

# CLAIM BIG GAME & BIG SUMMER KICK-OFF TICKETS

Please **carefully read** the below steps in order to claim your Season Ticket Member ticket/s as well as your discounted guest tickets.

In order to claim your tickets you **MUST** be signed into your Season Ticket account.

**PLEASE NOTE** – There is a deadline to claim any free / discounted tickets; please see out FAQ's for deadline dates. Any tickets purchased after this time will be sold at **FULL PRICE**.



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## AS A SEASON TICKET HOLDER, YOU HAVE AN EXCLUSIVE WINDOW THAT WILL ALLOW YOU PRIORITY ACCESS TO PURCHASE TICKETS AHEAD OF GENERAL SALE

1. Log into your Ticketing account using this link [HERE](#) – Once logged in click on the Event located on the Homepage.

2. You will now be able to select your required number of Tickets from the seating map. Click into the block you wish to sit in, you will then see all available seats, which are shown as blue dots.

*\*If you hover over a seat, this will show you the price category as well as the row and seat number.*

### GOLD / PREMIER MEMBERS

You are entitled to a **FREE TICKET** in all areas.

To claim your free ticket you will need to select the Gold or Premier Member price of £0.00 (whichever is applicable to you) from the list of available prices and click **ADD**.

### CLUB / TOUCHLINE MEMBERS

You are entitled to a **FREE TICKET** in Categories 1, 2 and 3.

To claim your free ticket you will need to select the Club or Touchline Member price of £0.00 (whichever is applicable to you) from the list of available prices and click **ADD**.

### JESTER MEMBERS

You are entitled to a **FREE TICKET** in Categories 2 and 3

To claim your free ticket you will need to select the Jester Member price of £0.00 (whichever is applicable to you) from the list of available prices and click **ADD**.

Club, Touchline and Jester Season Ticket Members can pay to upgrade their seats to any other Category when selecting a seat in an alternative location.

Upgrade costs per ticket can be found on our FAQ page [HERE](#)

**\*DISCOUNTS CANNOT BE RETROSPECTIVELY ADDED AFTER A BOOKING SO PLEASE ENSURE YOU ARE PURCHASING THE CORRECTLY PRICED TICKET/S.**

3. To purchase additional discounted tickets, click on each seat that you require and choose your desired price class, e.g., 25% Discount Adult or 25% Discount Under 18, and click **ADD**.

*\*Discounted guest tickets are limited per Member – please see our FAQ's for information on how many discounted tickets each Season Ticket Member can claim per fixture.*

4. **PLEASE NOTE** - If you are claiming a free Member ticket or discounted guest ticket **on behalf of another Member**, you will need to re-assign these once your seats are in your basket.

*\*If you have not updated your Friends & Family Network please follow our Step-by-Step guide [HERE](#)*

*\*This must be updated by you and cannot be done by the ticketing department.*

5. Once you have added all your required Tickets to the basket you can start reassigning these to your friends and family (if required) by clicking on the **RE-ASSIGN** button which is located under the Member name in the basket.

Once re-assigned your basket will automatically update and you can **PROCEED TO CHECKOUT**.

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## MULTIPLE SEASON TICKETS?

If you have a mix of Season Tickets which are across different categories at The Stoop, e.g., one in Premier and two in Club, you will need to contact the Ticket Office to process your booking and obtain the correct prices and discounts.

The Ticket Office can be contacted at [supporterservices@quins.co.uk](mailto:supporterservices@quins.co.uk) or on 0208 410 6000.

Please note we are expecting very high call volumes, so we kindly ask that supporters email the Club in the first instance unless your query is urgent.

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## GROUP BOOKINGS

Group discounts are available for groups of 10 or more after the Early Bird window has closed.

However, this discount cannot be used in conjunction with your free Member tickets or Member discounted tickets. You must be purchasing at least 10 **FULL PRICED** tickets.

You must add 10 or more Group tickets to your basket for your discounts to apply.

