

SEASON TICKET MEMBERSHIP 2024/25

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Harlequins 2024/25 Ticketing Terms & Conditions

These Ticketing Terms and Conditions govern the purchase and use of tickets purchased online, in person and over the phone with Harlequin Football Club Limited only. Capitalised terms used but not defined herein will have the meanings (to the extent applicable) set forth in the Harlequins 2024/25 Season Ticket Membership Terms and Conditions.

PLEASE READ THE FOLLOWING CAREFULLY BEFORE YOU PURCHASE ANY TICKETS FROM HARLEQUIN FOOTBALL CLUB LIMITED.

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

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 these Ticketing Terms and Conditions and with any ground regulations governing persons entering, present at or leaving the Twickenham Stoop, Langhorn Drive, Twickenham, Middlesex, TW2 7SX (the "Stadium") or (to the extent applicable) Twickenham Stadium, 200 Whitton Rd, Twickenham, TW2 7BA as may be specified by Harlequins Football Club Limited (company number 03213073) (hereinafter "Harlequins" or the "Club") from time to time. Misconduct of the purchaser, ticket holder and/or guest, failing to adhere to these Ticketing Terms and Conditions, non-compliance with the Spectator Code of Conduct 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 (including Applicable Rugby Regulations) from time to time of the relevant Rugby Authority including but not limited to the RFU, Premiership Rugby 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 including any Applicable Law 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 Ticketing Terms and Conditions.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



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 perpetuity, by way of any present or future media 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, 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 these Ticketing Terms and Conditions. All persons attending Matches acknowledge that the Matches are public events. The 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 Ticketing Terms and Conditions

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 beyond the reasonable control of Harlequins 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 and/or any guests to match ticket buyers, inclusive of Season Ticket Members, acknowledge and 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 for any reason.

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 (but does not undertake) to make ticket holders aware of any fixture changes via email to the relevant match ticket buyer's email address (if provided) but advise that the onus is on the ticket holders to check through official channels before all Matches.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



1.9 No ticket holder (other than the holder of a valid license 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. The purchaser, ticket holder and/or any guests 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 match ticket buyer and/or any guests 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. 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 ticket holder 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 ticket holder 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.

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 Ticketing Terms and 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 Ticketing Terms and Conditions of Harlequins.

2.2 No admission shall be granted into the Stadium without a valid ticket. Concession ticket holders may be required to produce identification providing proof of age (see section 2.13 & 2.14 below). The club reserves the right to refuse admission to any supporter using an incorrectly purchased ticket based on a concession such as Under 18/Senior 65+.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



2.3 The Club shall not be obliged to admit any purchaser 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 purchaser 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 purchaser or supporter and may be subject to a non-refundable administration fee of £3.00 (save as may be amended from time to time) to be paid by the purchaser prior to the issue of each duplicate ticket.

2.6 Reprint of a lost, forgotten Print at Home ticket or Membership card on a Match Day will incur a fee of £3.00 per ticket/card (save as may be amended from time to time)

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 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 in its sole opinion that the notified loss, damage, or defacing has been caused by a purchaser's wilful breach of these Ticketing Terms and Conditions or if there are reasonable grounds for the Club suspecting that the purchaser 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 Parking Pass is delivered.

2.9 Should a purchaser, member or supporter forget a Parking Pass on a matchday they will need to contact 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 All tickets are subject to a non-refundable booking fee of £1.75 per ticket (save as may be amended from time to time). Group bookings of 4 or more tickets will be capped at £7.00 for each group booking (save as may be amended from time to time). Non-Harlequins events may be subject to a per ticket admin fee or a booking fee which differs from the above.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



2.11 Harlequins Season Ticket Holders have access to a limited number of discounted match tickets for every Club match played at the Ground (save as may be amended from time to time). One discounted ticket is available per purchaser 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.

2.12 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.

2.13 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 sole 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.

2.14 Under 2's will be classed as baby in arms and will not require a ticket. Under 5's will require a seat and should therefore purchase the correct priced ticket.

2.15 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.

2.16 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 Quins Credit in respect of their tickets only if they contact the Ticket Office no later than 14 (fourteen) days after the date of notification of the postponement or abandonment (as applicable) of the relevant Rugby match to the purchaser's email address. Harlequins are unable to refund any booking fees due to costs incurred by the Club.

2.17 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.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



2.18 If for any reason whatsoever 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 (but does not undertake) to make this information available as soon as any changes have been made. Harlequins are under no obligation to give any form of compensation to any purchaser who misses a Rugby match or event due to a date and/or time change.

2.19 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. If a purchaser suspects that ticket touting is taking place in or around the Ground, the Club requests that the purchaser promptly reports the purchaser's suspicions to the Club and the police.

2.20 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.

2.21 Except as otherwise set out in these Ticketing Terms and Conditions and to the fullest extent permitted by Applicable Law, Harlequins shall not have any liability in respect of any failure to carry out, or any delay in carrying out, any matter in respect of these Ticketing Terms and Conditions, including admitting the purchaser and/or any other user to the Stadium for a Match or Matches, caused by any circumstances outside the Club's reasonable control including, without limitation (i) as a consequence of any restrictions required by Applicable Law and/or Applicable Rugby regulation due to a COVID Event and/or allocation of tickets in respect of any Reduced Capacity Match(es) (ii) 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) (iii) any team refuses to or does not or cannot play a Match for any reason whatsoever (iv) 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 (v) for loss, injury, or damage to persons/property in or around the Stadium (whether or not indirect or consequential). The Club's total aggregate liability to a purchaser in respect of tickets purchased for any Match with Harlequin Football Club Limited or any breach by the Club arising from tickets purchased governed by these Ticketing Terms and Conditions, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not in any event exceed the amount paid by the purchaser to the Club for the relevant ticket for that particular Match. The Club will have no further, or other, liability whatsoever, including (but not limited to) for any indirect or consequential loss or damage.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



2.22 Harlequins further shall have no liability for any loss of profits, loss of business, business interruption or loss of business opportunity arising from the purchase of any tickets for any Match. Harlequins 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. Harlequins make no guarantees that a match will take place at a particular time or on a particular date or at a particular spectator capacity. Harlequins also reserves the right, without notice and liability save as expressly provided otherwise in the Season Ticket Membership 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.

2.23 Nothing in these Ticketing 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 these Ticketing Terms and Conditions. A binding 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 for the 2024/25 season commences from 1st July 2024 and will expire at the last regular Men's home fixture at The Stoop at the end of the 2024/25 Season.

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 purchaser or supporter is not entitled to a cooling-off period meaning that all Ticket Priority Pass purchases are strictly non-refundable.

3.3 However, purchasers have legal rights if the Club does not comply with its obligations in these Ticketing Terms and Conditions with reasonable care and skill. Advice about purchaser's legal rights is available from a purchaser's local Citizens' Advice Bureau or Trading Standards Office. Nothing in these Ticketing Terms and Conditions will affect these legal rights.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



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 The Club will at all times endeavour for purchasers to be given a one-week Priority Window in which to purchase tickets to fixtures in all seating categories at the Stadium 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. Where a one-week Priority Window is not possible, the Club will be sure to provide a Priority Window for Ticket Priority Pass Holders and Season Ticket Members.

3.6 Ticket Priority Passes holders have ability to purchase up to five match tickets in one transaction. Additional tickets purchased within the priority window will need to be completed under a secondary Ticket Priority Pass.

3.7 Purchasers should be aware that the Ticket Priority Pass is excluded from the following fixtures / events; exhibition fixtures including Friendlies, 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.

3.8 Ticket Priority Passes are strictly non-refundable once your purchase is complete.

SECTION 4. TERMS OF USE FOR QUINS CREDIT

4.1 Harlequins Quins Credit is stored on an online 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
- b) Harlequins Matchday Tickets
- c) Harlequins Seasonal or Matchday parking
- d) Harlequins Ticket Priority Pass

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).

4.4 All Quins Credit balances are non-refundable and must be used for the products outlined in Paragraph 4.2 above.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



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 Quins Credit cannot be transferred between Season Ticket Member accounts, other than from Under 18 (Junior) Member accounts, linked through the Friends and Family system on the Harlequins Ticketmaster site.

4.7 Certain additional discounts and offers may be made available to Members and purchasers 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.

4.8 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 purchaser violates these Ticketing Terms and Conditions.

4.9 Any Quins Credit offered by the Club in future seasons will be credited to the purchaser's Quins Credit balance.

4.10 If the Rugby match for which a ticket 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. 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 no later than 14 (fourteen) days after the date of notification of the postponement or abandonment (as applicable) of the relevant Rugby match to the purchaser's email address. Cash refunds will not be made of the ticket value purchased using Quins Credit which will be reallocated to their Quins Credit online balance.

4.11 No refund will be provided for fixtures that change kick-off times so long as the fixture date remains the same.

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:

- a) who fails to comply with these Ticketing Terms and Conditions;
- b) who does not produce a valid ticket on request; who holds a ticket in breach of any of the paragraphs within these terms;
- c) 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;



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



- d) Harlequins will not tolerate any forms of bigotry, homophobia, racism or inappropriate behaviors 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;
- e) who brings any of the following into the Stadium (or using them within the Stadium): 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;
- f) 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;
- g) who appears to be under the influence of alcohol and/or drugs
- h) who is overly aggressive or abusive to any member of Harlequins staff or a police officer;
- i) 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;
- j) who enters an area prohibited to the ticket holder;
- k) who damages, interferes with or tampers with Harlequins property in any way; or
- l) who stands in a seated area, on a seat, in an aisle or gangway or climbs over any fences or other structures without permission.

Any purchaser 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 online will face arrest and prosecution by the police. The Club reserves the right to impose a lengthy ban on the offending purchaser with no refund being given.

The Club's full Spectator Code of Conduct can be [read here](#).

SECTION 6. OTHER TERMS AND HEALTH PANDEMIC RESTRICTIONS

6.1 These Terms are between Harlequins and each person or entity to which Ticket(s) are sold, issued, or transferred from time to time. Harlequins 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 (but does not undertake) to inform the purchaser as soon as reasonably practicable using the contact details provided to the Club.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES



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 Quins Credit 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 If it is mandated by Applicable Law that you cannot attend a Match or Event at the Stadium or (if applicable) Twickenham Stadium if you:

- a) have a positive COVID-19 test on the day of the event; and/or
- b) are/is required to self-isolate;
- 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;

then the Club will make reasonable efforts (but does not undertake) to contact those supporters effected and offer Quins Credit which can then be used towards future ticket purchases.

6.5 If a fixture or event is cancelled or played Behind Closed Doors due to a reason out of Harlequins' control, such as (but not limited to) the impact of a Health Pandemic the Club will make reasonable efforts to contact those supporters effected and offer 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 regulations either at Government or Club level, Quins Credit may be issued at the Clubs discretion.

6.6 Refunds will not be issued for matches missed due to positive Covid-19 tests and or other Health Pandemics, as with any other illness that impacts the supporters' ability to attend unless stated by Law. As per Harlequins' terms, all booking fees are non-refundable.

6.7 It may be necessary for Harlequins to make changes to Harlequins' Ticketing Terms and Conditions or to Harlequins' Spectator Code of Conduct, including at short notice. Wherever possible Harlequins will provide you with as much advance notice of any changes as possible on Harlequins' website. Harlequins will require you to comply with any changes that Harlequins make in accordance with this provision whether your Tickets were purchased before or after such change is made.



SEASON TICKET MEMBERSHIP 2024/25

PASSION. DRAMA. MEMORIES

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If you cannot comply with any updated version of these Ticketing Terms and Conditions or Harlequins' 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 Ticketing 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 Ticketing Terms and Conditions in full.