

TICKET FORWARDING & TICKET RESALE


Please follow the steps below in order to forward your Season Ticket to another Family Member or a Friend in the event that you cannot attend a fixture. You can also use the Ticket Resale function which allows you to sell your ticket back to The Club and earn Quins Credit & Reward Points whilst ensuring that every seat at The Stoop is filled with supporters that can add their voice to the famous crowd.



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TICKET FORWARDING

Use this function if you are unable to attend a fixture and wish to forward your ticket to a Family Member or Friend.

1. Log into your account via the ticketing website using this link - [HERE](#)
2. Click on the **ACCOUNT ICON**  located in the top right-hand corner of the screen. (Next to the Basket icon)
3. Click on the **MANAGE TICKETS** button.
4. You will then see all fixtures which are eligible for Ticket Forwarding. **CLICK** the fixture that you wish to Forward.
5. You will now see your tickets / Season Seat details. Click on the seat you wish to forward and select your action from the bottom of the page – **FORWARD TO FRIEND**.
6. If the recipient **DOES** appear within your network, simply select their name and you will be directed to the confirmation page. Click **REVIEW ORDER** or cancel if applicable.
7. Please ensure you review your order and tick the Terms & Conditions box. Click **COMPLETE PURCHASE**.
8. If the recipient **DOES NOT** appear within your network, select **SEARCH OUTSIDE OF YOUR NETWORK**. If they have a Membership number, enter this in the top box followed by their surname & click Search Member. If they **do not** have a Membership Number, please enter 000000 followed by their surname and click on **REGISTER A NEW USER** and complete the required fields.

**The person you register will then be allocated a supporter number and will need to follow the registration link which will be emailed to them. They can then log into their new account and accept the ticket.*
9. They will then be sent a **PRINT AT HOME** ticket which will need to be printed prior to arrival at the Stadium.
10. If you wish to withdraw your seat from Forwarding, follow steps 1 – 4 above and then click on **FORWARD PENDING**. You can then select the seat you wish to withdraw and click **WITHDRAW TICKETS**. This ticket will then appear back in your My Tickets section.


Once your ticket has been accepted by the recipient you are **UNABLE** to reverse this action or use your Season Ticket card for access. If you then wish to attend a fixture you will need to purchase an additional seat.

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TICKET RESALE

Use this function if you are unable to attend a fixture and wish to resell your ticket to the club.

**See terms and condition for further information*

1. Log into your account via the ticketing website using this link - [HERE](#)
2. Click on the **ACCOUNT ICON**  located in the top right-hand corner of the screen (next to the basket icon)
3. Click on the **MANAGE TICKETS** button.
4. You will then see all fixtures which are eligible for Ticket Resale. **CLICK** the fixture that you wish to Resell.
5. You will now see you tickets / Season Seat details. Click on the seat you wish to Resell and select your action from the bottom of the page – **SELL ON TICKET EXCHANGE**.
6. Check all of the details are correct, and you have selected the correct fixture. If you are happy click on **REVIEW ORDER**.
7. Please ensure you review your order carefully and tick the Terms & Conditions box. Click **COMPLETE PURCHASE**.

Your seat has now been posted online ready for a supporter to purchase.
As per our terms and conditions, if your seat is sold, you will receive 1-16th of the cost of your Season ticket back as Quins Credit*.
Please allow at least 7 days **AFTER** the chosen fixture for this to be applied to your account.
**See terms & conditions for further information on Quins Credit & Ticket Resale fees.*
8. If you wish to withdraw your seat from Resale, follow steps 1 – 4 above and then click on **POSTED ON TICKET EXCHANGE**. You can then select the seat you wish to withdraw and click **WITHDRAW FROM SALE**. This ticket will then appear back in your My Tickets section.

Once your ticket has been sold you will receive an email confirming this sale. At this point you are **UNABLE** to withdraw your seat or use your Season Ticket card for access. If you then wish to attend a fixture you will need to purchase an additional seat.