. TICKET TOUTING

12.1 The resale of any tickets for Matches at more than face value is strictly prohibited. When purchasing a ticket, you will inform the new holder that they are subject to the (relevant parts of) the Membership T&Cs. A ticket shall become void and will not allow entry to the Ground or entitle the purchaser or seller any right to a refund where the Club believe it has been sold to another person at higher price, sold on the internet (through unauthorised ticket brokers, auction sites or otherwise) or any other medium whether now or hereafter developed or it has been used as a prize in a lottery, competition or for any other promotional or advertising purpose unless expressly authorised by the Club in writing.

12.2 If a Member suspects that ticket touting is taking place in or around the Ground, the Club requests that they promptly report their suspicions to the Club and the police.

13. DATA PROTECTION

13.1 Each Purchaser and Member acknowledges and agrees that the personal data provided by them to the Club in the purchase of a Membership Scheme or ticket shall be collected, stored, and used by the Club in accordance with the General Data Protection Regulation and the Club's Privacy Policy, which can be found at <https://www.quins.co.uk/privacy-policy>.

13.2 In particular, the Club may share the Member's personal data, including the Member's name, date of birth, photograph, contact details and information about ticket purchases (including payment details and the names of ticket holders) with other rugby clubs, any Rugby Authority and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches, including racial, homophobic or discriminatory abuse, chanting or harassment and with enforcing sanctions. The Club may also share the Member's data in order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. The personal data that each Member provides to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy.

13.3 All persons who enter the Ground using a Membership Card or ticket acknowledge that photographic images and / or video recordings (and / or still images taken from video recordings) may be taken of them and may also be used in perpetuity, by way of any present or future media, in televised coverage of Matches and / or for promotional or marketing purposes by the Club, Premier Rugby Limited or other third parties such as a law enforcement body to identify them as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of the Terms and Conditions of Entry and use of a Membership Card to enter the Ground constitutes consent to such use.

13.4 All persons attending Matches acknowledge that the Matches are public events. The



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appearance and actions of the persons attending inside and in the perimeter of the Ground are public in nature and all persons attending agree that he/she/they shall have no expectation of privacy with regard to his/her/their actions or conduct at the Matches. If such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying him/her/them into the Ground shall be deemed to have provided consent on his/her/their behalf. If such is not 16 years old or over, his/her/their parent(s) and/or guardian(s) are also responsible for his/her/their actions, conduct and compliance with these Terms and Conditions.

14. SEVERABILITY AND AMENDMENTS

14.1 The Club reserves the right to make amendments to these Membership T&Cs from time to time, provided that the amendments shall not result in any Member receiving any less than the same or substantially similar benefits to those that the Member was entitled to receive prior to such amendments in relation to their Membership Scheme. Up to date versions of the Membership T&Cs will be made available promptly on the Website and hard copies will be available from the Club upon request.

14.2 In the event that any of these Membership T&Cs are declared void, ineffective or unenforceable by any competent court, the remainder of the Membership T&Cs shall remain in effect as if such void, ineffective or unenforceable condition or conditions had not been included.

15. WAIVER

15.1 The Club's failure to exercise, or delay in exercising, any right, power or remedy provided by these Membership T&Cs or by law shall not constitute a waiver of that right, power or remedy.

16. COMPLAINTS

16.1 All complaints about Membership Schemes should be sent in writing to Supporter Experience, Harlequin FC, Twickenham Stoop Stadium, Langhorn Drive, Twickenham, Middlesex, TW2 7SX or by email to supporterservice@quins.co.uk including full details of the circumstances of the complaint.

17. ASSIGNMENT

17.1 The Club may transfer the benefit of these General T&Cs to any other company in the same group of companies. If the Club does transfer them Membership Benefits will not be affected.

18. GOVERNING LAW



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18.1 These Membership T&Cs shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the non-exclusive jurisdiction of the courts of England and Wales.

SECTION 3. SEASON TICKET MEMBERSHIP CATEGORIES

The terms and conditions set out in this section shall apply to all Categories of Harlequins Membership Schemes – Adult, Junior, Concessions, and Debenture Holders.

1. CONDITIONS FOR MEMBERSHIP APPLICATION

1.1 Gold, Premier, Club, Touchline and Jester Membership Categories for the Season are open to all supporters.

1.2 For Gold and Premier Membership Categories, the full Adult price will be charged to Junior (U18) Members. No concession/Membership discounts will be offered in any Gold or Premier seats.

1.3 Seats that were allocated to Members for the 2023/24 Season will remain reserved for those individuals to reselect during the renewal period outlined in the current Season Ticket Membership Brochure. You are able to choose to move your seat to any other available seat during this process by contacting the ticketing team or completing the Moving Window application form.

1.4 All Season Ticket Members who have renewed will be offered the opportunity to move their seat by an email from the Club. Any seat move must be processed over the telephone and the Ticket Office will contact Members (on the number provided at the start of the renewal window) who have registered their interest online on a first come, first served basis during the specified Moving Window, subject to Ticket Office opening hours. All requests will be accommodated where possible but are not guaranteed.

1.5 All dates subject to change at the discretion of the Club. Members may request a seat move before the Moving Window by contacting the Club to discuss availability.

1.6 All seat moves should be carried out:

- a) By contacting the Club once a Member has renewed their existing seat,
- b) By contacting the Club during the renewal window,
- c) As part of the official Moving Window as set out in Section 1.4 above)

1.7 If a Member chooses an alternate seat in the ground in a way that differs to those set out in 1.6 above, or as part of their renewal checkout without contacting the Club beforehand, they will



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be charged a non-refundable new Membership price and will forfeit the right to a discounted renewal price. No retrospective discounts will be given.

2. MEMBERSHIP BENEFITS

2.1 All Members, including, Gold, Premier, Club, Touchline and Jester categories, will be entitled through the Season to the following;

- a) guaranteed seat for each of the Men's and Women's Regular Season Matches (Gallagher Premiership, European Competition pool stages, Premiership Rugby Cup pool stages, and Allianz PWR) at the Ground;
- b) invitation to an exclusive Member 'Club Day', typically held pre-season at The Stoop;
- c) a guaranteed seat at Big Game – subject to claiming before the deadline and before sell-out;
- d) a guaranteed seat at Big Summer Kick-Off - subject to claiming before the deadline and before sell-out;
- e) opportunity to bring one guest to Big Game and Big Summer Kick Off at a discounted cost;
- f) right to a complimentary seat to any Friendly Matches;
- g) right to apply for RFU tickets for England International matches at Twickenham Stadium (for full terms & conditions refer to section 6 Ballot for RFU tickets at Twickenham Stadium Terms & Conditions);
- h) the option to purchase seasonal Rosebine parking (for full Terms and Conditions refer to section 7 – Seasonal Car Parking Terms and Conditions);
- i) a priority right to purchase a seat for Knockout Stages played at the Ground. Discounts will be available for European knock-out fixtures at the Club's discretion;
- j) access to a limited number of match tickets at a discount for every Club match played at the Ground (not including knock-out fixtures). One discounted ticket is available per Member per Match, subject to availability. The Club reserves the right to limit the number of available tickets;
- k) priority invitation to any Club evenings and events with playing, coaching and commercial staff throughout the season, subject to availability. The Club reserves the right to limit the number of available tickets to each event;
- l) exclusive Members' pin badge;
- m) access to an exclusive Quins Rewards Programme (for full Terms and Conditions refer to section 5);
- n) Junior Members receive a free gift, and digital Christmas card from the Club captains and priority to be a matchday mascot;
- o) access to any benefits and discounts from Harlequins commercial partners;
- p) Access to Ticket Resale when Members cannot attend a fixture at The Stoop. (For further information and Terms and Conditions, see Section 11 – Ticket Resale)

2.2 In addition to the above Member Benefits, Gold, Premier and Debenture holders can gain access to the "Honours Bar" in the Charles Stanley stand on matchdays upon presentation of a valid Membership Card.



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- 2.3** Any non-Gold or Premier Member who historically requested and received access to the “Honours Bar” will no longer be permitted access from the 2021/22 season onwards with the exception of:
- a) Harlequins Founder Members who can provide proof of Founder Member status upon request, and;
 - b) Season Ticket Members with Accessible Needs (including their carers) who have previously been permitted access and have received confirmation from the Club via an email in May 2020.
- 2.4** All non-Gold and Premier Season Ticket Members permitted access to the Honours Bar will be sent a seasonal access card ahead of the start of the new season which will be required to be displayed upon request to gain entry to the Honours Bar on a matchday.
- 2.5** The Club reserves the right to review access to the Honours Bar each season and limit capacity due to health and safety requirements or other factors.
- 2.6** Honours Bar access cannot be transferred via the use of Ticket Forwarding or Ticket Resale.

3. CONCESSION MEMBERSHIPS AND FAMILY PACKAGES

The following qualify for concessions in the Club, Touchline and Jester Membership Categories only. Please note that no concessions or discounts will be offered in Gold Premier Categories.

- 3.1** To qualify for the 65+ rates you must be 65 or over as of 1 July 2024 and provide formal identification showing proof of age. Proof of eligibility must be supplied at the point of purchase by email to supporterservice@quins.co.uk.
- 3.2** To qualify for the 18-22 rate, you must be between the ages of 18 to 22 as of 1 July 2024 and provide formal identification showing proof of age. Proof of eligibility must be supplied at the point of purchase by email to supporterservice@quins.co.uk.
- 3.3** To qualify as a Junior (Mighty Quin) you must be under the age of 18 and over the age of 2 as of 1 July 2024 and provide formal identification showing proof of age. Proof of eligibility must be supplied at the point of purchase or by email to supporterservice@quins.co.uk.
- 3.4** Any child 2 years and under are classified as ‘babes in arms’ and can enter the ground for free but will share the seat with the paying adult.
- 3.5** To qualify for a Family Package, all relevant Memberships must be purchased together in the same transaction and Memberships cannot be added at a later date. A Family Package relates to one Adult membership and one under 18 Membership. In the event that the Club feels this offer is being abused, the Club retains the right to cancel the Membership with no refund.



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3.6 No retrospective discounts will be applied to a Membership that has been purchased without documentation proof as set out in the terms of purchase above.

4. KEY WORKER QUALIFICATION

As communicated by the club, the 2024/25 Season will be the final Season in which renewing Members can apply for Key Worker discounts and Memberships.

4.1 The following qualify for Essential Key Worker discounts. The Club defines an Essential Keyworkers as a public sector employee who provides a vital frontline service in areas of health, education and community safety, during normal times. This does not extend to the wider definition of Key Workers, eligible for housing support as defined by the Greater London Authority. This list of occupations eligible for a Harlequins Essential Key Worker discount includes;

- a) NHS doctors and nurses and GPs (excludes other NHS staff, including but not limited to admin staff)
- b) Full-time Teachers with 'qualified teacher status' or 'further education teachers' qualifications (in schools, further education and sixth form colleges)
- c) Members of the Police service and Police Officers (excluding administrative staff)
- d) Emergency Service communication operators including 999 operators
- e) Active Members of the Armed Services (excluding administrative staff)
- f) Members of the fire and Ambulance service (excluding administrative staff)

4.2 To qualify as an Essential Keyworker, you must meet the criteria set out below. Proof of eligibility must be supplied before purchase by email to supporterservice@quins.co.uk. Discounts cannot be added once a transaction has been completed and no retrospective discounts will be given.

The Club reserves the right to use its discretion as required in the qualifying of Essential Keyworkers. The club reserves the right to review this list each season.

4.3 Proof of eligibility must be in the form of a confirmation from HR of full-time employment. Blue light cards and general NHS passes will not be accepted. We require proof every season. No retrospective discounts will be given if proof of employment is not provided within the timeframe set out above.

5. ACCESSIBLE MEMBERSHIPS

5.1 Disabled supporters are accommodated in the accessible seating area at the Ground. A complimentary ticket for a personal assistant will be provided to those supporters that require one based on their accessible requirements as confirmed by Nimbus. A Disabled Supporter is



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defined as:

- 5.2 a person in receipt of a valid access pass provided by the Club's Accessibility Partner, Nimbus. For more information on this partnership, please visit our Accessibility page; <https://www.quins.co.uk/access> or contact the team at supporterservice@quins.co.uk
- 5.3 Please note that receipt of an Orange/Blue badge, or PIP/DLA documents will not be considered sufficient proof of disability for a disabled match ticket under the Ticketing Policies and Club Schemes for Disabled Members.
- 5.4 If the Member has a Season Ticket and is registered with the Club as a disabled Member and attends a Match with a personal assistant, the Member's personal assistant must also bring their relevant Season Ticket with them. The Member's personal assistant must not attend Matches on their own or with any non-disabled person. If the Member is unable to attend a Match, please notify the Club (on supporterservice@quins.co.uk) as soon as possible and, unless in exceptional circumstances, no later than 72 hours prior to the relevant Match, so that the Club can help the Member to sell or donate the Member's ticket to another disabled supporter, a charity or local disability organisation.
- 5.5 The Club reserves the right to revoke a concession discount and charge a Member full price for their Membership scheme should that Member fail to provide proof of eligibility for any concessionary prices within ten working days from the point of purchase by email to supporterservice@quins.co.uk.

SECTION 4. DEBENTURE BENEFITS

1. In addition to those Member Benefits set out in Section 3.2 above, Debenture Holders are entitled to the following;
 - a) 50% discount on your Gold or Premier Season Ticket seat;
 - b) Exclusive access to the Debenture Lounge with private bar and lunch menu available;
 - c) Discounts on matchday drinks in the Debenture Lounge;
 - d) Matchday player/coach Q&As pre-match and selected post-match fixtures (subject to demand);
 - e) Ability to bring guests into the Lounge (subject to capacity) at a cost agreed by the club ahead of the season;
 - f) 50% discount on additional Big Game and Big Summer Kick-Off tickets and discounts for European knock-out Membership tickets;
 - g) Discounts on non-matchday room hire at The Stoop;
 - h) Access to exclusive player and coach events;
 - i) Free matchday programmes and season magazines (printed at selected matches).
 - j) Option to purchase exclusive seasonal parking in the adjacent North car park (Subject to availability. One space per Member);
 - k) Access to The Stoop two and a half hours before kick-off, through to an hour after the final

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- whistle;
- l) Publish your company logo in the matchday programme (Gold Debentures only)

SECTION 5. QUINS REWARDS

1. GENERAL

- 1.1 Quins Rewards is the official loyalty rewards programme offered to Harlequins Season Ticket Members under which points are earned that can be redeemed for exclusive money-can't-buy experiences and merchandise;
- 1.2 The Quins Rewards Terms and Conditions apply to Membership of the Quins Rewards Programme operated by Harlequin Football Club Limited (the Club) and can also be found by Season Ticket Members by visiting the Quins Rewards Portal at mystoop.quins.co.uk.

2 ELIGIBILITY FOR AND OPERATION OF THE QUINS REWARDS PROGRAMME

- 2.1 Subject to clauses 3.2 and 3.3 below, the Quins Rewards Programme is available to Members only.
- 2.2 Members who have been issued a complimentary Club Membership (which includes disabled companions) are ineligible to participate in the Quins Rewards Programme.
- 2.3 Members who are eligible to participate in the Quins Rewards Programme are automatically enrolled but must activate their own account by visiting the Quins Rewards Portal.
- 2.4 Rewards are not transferable and can only be used by the named Quins Rewards Member.
- 2.5 The Quins Rewards Programme will close on the Programme End Date. On this date, all Reward Points which have been earned but not used will be cancelled and will not be capable of use.

3 REWARD POINTS AND REWARDS

- 3.1 Details of how Quins Rewards Members can earn Reward Points and the Rewards available to Quins Rewards Members are available on the Quins Rewards webpage and Quins Rewards portal. These may be changed by the Club in accordance with clause 4 below.
- 3.2 There are limits on the number of Reward Points that can be earned and/or redeemed during any period of time. Details are available on the Quins Rewards Page. These may be changed by the Club in accordance with clause 4 below.

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- 3.3** Unless otherwise cancelled or withdrawn in accordance with these Terms and Conditions, Reward Points which are validly earned will be credited to the Quins Rewards Members' account until such time as the Quins Rewards Member wishes to redeem them against available Rewards.
- 3.4** Where Reward Points are used to bid in any auction for any Reward, those Reward Points will not be capable of being redeemed on other Rewards unless and until the relevant auction has closed and the Quins Rewards Member has been unsuccessful.
- 3.5** Where Reward Points are used to gain entry to any prize draw, competition or other similar Reward, those Reward Points will not be refunded to entrants who do not win that Reward.
- 3.6** Reward Points are not transferable and can only be used by the named Quins Rewards Member.
- 3.7** Reward Points earned through ticket purchases will only become eligible for use by the Quins Rewards Member once the relevant match which generated the Reward Points has been played, whether or not they appear on the Quins Rewards Member's account prior to this date. If this date occurs after the Programme End Date, the Reward Points will not be earned.
- 3.8** Reward Points earned through merchandise and other purchases will only become eligible for use by the Quins Rewards Member following 30 days after the relevant purchase, whether or not they appear on the Member's account prior to this date. If this date occurs after the Programme End Date, the Reward Points will not be earned.
- 3.9** Should the value of a product or service purchased by a Quins Rewards Member be refunded (e.g. due to a permitted return or cancellation by the Quins Rewards Member or other refund given), Reward Points for that purchase will not be awarded.
- 3.10** In the event that, such Reward Points have already been awarded to the Quins Rewards Member's account, an equivalent number of Reward Points earned on that purchase will be deducted from the Quins Rewards Member's balance; and any of those Reward Points have been used by the Quins Rewards Member and there are insufficient number of Reward Points within the account to make a full deduction, the Club reserves the right to make deductions from any future Reward Points awarded to that Quins Rewards Member until the relevant number of Reward Points have been accounted for.
- 3.11** Reward Points may only be redeemed on Rewards and may not be used for any other purpose. Reward Points have no equivalent or representative cash value. No cash alternative will be offered for any unused Reward Points which remain on a Quins Rewards Member's accounts or have been cancelled.
- 3.12** Reward Points and Rewards are not refundable, exchangeable, replaceable or transferable for cash or credit. Reward Points may not be assigned, transferred or pledged to any third party. Quins Rewards Members have no property rights or other legal interest in any Reward Points



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that may accumulate in their account.

- 3.13** The Club is not liable, at any point, for any Reward Points which are fraudulently redeemed should an account be misused or in the event a Membership Card is lost/stolen and not reported to the Club.
- 3.14** The Club reserves the right to remove or cancel any Reward Points awarded if it determines (or reasonably suspects) that the Reward Points were awarded in breach of these Terms and Conditions or in error.
- 3.15** The Club reserves the right to limit any Reward offered by number and by time. The Quins Rewards Member accepts that some or all Rewards may be limited by number and will be awarded to Quins Rewards Members on a first come, first served basis.
- 3.16** No refund or cash alternative will be offered for any Reward received (including entries to any prize draw, competition, or other such similar Reward).
- 3.17** All Reward Points which have been earned but not used as at the Programme End Date will be cancelled and will not be capable of use.
- 3.18** The Club reserves the right to run the Quins Rewards Programme joining incentive and other loyalty programmes from time to time without liability to existing Quins Rewards Members.
- 3.19** A maximum of 400 points (10 tickets) will be rewarded to a member who purchases additional matchday ticket/s, per game.

4 CHANGES TO THE QUINS REWARDS PROGRAMME AND THESE TERMS & CONDITIONS

4.1 The Club reserves the right to change or amend these Terms and Conditions at any time by publishing the changes on its website, provided that such changes:

- are minor, trivial or to correct an error;
- shall not, in the Club's opinion, adversely impact the Quins Rewards Member and/or their Quins Rewards Membership and/or their use of the Quins Rewards Programme;
- reflect changes required by relevant laws and regulatory requirements; or
- do not come into effect at least 14 days after publication.

4.2 The Club reserves the right to change or amend, at any time (by giving details on the Quins Rewards Page):

- the Quins Rewards Programme (including, but not limited to, its name and branding);
- the Rewards available within the Quins Rewards Programme;
- how Rewards may be redeemed;
- the number of points required to redeem any Reward;



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- e) the limitations (including time and numerical limits) on the availability of any Reward or the ability to redeem Reward Points;
- f) how Reward Points are earned;
- g) the limits on the number of Reward Points that can be earned during any period of time;
- h) the number of Reward Points that are earned in relation to any action or purchase; and
- i) the maximum number of Reward Points that may be earned or redeemed in any period.

4.3 The Club reserves the right, at its sole discretion to introduce other loyalty programmes, membership programmes or other such programmes from time to time without liability to Members.

4.4 The Club reserves the right, at its sole discretion to transfer Quins Rewards Members to such additional or replacement loyalty programmes without prior notice provided always that the Member shall be entitled to the same or substantially similar benefits under the new loyalty programme as the Member was under the Quins Rewards Programme.

4.5 The advice or actions of the Club's staff will not have the effect of varying or amending these Terms and Conditions and the Club's staff do not have the authority to agree any variations or amendments with Quins Rewards Members except as set out in this clause.

5 TERMINATION AND CANCELLATION

5.1 Unless terminated early in accordance with these Terms and Conditions, the Quins Rewards Programme will automatically terminate on the Programme End Date.

5.2 In the event that a Quins Rewards Member does not renew their Club Membership at the end of any season occurring before the Programme End Date, their Quins Rewards Membership will automatically terminate on 30 June of the year their Club Membership expires.

5.3 Quins Rewards Members can terminate their Quins Rewards Membership at any time by sending written notice by post to: Harlequins Ticket Office, Twickenham Stoop Stadium, Langhorn Drive, Twickenham, TW2 7SX. or by email to: supporterservice@quins.co.uk.

5.4 The Club can terminate a Quins Rewards Member's participation in the Quins Rewards Programme immediately on written notice if:

- a) the Quins Rewards Member breaches these Terms and Conditions;
- b) the Quins Rewards Member's Club Membership is suspended or withdrawn pursuant to any of the associated terms, conditions or regulations referred to in clause 1 above;
- c) the Quins Rewards Member acts or is reasonably suspected of acting in any manner which is inconsistent with or violates these Terms and Conditions or any element of the Quins Rewards Programme;
- d) the Quins Rewards Member acts, in the Club's reasonable opinion, in a manner inconsistent with the applicable laws, statutes, or ordinances or if there are reasonable grounds for



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- suspecting fraud, theft, or dishonesty in connection with the Quins Rewards Programme;
- e) the Club reasonably believes an unauthorised person is accessing the Quins Rewards Programme using the Quins Rewards Member's account;
- f) the Club reasonably believes providing with Reward Points will cause the Club to break any applicable law, regulation or code; or
- g) the Club reasonably believes it is necessary to do so for operational reasons.

5.5 The Club can suspend a Member's participation in the Quins Rewards

Programme (including, but not limited to access to the Quins Rewards Page and the ability to earn and redeem Reward Points) immediately on written notice if the Club reasonably suspect that any of the matters set out in clause 5.4 above have occurred, for such period as the Club may reasonably require to carry out an investigation.

5.6 The Club may terminate or suspend the Quins Rewards Programme early by giving the Member 30 days' notice at any time (which may be given by email to the email address held on the Member's account).

5.7 On termination or cancellation of any Membership for any reason (whether automatically, by the Club or the Member), all unused Reward Points connected to that Member's account will be cancelled and not capable of use. Where the Member has used any of their Reward Points to earn a Reward which the Member has not already received, any such Rewards shall be withdrawn and shall not be received by the Member (this includes any 'bids' placed by the Member in any auction for a Reward and entry to any prize draw, competition or similar Reward).

5.8 Where unused Reward Points are cancelled, removed, or withdrawn (whether as a result of termination or cancellation of any Quins Rewards Membership, or otherwise), no refund, cash alternative or other replacement will be given to the Member.

5.9 In the event that a Quins Rewards Membership is terminated or cancelled for any reason, the Club reserves the right to, at its discretion exclude the relevant Member from applying (or re-applying) for any Membership programme or similar programmes (including any future Membership or loyalty programme) maintained or organised by the Club.

6 LIABILITY

6.1 Nothing in these Terms and Conditions shall limit or exclude the Club's liability for:

- a) death or personal injury caused by its negligence;
- b) fraud or fraudulent misrepresentation; or
- c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession) or any other liability which cannot be limited or excluded by applicable law; and the Club does not exclude or limit its liability to Quins Rewards Members where it would be unlawful to do so.



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- 6.2** Subject to clause 6.1 above, the Club will not be liable to any Quins Rewards Member for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise arising under or in connection with:
- 6.3** Any failure or delay by the Club in carrying out any of its obligations under these Terms and Conditions which are caused by circumstances outside of the Club's reasonable control;
- a) the Quins Rewards Programme and the Reward Points;
 - b) any information provided to the Club by a third party;
 - c) the Website and the Quins Rewards Page, including its availability and use of or reliance on any content displayed on the Quins Rewards Page; and
 - d) any act or omission of a third party providing the Rewards; save to the extent that loss or damage suffered by a Quins Rewards Member is a foreseeable consequence of the Club's breach of these Terms and Conditions, for the avoidance of doubt the Club is not responsible for any loss or damage that is not foreseeable.
- 6.4** Subject to condition clause 6.1, the Club shall have no liability whatsoever for any indirect or consequential loss or damage, loss of enjoyment or travel/accommodation costs.
- 6.5** Subject to condition clause 6.1, the Club's total liability to each Member in respect of any loss or damage a Member suffers as a result of a breach of these Terms and Conditions by the Club is to credit any Reward Points to the Member's account which have been wrongly deducted or should have been credited but were not.
- 6.6** Subject to condition clause 6.1, the Club assumes no responsibility for the services provided by any third party in connection with the Reward Points or the Rewards, including but not limited to the delivery, standard, quality or otherwise of any Reward Points or Rewards provided by third parties or the failure of such a third party to honour the redemption of the Reward Points or make a specific Reward available. Any issues relating to the purchase, delivery and return of Rewards should be addressed to the third party.
- 6.7** Subject to condition clause 6.1, the Club gives no guarantee that any particular Reward will be made available or will remain available. The Club reserves the right to withdraw or change any Reward and / or amend the number of Reward Points required to claim any Reward at any time.
- 6.8** No credit will be issued for any Reward Points or Rewards not redeemed. Points and Rewards may not be purchased with debit card, credit card, or cash.
- 6.9** Subject to condition clause 6.1, the Club will not be liable for lost or stolen Rewards or Reward Points.

7 GENERAL TERMS



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- 7.1** Each Member is required to provide the Club with up-to-date contact details and keep the Club informed at all times of any changes to such contact details so the Club can communicate with Members.
- 7.2** If a Member has any concerns about their Membership, use of the Quins Rewards Programme or these Terms and Conditions, they should contact the Club at supporterservice@quins.co.uk. In addition, where the Member is a consumer, said Member can obtain further guidance and advice from Citizens Advice (www.adviceguide.co.uk).
- 7.3** Each Member acknowledges and agrees that the personal data provided by them to the Club when using the Quins Rewards Programme or in receiving Rewards shall be collected, stored and used by the Club in accordance with the General Data Protection Regulation and the Club's Privacy Policy, which can be found at [Privacy Policy](#).
- 7.4** These Terms and Conditions, together with (as appropriate):
- any associated online application form/process; and/or
 - any other relevant documents, terms or conditions which are explicitly referred to in these Terms and Conditions comprise the entire agreement between the Club and a Quins Rewards Member in relation to the Quins Rewards Programme.
- 7.5** If any of these Terms and Conditions are found by a court to be illegal, the rest of these Terms and Conditions will remain in force. Each of the paragraphs of these Terms and Conditions operates separately. If any court or other relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 7.6** This contract is between the Member and the Club. No other person shall have any rights to enforce any of its terms.
- 7.7** If the Club delays in enforcing this contract against the Member, the Club will be entitled to enforce it at a later stage. If the Club does not insist immediately that the Member does anything he/she/they are required to do under these Terms and Conditions, or if the Club delays in taking steps against the Member in respect of him/her/they breaking this contract, that will not mean that the Member does not have to do those things or that the Club is prevented from taking steps against the Member at a later date.
- 7.8** These Terms and Conditions are governed by English law and any legal proceedings must be brought in the English courts. Notwithstanding the foregoing, if the Member is a consumer and: (i) is resident in Scotland then legal proceedings may be brought in either the Scottish or the English courts; or (ii) is resident in Northern Ireland, then legal proceedings may be brought in either the Northern Irish or the English courts.

SECTION 6. BALLOT FOR RFU TICKETS AT TWICKENHAM STADIUM

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The following Terms and Conditions (the “Ballot for RFU tickets at Twickenham Stadium Terms & Conditions”) shall apply to eligible Members who wish to apply for tickets.

1 GENERAL TERMS

- 1.1 The Club receives an allocation of tickets for all RFU matches at Twickenham Stadium and is able to make available an allocation of tickets to eligible Season Ticket Members via a ballot.
- 1.2 Any allocation or Hospitality tickets will remain separate from the Season Ticket member allocation.

2 PRE-REQUISITES FOR BALLOT FOR RFU TICKETS AT TWICKENHAM STADIUM

- 2.1 The right to enter the ballot for RFU tickets at Twickenham Stadium is available to current Season Ticket Members.
- 2.2 A secondary ballot for all unsuccessful Season Ticket Members will be run with any additional tickets the Club is able to make available.

3 TERMS OF USE FOR BALLOT FOR RFU TICKETS AT TWICKENHAM STADIUM

- 3.1 One ballot entry equates to a ballot submission for a pair of tickets at the given Six Nations fixture.
- 3.2 Members are permitted to make one entry per Membership, per fixture.
- 3.3 The Club reserves the right to allocate tickets in any category from its allocation. All tickets will be sold to Members at face value.
- 3.4 Members wishing to enter the ballot will need to do so upon invitation from the Club via the Harlequins ticketing website.
- 3.5 Successful Members will be notified by email a minimum of two weeks prior to the match taking place.
- 3.6 Members will be expected to enter payment details upon entry to the ballot, with payment for their tickets taken immediately upon ballot success. If payment cannot be processed (due to incorrect banking details or insufficient funds), the automated balloting system will release tickets and allocate them to the next lucky winner.
- 3.7 No refunds will be offered should the successful ballot tickets no longer be required by the Season Ticket Member.

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- 3.8 Should the Member no longer be able to attend the fixture, it will be possible for them to transfer the ticket to a friend via the RFU app.
- 3.9 Resale of the ticket at higher than face value is strictly prohibited. The Club retain the right to withdraw the tickets from the Member and no refund will be offered. Members found attempting to resell a ticket at higher than face value may be banned/excluded from future ballots in line with RFU and Harlequins Terms & Conditions.

SECTION 7. SEASONAL CAR PARKING TERMS & CONDITIONS

The following Terms and Conditions (the "Seasonal Car Parking Terms & Conditions Terms & Conditions") shall apply to Members who wish to exercise their entitlement to purchase seasonal car parking at the Rosebine car park, or Debenture Members purchasing seasonal car parking in the North or Magenta car parks.

1 GENERAL TERMS

When purchasing Membership for the Season, individuals will be able to opt to subscribe to seasonal car parking at the Ground for a charge.

2. CONDITIONS FOR SEASONAL CAR PARKING

- 2.1 The option of seasonal car parking in the Rosebine car park for Harlequins home regular season matches only will be afforded to Gold and Premier Members and Club, Touchline and Jester Members.
- 2.2 The option of seasonal car parking in the North car park for Harlequins home regular season matches only will be afforded to Debenture Holders at a limit of one parking space per Debenture.
- 2.3 Limited seasonal parking is available in both Rosebine and North car parks and can be purchased on a first-come first-served basis. Seasonal parking is not guaranteed for existing Season Ticket or Debenture Members and must be purchased each season.
- 2.4 Seasonal parking passes for existing Members are not reserved for any period of time. Season Ticket and Debenture Members are offered a Priority Window to:
 - a) Purchase seasonal parking in either the Rosebine or North car parks, subject to clauses set out in 2.1 and 2.2 above.

3. TERMS OF USE FOR SEASONAL CAR PARKING

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- 3.1 Confirmation that the Member has opted in to subscribe to seasonal car parking will be provided at the time of Membership Scheme purchase.
- 3.2 There will be no refunds for the subscription once purchased.
- 3.3 A car parking space for each game is subject to availability. Subscription does not guarantee a Member a car parking space at the Ground on matchdays.
- 3.4 Use of a car parking space for non-Club matches will be determined at the Club's discretion.
- 3.5 The Club is not responsible for any Parking Pass that is lost, stolen, damaged, defaced, or destroyed due to an act or omission of someone other than the Club or its employees or agents. A duplicate of any such Parking Pass may be applied for by the Member at full price, to be paid by the Purchaser or Member prior to the issue of each duplicate Parking Pass. The Club shall not be required to issue any duplicates in circumstances where the Club reasonably believes that the notified loss, damage, or defacing has been caused by a Purchaser or Member's wilful breach of the Membership T&Cs or if there are reasonable grounds for the Club suspecting that the Purchaser or Member is or has been engaged in fraudulent or other unlawful conduct.
- 3.6 Should a Member lose a Parking Pass before the halfway point of the domestic league season, a replacement Parking Pass will need to be paid for in full. If a Parking Pass is lost during the second half of the domestic league season, the amount to be paid by the Member will be calculated pro rata based on the number of home Men's matches remaining for that season. The cost of such replacement will be based on a Match-by-Match fee.
- 3.7 The halfway point of the domestic league Season will be determined once half the matches of the league have been completed.
- 3.8 Should a Member forget a pass on a matchday they will need to contact the Club or visit the ticket office and a replacement matchday e-pass will be issued at the Club's discretion. The Club reserve the right to charge for this replacement.
- 3.9 For the purposes of condition 3.5. above, whether a Parking Pass is damaged, defaced or destroyed will be determined by the Club acting reasonably in its sole discretion. Damaged passes must be presented to the Club before a new Pass is delivered.
- 3.10 Should for any reason space not be available in the North or Magenta car parks, the Club will make every effort to find suitable available nearby arrangements on the stadium grounds or in the Rosebine car park.

SECTION 8. QUINS CREDIT

1. GENERAL



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1.1 Quins Credit is an online account for Harlequins Season Ticket Members and Harlequins supporters for the purchase of Season Tickets and matchday tickets via the Harlequins Ticketing website, www.eticketing.co.uk/Harlequins.

2. TERMS OF USE FOR QUINS CREDIT

2.1 Harlequins Quins Credit is stored on an online Members and Supporters account in the Ticketing section of the Harlequins website.

2.2 Quins Credit amounts including but not limited to Ticket Resale refunds and match ticket refunds, can only be used for the full or partial purchase of:

- a) Harlequins Men's or Women's Season Tickets.
- b) Harlequins matchday tickets.
- c) Harlequins seasonal or matchday parking.
- d) Harlequins Ticket Priority Pass.

At the time of writing these Terms and Conditions, there is no deadline that Quins Credit obtained via the methods set out in Paragraph 2.2 needs to be spent.

2.3 Quins Credit can be used to partially or fully pay for the products set out in 2.2 above only, as well as for Season Ticket Memberships utilising the Direct Debit scheme.

2.4 All Quins Credit balances are non-refundable and non-transferrable between members and must be used for the products outlined in Paragraph 2.2.

2.5 Quins Credit cannot be transferred onto other payment systems at the Club and can only be used for the products outlined above. It is not available to purchase merchandise (online or in-store) nor for food and drink on a matchday.

2.6 Certain additional discounts and offers may be made available to Members and Supporters when using Quins Credit and the Club reserves the right to alter such discounts and offers at any time, but not without prior notice which will be given on the Website.

2.7 The Club reserves the right to temporarily or permanently change, limit, suspend or terminate use of Quins Credit without prior notice further to:

- a) changes in the Club's business practice,
- b) if the Member/Supporter violates these Terms and Conditions.

2.8 Any Quins Credit offered by the Club in future seasons will be credited to the Member's/Supporter's Quins Credit balance.

2.9 As per the Harlequins Ticketing Policy Terms & Conditions, if the Rugby match for which a ticket



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relates that Quins Credit was used to fully or partially purchase is postponed to a new date or abandoned for any reason, the ticket shall remain valid for the rearranged match. The Club will notify all Season Ticket Members and ticket purchasers of any postponement or change in date or time of a fixture at the earliest opportunity.

2.10 Any person who does not wish to attend the rearranged Rugby match shall be entitled to a refund to their Quins Credit account of their tickets only if they contact the Ticket Office within 14 days from the date of notification of the postponement to the member's email address by the Club. Cash refunds will not be made of the ticket value purchased using Quins Credit which will be reallocated to their Quins Credit online balance.

2.11 No refund will be provided for fixtures that change kick-off times so long as the fixture date remains the same. This includes an original fixture date or a new fixture date due to any postponement as set out in 2.10 above.

Please refer to the Harlequins Ticketing Policy for all other Ticket Purchase Terms and Conditions.

SECTION 9: DIRECT DEBIT PRE-PAYMENT PLAN

The following Terms and Conditions (the "Direct Debit Pre-Payment Plan Terms & Conditions") shall apply to Members who use a Direct Debit Pre-Payment Plan.

1. GENERAL

1.1 Direct Debit Pre-Payment Plan is a payment method for Membership Schemes.

2. PRE-REQUISITES FOR USE OF THE DIRECT DEBIT PRE-PAYMENT PLAN

2.1 Direct Debit Pre-Payment Plans are available to all Members. The Club reserves the right to refuse Direct Debit payments should the Member have a record of late payments or cancellations.

3. TERMS OF USE FOR DIRECT DEBIT PRE-PAYMENT PLANS

3.1 The Direct Debit Guarantee applies to the Harlequins Membership Direct Debit prepayment option.

3.2 The cost of prepayment will be spread over a period of a maximum of 12 consecutive months with payments of equal value being made by Direct Debit. Prepayment will take place over the maximum number of months available with the final payment being made in May of the season to which payments relate.



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- 3.3** Payments will be made on or immediately after the 1st of the first available month and continue to be made on or immediately after the 1st of each consecutive payment month in respect of Membership for the Season.
- 3.4** Memberships paid for by Direct Debit will automatically renew each season with the first payment on or immediately after 1 June however the Club reserves the right to alter this date with prior notice.
- 3.5** In the event of a missed payment of a Direct Debit, the Membership Card and account will be deactivated for all matches until all outstanding instalments have been paid. Member benefits will also be deactivated including any additional purchased tickets, forwarded tickets/resale seats.

The Club will attempt to recover any missed payments by contacting the Member via phone and/or email after the original payment date. Payment must be received within 5 working days after initial contact or before the date that the next home match is played (whichever comes first).

Should payment not be received by the agreed date the Club reserves the right to sell the deactivated Membership seat for the upcoming match and disable the Member's Membership Card until all outstanding instalments have been paid.

Should a member pay an outstanding balance before the next fixture date, but after the seat has been released and or sold, the club will endeavour to find an alternative seat within your current seating category or below, however, this cannot be guaranteed, and Members may have to pay for a replacement seat.

After a third missed payment, the Club reserves the right to terminate the Membership entirely. Your seat will be cancelled and released for general sale for the remainder of the season. Should a member wish to renew after a Direct Debit closure, they will be charged as a new Member and the Club cannot guarantee the current seat will be available.

Should the Member continue to miss payments, the Club reserves the right to request payment in full for the remainder of the Season.

- 3.6** No penalty charge will be applied after a first missed payment, but charges of £10 per Membership will be applied for each subsequent missed payment. Missed payments charges will increase by £10 increments with each failed/missed payment per Membership.
- 3.7** The Club reserve the right to refuse future Direct Debit schemes for those Members who continue to miss monthly payments.
- 3.8** In the event of a cancellation of a Direct Debit prepayment plan by a Member before full payment has been made, the Membership Card will be deactivated, and the Membership cancelled for the remaining season until all outstanding instalments have been paid in line with



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section 3.5 above. Member benefits along with any additional purchased tickets associated with your Membership will also be deactivated.

3.9 No refunds will be given in respect of Member benefits that have been pre-paid using Direct Debit but are unused.

3.10 Should there be outstanding payments upon conclusion of the current season, the Club reserve the right to postpone any renewals and seek to claim any outstanding payments.

3.11 If the Member's Season Ticket(s) is eligible for renewal for the following Season and the Member does not cancel the auto renewal prior to the deadline notified to the Member by the Club, the Member's Season Ticket(s) and Membership will be renewed for the following Season and the Club will charge the renewal price via the Direct Debit Scheme.

It is the Member's responsibility to ensure that the bank account details are always kept up to date. The Member will be able to check and update these details by contacting the Ticketing team prior to the deadline notified to the Member by the Club. If the Member fails to provide the Club with a valid payment method for the renewal of the Member's Season Ticket(s), then the Member's Season Ticket(s) will not be renewed and will be deemed to have been cancelled and may be made available for re-sale.

a) If the Member's Season Ticket(s) are not renewed at the end of a Season, the Club cannot guarantee that the Member will be allocated the same Seats as for the previous Season. Nothing in these Terms and Conditions shall constitute or imply any entitlement to occupy the particular seat indicated on the Season Ticket in any subsequent Season.

3.12 Notwithstanding the foregoing provisions, the Club shall be entitled in its absolute discretion to

- a) withdraw or exclude any Season Ticket(s) from the automatic renewal process (for example, if the Member's Season Ticket(s) are located in an area of the Ground which may be redeveloped) and/or
- b) amend such renewal process provided that any such amendment will be communicated to the affected Season Ticket holders sufficiently in advance.

SECTION 10: TICKET FORWARDING

The following Terms and Conditions (the "Ticket Forwarding Terms & Conditions") shall apply to Members who use Ticket Forwarding.

1. GENERAL TERMS

1.1 Ticket Forwarding is a service that allows the electronic transfer of a ticket for a Membership Scheme seat to a designated non-Member.

2. PRE-REQUISITES FOR USE OF TICKET FORWARDING



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2.1 Ticket Forwarding is available to all Members except Under 5s, Personal Assistants & Accessible Season Ticket Holders.

3. TERMS OF USE OF TICKET FORWARDING

3.1 If you are unable to attend a match you can forward your ticket to a friend or family member by visiting the Harlequins Ticketing site at www.eticketing.co.uk/Harlequins.

3.2 Members are prohibited from passing a Membership Card to a Guest for use at a particular match or matches. Should a Member wish to pass their ticket onto a Guest, Ticket Forwarding must be used;

3.3 By forwarding your ticket, you confirm you have the consent of the recipient to pass their details to Harlequins for the purpose of Ticket Forwarding.

3.4 Once you have submitted your ticket for Forwarding, you will not be able to attend that match using your Membership Card as it will be deactivated for that fixture only.

3.5 Under 18, 18-22 & Senior 65+ tickets cannot be forwarded to adults. Should a Member within these categories wish to forward their ticket, they must contact the ticket office and pay for the upgrade. For all matches, these tickets can be upgraded over the phone for use by an adult by paying the difference between the cost of the Membership element and an Adult match ticket in the relevant seating category.

3.6 Recipients of a forwarded ticket will receive an eTicket to access the Ground which the recipient will need to print. Print charges may be applicable at the Club's discretion.

3.7 There is no limit on the number of matches Members can forward their ticket for. Ticket Forwarding cannot be used as an alternative to pay for a lost card.

3.8 Ticket Forwarding is not available for Big Game/Big Summer Kick-Off fixtures or any other matches outside of the Membership package (i.e. Knockout Stages played at the Ground).

3.9 Access to the "Honours Bar" or "Debenture Bar", are not transferred to Guest attendees when Ticket Forwarding is used.

SECTION 11: TICKET RESALE

The following terms and conditions (the "Ticket Resale Terms & Conditions") shall apply to Members who use Ticket Resale.

1. GENERAL TERMS



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1.1 Ticket Resale is a service that allows Members to make their Membership Seat available for purchase by another Supporter through the Club's Ticketing website at www.eticketing.co.uk/Harlequins

2. PRE-REQUISITES FOR USE OF TICKET RESALE

2.1 Ticket Resale is available to all Season Ticket Members except Under 5, Personal Assistant & Accessible Season Ticket Holders.

3 TERMS OF USE OF TICKET RESALE

3.1 If a Member is unable to attend a Match, the Member can put their ticket up for sale by visiting the Harlequins Ticketing site at www.eticketing.co.uk/Harlequins.

3.2 Once the Member has submitted their ticket for resale and it has been made available, the Member will be able to check if it has been sold online and will be notified by email. If it has been sold, the Member will not be able to attend that Match using their Membership card as it will be deactivated for that fixture only;

3.3 If a Member's ticket has not been sold and the Member wants to attend the Match, the Member can recall the resale seat online and scan into the Ground as normal.

3.4 If a Member wants to attend a Match after their ticket has already been sold, the Member will be required to purchase a Match ticket (subject to availability) at the full price.

3.5 Ticket Resale will be made available for certain fixtures at the Club's discretion. The Club will contact Season Ticket Holders via email and or Social Channels to inform them of Ticket Resale availability. This can also be found in your Harlequins Ticketing Account.

3.6 If the Club believes a Member to be misusing the Ticket Resale benefit, a ticket can be refused release for resale at the Club's discretion and no Quins Credit will be applied.

3.7 If a Member's ticket is purchased, the Member will receive 100% of the proportionate Season Ticket Membership fixture value, minus a £3 administrative fee. Should the sale price of the ticket equal zero, no money shall be credited to the Member.

3.8 Payment for the sale will be in the form of a Quins Credit on the Member's Ticketing account to be put towards match tickets, parking, or Season Ticket renewal. Repayment may take up to seven days to process. Resale value will not be transferred to a Member's bank account. See Section 8 "Quins Credit" for specific Quins Credit terms.

3.9 Ticket Resale is not available for Big Game / Big Summer Kick-Off fixtures or any other matches



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outside of the Membership package (i.e. Knockout Stages played at the Ground).

- 3.10** The Club does not guarantee the sale of any Match ticket put up for sale using the Ticket Resale service.

SECTION 12: BIG GAME AND BIG SUMMER KICK-OFF

- 1.** Season Ticket Members can claim a ticket for Big Game and Big Summer Kick-Off at Twickenham Stadium. Tickets must be claimed before a deadline set by the Club once the fixture date has been announced.
 - 1.1** Season Ticket Members may claim a seat within their respective Membership categories at Twickenham Stadium, with the option to purchase an upgrade to a different seating category should they wish.
 - 1.2** In line with Season Ticket Members' existing benefits package, Members have the option to purchase additional discounted tickets, subject to availability as with all other regular season fixtures. Discount amounts may vary, and Members should refer to the current Season Benefits list.

SECTION 13: FUTURE BENEFITS

Terms and Conditions for future benefits will be provided on the Website at the point of availability.

Updated Terms & Conditions published on 19th March 2024.

