

# Guide to Renewing your Season Ticket Membership

Please follow the below steps to renew a **SINGLE** Harlequins Season Ticket Membership.

Members are able to renew on behalf of Friends and Family providing the relevant permissions have been set in your accounts, however you will be unable to use their Quins Credit balance.



**FOR FURTHER DETAILS ON HOW TO DO THIS, PLEASE SEE PAGE 2 OF THIS GUIDE BELOW.**

## 1

### RENEW YOUR SEASON TICKET MEMBERSHIP

If you wish to move seats, please contact the ticket office.

1. Click [HERE](#) to renew your Season Ticket.

Enter your **SUPPORTER NUMBER** (which is printed on the reverse of your Membership Card) and your **PASSWORD**.

2. Click on the account menu icon  located in the top right-hand side of your screen. In your notification panel click on **RENEW NOW**.

3. You will then be directed to a new screen confirming your seat location. Click **ADD TO BASKET** and **PROCEED TO CHECKOUT**.

*\* If you wish to purchase additional Season Tickets you can do so by clicking 'choose seats'. You can renew on behalf of your Friends & Family providing you have set up the correct privileges – **PLEASE SEE BELOW**.*

4. Select your payment method as either **DEBIT/CREDIT CARD** or **DIRECT DEBIT** and enter the relevant details.

*\* If you wish to use your Quins Credit balance, please follow the steps on the right of this guide.*

5. Please review your order and confirm your details. You will then need to agree to the Terms & Conditions and click **COMPLETE PURCHASE**.

**CONGRATULATIONS** your renewal is complete. You will now receive an **EMAIL CONFIRMATION** detailing your transaction to the email address on your Ticketing account.

## 2

### USING QUINS CREDIT

If you would like to use some or all of your Quins Credit balance towards your Season Ticket renewal, please follow these steps.

1. If you have any Quins Credit available this will be shown at the Checkout stage.

2. Click **APPLY DISCOUNT**. This will default to use your entire balance. If you wish to reduce this balance, you will need to amend the total within the box.

3. If there is a remaining balance to pay, click **DEBIT/CREDIT CARD** or **DIRECT DEBIT** and enter the relevant details.

4. Please review your order and confirm your details. You will then need to agree to the Terms & Conditions and click **COMPLETE PURCHASE**.

**CONGRATULATIONS** your renewal is complete. You will now receive an **EMAIL CONFIRMATION** detailing your transaction to the email address on your Ticketing account.

**\*PLEASE NOTE – Season Ticket Members are unable to use Quins Credit that is owned by another Member.**



# Guide to Renewing **MULTIPLE SEASON TICKETS**



Please follow the below steps to renew **MULTIPLE** Harlequins Season Ticket Memberships on behalf of your Friends & Family.

Members can renew on behalf of Friends and Family providing the relevant permissions have been set in your accounts, however you will be unable to use their Quins Credit balance. For a guide to adding Friends & Family please follow our step by step guide [HERE](#).

# 1

## RENEW A SEASON TICKET MEMBERSHIP FOR **FRIENDS & FAMILY**

If you wish to move seats, please contact the ticket office.

1. Click [HERE](#) to renew your Season Ticket.

Enter your **SUPPORTER NUMBER** (which is printed on the reverse of your Membership Card) and your **PASSWORD**.



2. Click on the account menu icon located in the top right-hand side of your screen. In your notification panel click on **RENEW NOW**.

3. You will then be directed to a new screen confirming your seat location. Click **ADD TO BASKET** and **PROCEED TO CHECKOUT**

*\* If you wish to purchase additional Season Tickets you can do so by clicking 'choose seats'. You can renew on behalf of your Friends & Family providing you have set up the correct privileges – **PLEASE SEE BELOW**.*

4. Select your payment method as either **DEBIT/CREDIT CARD** or **DIRECT DEBIT** and enter the relevant details.

*\* If you wish to use your Quins Credit balance, please follow the steps on the right of this guide.*

5. Please review your order and confirm your details. You will then need to agree to the Terms & Conditions and click **COMPLETE PURCHASE**.

**CONGRATULATIONS** your renewal is complete. You will now receive an **EMAIL CONFIRMATION** detailing your transaction to the email address on your Ticketing account.

# 2

## USING QUINS CREDIT

If you would like to use some or all of your Quins Credit balance towards your Season Ticket renewal, please follow these steps.

**\*PLEASE NOTE – Season Ticket Holders are unable to use Quins Credit that is owned by another Member.**

If you need to renew more than one Season Ticket using Quins Credit you must log into each account individually and follow these steps again.

1. If you have any Quins Credit available this will be shown at the Checkout stage.

2. Click **APPLY DISCOUNT**. This will default to use your entire balance. If you wish to reduce this balance, you will need to amend the total within the box.

3. If there is a remaining balance to pay, click **DEBIT/CREDIT CARD** or **DIRECT DEBIT** and enter the relevant details.

4. Please review your order and confirm your details. You will then need to agree to the Terms & Conditions and click **COMPLETE PURCHASE**.

**CONGRATULATIONS** your renewal is complete. You will now receive an **EMAIL CONFIRMATION** detailing your transaction to the email address on your Ticketing account.

