



Harlequins 2022/23 Ticketing Terms & Conditions

This Ticket Policy governs the purchase and use of tickets purchased online, in person and over the phone with Harlequin FC only.

PLEASE READ THE FOLLOWING CAREFULLY BEFORE YOU PURCHASE ANY TICKETS FROM HARLEQUIN FC.

For the purpose of clarity, a ticket is any medium used to gain access to the Rugby stadium. This includes stadium access/smartcards.

SECTION 1. TERMS OF ADMISSION AND TICKET RESTRICTIONS

- 1.1 Ticket holders and/or purchasers of tickets will be responsible for compliance and observance with this Ticket Use Terms and Conditions and with any ground regulations governing persons entering, present at or leaving the Twickenham Stoop Stadium (the Stadium) as may be specified by Harlequins Rugby Club (Harlequins or the Club) from time to time. Misconduct of the ticket holder or nominee, failing to adhere to this Ticket Use Policy or acting in a manner which the Club considers is detrimental to its interests or is likely in the reasonable opinion of the Club to bring Rugby or the Club into disrepute shall permit the Club to confiscate or forfeit (in each case without compensation) the ticket, to prevent access to the Stadium for the fixture in question and/or to ban the ticket holder from attending future matches or other events at the Stadium for such time as the Club deems appropriate.
- 1.2 All tickets are issued subject to (i) these terms and conditions (as the same may be amended, varied or changed from time to time), (ii) the rules and regulations from time to time of the RFU, Premier Rugby Limited and EPCR Rugby as the case may be having regard to the competition in respect of which tickets are offered for sale, (iii) any ground regulations governing persons entering, present at or leaving the Stadium (as such regulations may be specified and amended, varied or changed by Harlequins from time to time), and (iv) such additional rules and regulations as Harlequins may adopt from time to time, all of which are hereby incorporated into the terms and conditions of the issuance of a ticket and called collectively the Ticket Use Terms and Conditions.
- 1.3 All persons who enter the Ground with a Harlequins ticket acknowledge that photographic images and/or video and/or sound recordings (and/or still images taken from video recordings) may be taken of them and may also be used in televised and/or radio coverage of Matches and/or for promotional or marketing purposes by the Club, Premier Rugby Limited or other third parties.
- 1.4 Harlequins reserve the right to price tickets and change the price of tickets for any match at any time however they deem appropriate.
- 1.5 Harlequins cannot guarantee that the seat to which this ticket refers will not be affected by adverse weather conditions, including but not limited to events of force



majeure or concerns over safety and/or security or that the view will not be affected by pillars or other structural apparatus or circumstances beyond the reasonable control of Harlequins. However, Harlequins will use reasonable efforts (where possible) to minimise the effects of such events.

- 1.6 All match ticket buyers, inclusive of Season Ticket Members, accept the risks involved with entering the stadium. Such risks may include a collision with a rugby ball during warm-ups and match play. Any spectator will be unable claim compensation from the venue for such an event occurring as you will be deemed aware of your acceptance of this condition when you enter the stadium.
- 1.7 The ticket gives access only to the block, row and seat indicated on the ticket and not to any other seat within the stadium, however Harlequins reserves the right to re-allocate the ticket holder to any other seats in the stadium at any time.
- 1.8 The Club reserves the right to change the venue, date and kick-off of any Match without any liability whatsoever and to alter or change the programme or seating without prior notification. The Club will endeavour to make ticket holders aware of any fixture changes via e-mail but advise that the onus is on the ticket holders to check through official channels.
- 1.9 No ticket holder (other than the holder of a valid licence granted by the Club or by an authority governing the game of Rugby, with the Club's consent) may bring into, or use within, the Stadium any equipment which is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to a match or the stadium, other than mobile phones or like devices for personal non-commercial use.
- 1.10 The ticket will remain the property of the Club at all times and must be produced if required to do so by an official, Pioneer, steward or employee of the Club or any member of the police. Tickets and copyright of tickets shall remain the property of the Club.
- 1.11 If a ticket is used in breach of these Conditions, it is void (and in such case, the Club reserve the right to cancel the ticket and retain any monies paid therefore) and the ticket holder may be refused admission to or ejected from the Stadium.

SECTION 2. STADIUM ADMISSION AND LOST TICKET PROCEDURE

- 2.1 The purchase of a ticket constitutes an acceptance by the purchaser of, and an undertaking to be bound by and observe, the Ticket Purchase Policy and Ticket Use Terms and Conditions of Harlequins.
- 2.2 No admission to the Stadium without a valid ticket. Concession ticket holders may be required to produce identification providing proof of age (see Section 2.14 below).



- 2.3 The Club shall not be obliged to admit any Member or supporter who forgets their ticket in respect of any individual Match, nor shall it be obliged to issue any other form of ticket for that Match unless the Member or supporter can provide adequate alternative evidence of identification and proof of purchase to the Club.
- 2.4 In the event of a ticket being lost, damaged or misplaced Harlequins is under no obligation to provide a duplicate ticket and you may be required to purchase an additional ticket. Any reprints for lost damaged or misplaced tickets will be issued at the Club's discretion.
- 2.5 The Club is not responsible for any ticket that is lost, stolen, forgotten, 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 ticket may be applied for by the Member or supporter and may be subject to a non-refundable administration fee of £3.00 to be paid by the Purchaser or Member prior to the issue of each duplicate ticket.
- 2.6 Reprint of a lost, forgotten or Print at Home ticket or Membership card on a Match Day will incur a fee of £3.00 per ticket/card.
- 2.7 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 purchaser 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 Terms & Conditions 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.
- 2.8 For the purposes of condition 2.7. 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.
- 2.9 Should a member or supporter forget a pass on a matchday they will need to produce email confirmation or call the Club prior to ensure access to the car park is granted. Supporters arriving without a valid Parking Pass cannot be guaranteed a space and entry is at the Club's Discretion.
- 2.10 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.
- 2.11 All tickets are subject to a booking fee of £1.50 per ticket. Group bookings of 4 or more tickets will be capped at £6.00 for each group booking.



non-Harlequins events may be subject to a per ticket admin fee or a booking fee.

- 2.12 Harlequins Season Ticket Holders have access to a limited number of match tickets at a 25% discount for every Club match played at the Ground. One discounted ticket is available per Member per Match, subject to availability. The Club reserves the right to limit the number of available tickets. This offer cannot be used in conjunction with any other discounts or offers such as Early Bird Discounts.
- 2.13 The Club will offer a limited amount of Early Bird discounted tickets to all supporters available in the South Stand only on a first come first served basis, which will launch after any Ticket Priority Windows. The Club reserves the right to limit the number of available tickets and remove discounts without notice. Any tickets upgraded or amended after the removal of such discounts will be subject to the price displayed on the day of the amend.
- 2.14 Concessions may be offered on ticket pricing in certain price categories for supporters aged under 18, 18 - 22 and over 65 on the day of the match as well as Accessible supporters. At the Club's discretion, you may be asked to provide proof of your concessionary status. Anybody found to be using concession ticket unjustly to gain entry to a Harlequins match will be liable to denied entry or ejection. No refund will be given. Supporters who require accessible seating or need to upgrade a concession ticket for a particular fixture should contact the ticket office on 0208 410 6000.
- 2.15 Under 2's will be classed as baby in arms and will not require a ticket. Under 5's will require a seat and therefore, a ticket will need to be purchased by calling the ticket office on 0208 410 6000. This will be free of charge, however, subject to a £1.50 booking fee per ticket.
- 2.16 Match Tickets are strictly non-refundable. Should a Match be cancelled for whatever reason, the Club shall be under no obligation to pay any Ticket Holder any compensation. Further, the Club shall have no further liability to the Ticket Holder, including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel/accommodation cost.
- 2.17 If the fixture for which a ticket relates is postponed or abandoned for any reason, the ticket shall remain valid for the rearranged match. Any person who does not wish to attend the rearranged Rugby match shall be entitled to a refund of their tickets **only** if they contact the Ticket Office more than 48 hours prior to the kick-off time of the rearranged match. We are unable to refund any booking fees.
- 2.18 In the case of a postponement this will be the full-face value of the ticket for the relevant match. No refunds will be made if the match has been abandoned. In no circumstances will Harlequins be liable to pay any other sums to any persons in connection with a postponed or abandoned Rugby match. It is the responsibility of the ticket holder to ascertain the correct date and kick-off time of any rearranged and/or postponed matches.
- 2.19 If for any reason the date and/or time of a Rugby match or event is altered after a ticket has been purchased, it is the responsibility of the customer to ascertain



the correct date and time of the fixture. Harlequins will endeavour to make this information available as soon as any changes have been made. Harlequins are under no obligation to give any form of recompense to anybody who misses a Rugby match or event due to a date and/or time change.

- 2.20 The resale of any tickets at more than face value is strictly prohibited. When purchasing the ticket, you will inform the new holder that they are subject to this policy. A ticket shall become void and will not allow entry to the stadium or have any right to a refund where Harlequins 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 Harlequins in writing.
- 2.21 Entrance to the stadium is only permitted upon presentation of a valid ticket, which should be retained until the Rugby match in question has been played to a conclusion. In addition, upon request, proof of identity or age may be required.
- 2.22 Harlequins excludes to the maximum extent permitted by the law any liability for loss, injury, or damage to persons/property in or around the stadium (whether or not indirect or consequential). Nothing in the Ticket Purchase and Use Terms and Conditions shall exclude or restrict Harlequins liability for its own negligence.

SECTION 3. TICKET PRIORITY PASS

- 3.1 By purchasing a Ticket Priority Pass Scheme, you warrant that you (and any person you are purchasing this Scheme) are not purchasing such Scheme for commercial purposes (other than undertaking your own business entertainment). The Club reserves the right to refuse any application for a Ticket Priority Pass Scheme.
- 3.2 By purchasing one or a number of Ticket Priority Pass Schemes, a Purchaser is making an offer to the Club and agreeing to abide by the Terms & Conditions set out in this document. A contract for the supply of the Ticket Priority Pass 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 Ticket Priority Pass Scheme commences from 12 July 2022 and will expire at the last regular home fixture at the end of the 2022/23 Season.
- 3.3 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 Ticket Priority Pass Scheme by distance selling means and, as such, a Member or supporter is not entitled to a cooling-off period meaning that **all Ticket Priority Pass purchases are strictly non-refundable.**



- 3.4 The price payable for each Ticket Priority Pass 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.
- 3.5 Purchasers will be given a one-week Priority Window in which to purchase tickets to fixtures in all seating categories at The Stoop at full price, along with existing Season Ticket Members for the current Season, ahead of general sale and any Early-Bird discount prices. No seat discounts will be provided until the Early-Bird window is opened. Matchday parking is also available to purchase during the priority window.
- 3.6 Ticket Priority Passes holders have ability to purchase up to five match tickets in one transaction. Additional ticket purchased within the priority window will need to be completed under a secondary Ticket Priority Pass.
- 3.7 Purchasers should be aware that the Priority Ticket Pass is excluded from the following fixtures / events; away fixtures, women's fixtures, any Knock-out fixtures, Semi-Finals, Finals, Big Game, Big Summer Kick-off, and any ad-hoc events, including non-Harlequins events that may be held at The Stoop.

SECTION 4. TERMS OF USE FOR QUINS CREDIT

- 4.1 Harlequins Quins Credit is stored on an online Members and Supporters account in the Ticketing section of the Harlequins website.
- 4.2 Quins Credit can only be used for the full or partial purchase of:
 - a) Harlequins Season Tickets for the 2022/23 and 2023/24 seasons, up until the first match of the 2023/24 season.
 - b) Harlequins matchday tickets for the 2022/23 and 2023/24 seasons, up until the first match of the 2023/24 season.
 - c) Harlequins seasonal or matchday parking for the 2022/23 and 2023/24 seasons, up until the first match of the 2023/24 season.
- 4.3 Quins Credit can be used to partially or fully pay for the products set out in 4.2 above, as well as for Season Ticket Memberships (when on sale) utilising the Direct Debit scheme.
- 4.4 All Quins Credit balances are non-refundable and must be used for the products outlined in Paragraph 4.2 above.
- 4.5 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.
- 4.6 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.



- 4.7 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.
- 4.8 Any Quins Credit offered by the Club in future seasons will be credited to the Member's/Supporter's Quins Credit balance.
- 4.9 As per the Harlequins Ticketing Policy Terms & Conditions, if the Rugby match for which a ticket relates that Quins Credit was used to fully or partially purchase is postponed or abandoned for any reason, the ticket shall remain valid for the rearranged match. 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 48 hours of the ticket purchase. Cash refunds will not be made of the ticket value purchased using Quins Credit which will be reallocated to their Quins Credit online balance.

SECTION 5. REFUSAL OF PURCHASE, ENTRY OR EJECTION FROM THE STADIUM

Harlequins Reserves the right to refuse any person the right to buy a ticket, entry to the stadium and to eject from the stadium any person:

- who fails to comply with the Ticket Purchase and Use Terms and Conditions;
- who does not produce a valid ticket on request; who holds a ticket in breach of any of the paragraphs within these terms;
- whose presence within the stadium may be a source of danger, nuisance, annoyance or otherwise that may give rise to concerns in relation to the safety and security arrangements for the Rugby match concerned. This includes excessive noise, smoking, use of foul and abusive language and the throwing of any object which might injure or cause damage to people or property;
- Harlequins will not tolerate any forms of bigotry, racism or inappropriate behaviour arising from any form of prejudice. Anyone found in breach of this condition could receive a warning, have their ticket confiscated without compensation, receive an indefinite life ban from the stadium and in some cases arrest;
- who fails to comply with instructions from a Harlequins steward or police officer, including refusal to be searched; who is in possession of any item that may be used as a weapon or missile which includes but is not limited to flares and smoke bombs, or any bottle, can or tin;
- who appears to be under the influence of alcohol and/or drugs
- who is overly aggressive or abusive to any member of Harlequins staff or a police officer;
- who is suspected of committing, being likely to commit or having committed in the past a criminal offence within or on the site of the stadium;
- who enters an area prohibited to the ticket holder;
- who damages, interferes with or tampers with Harlequins property in any way; or
- who stands in a seated area, on a seat, in an aisle or gangway or climbs over any fences or other structures without permission.



SECTION 6. OTHER TERMS AND COVID-19 RESTRICTIONS

- 6.1 These Terms are between us and each person or entity to which Ticket(s) are sold, issued, or transferred from time to time. We shall be entitled to enforce these Terms against any person or entity that has acquired, held, sold, transferred or otherwise used or attempted to use Ticket(s).
- 6.2 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 any Match/Event Ticket, Parking or Ticketing 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. 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.
- 6.3 The Club reserves the right to change or cancel any ad-hoc agreements made between the Club and the Purchaser, either verbal or otherwise, relating to (but not limited to) additional benefits, special requests or seat pricing, over and above those explicitly included in the Terms and Conditions.
- 6.4 We request supporters to not attend a Match or Event at The Stoop or Twickenham Stadium if you or a) has a positive COVID-19 test on the day of the event; and/or b) are/is required to self-isolate; and/or c) you live in an area where there is a local lockdown in place at the time of the Match; and/or d) other restrictions are in place which mean you cannot safely travel to or from or attend the Match.
- 6.5 If a fixture or event is cancelled or played behind closed doors due to a reason out of our control, such as the impact of COVID-19 the Club will make reasonable efforts to contact those supporters affected and offer either a full refund or Quins Credit which can then be used towards future ticket purchases. If a supporter can no longer attend a fixture due to a change in COVID regulations either at Government or Club level, a refund or Quins Credit may be issued at the Club's discretion.
- 6.6 In the event of a supporter receiving a positive COVID-19 Test ahead of the event the Club request that you do not attend or visit The Stoop.
The Club reserves the right to request proof of such test which can either be in the form of an NHS email, SMS message or proof of a positive PCR test which must be dated and named. Refunds will not be issued for matches missed due to positive Covid-19 tests, as with any other illness that impacts the supporters' ability to attend. As per our terms, all booking fees are non-refundable.



- 6.7 It may be necessary for us to make changes to our COVID Ticket Terms or to our Spectator Code of Conduct, including at short notice. Wherever possible we will provide you with as much advance notice of any changes as possible on our website. Given the nature of the COVID-19 pandemic, we will require you to comply with any changes that we make in accordance with this provision whether your Tickets were purchased before or after such change is made. If you cannot comply with any updated version of these COVID Ticket Terms or our Spectator Code of Conduct you must not make a purchase of a Ticket(s) or, if already purchased and you cannot comply with the Spectator Code of Conduct, you must not attend the Match.
- 6.8 The Club reserve the right to make changes to these Terms and the Ground Rules at any given time. Material changes will be notified to you by being put on display at the Ground and on the Website. Such changes will apply to Ticket(s) acquired or purchased after the date the changes are made.

If these Ticket Purchase and Use Terms and Conditions are not accepted, tickets should not be purchased or should be returned to the club immediately. The purchase and/or use of the ticket will be deemed to constitute acceptance by the user of these Ticket Purchase and Use Terms and Conditions in full.