

Harlequins 2025/26 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 2025/26 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.

If applicable, these T&Cs should be read in conjunction with the Club's 2025/26 Season Ticket Membership T&Cs, and the 2025/26 Harlequins non-matchday Membership T&Cs.

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SECTION 1: INTRODUCTION

As a result of the COVID pandemic, these Terms and Conditions, including all rights granted to the Member and the obligations of the Club hereunder, are subject to any restrictions or requirements from time to time imposed by Applicable Law and Applicable Rugby Regulation in relation to a COVID or any other public health pandemic event. In the event of any conflict or inconsistency between the provisions of these Terms and Conditions and any such Applicable Law or Applicable Rugby Regulation, the relevant Applicable Law or Applicable Rugby Regulation shall prevail. The Club shall not be in breach of these Terms and Conditions by virtue of any action which it takes or omits to take as a consequence of Applicable Law or Applicable Rugby Regulation.

SECTION 2: DEFINITIONS AND INTERPRETATIONS

In these General T&Cs and throughout the Membership T&Cs, the following words and phrases shall have the following meanings (unless stated otherwise):

"Address" means the address of a Purchaser, or a Member provided to the Club upon the purchase



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of Membership Schemes, or such other addresses as may be notified by the Purchaser or Member to the Club in accordance with condition 10 below.

“PWR” means any match played by the Team in the PWR during the Season.

“Applicable Law” – which shall mean all laws, statutes, regulations, edicts, bylaws, codes of conduct and guidelines, whether local, national, international, or otherwise existing to which the Club and/or the Member and/or any Guest is subject and which is relevant to the Club and/or the Member and/or the Guest’s rights or obligations under the Terms and Conditions (as the case may be).

“Applicable Rugby Regulation” means in respect of any Rugby Authority: (i) the statutes, rules, regulations, directives, codes of practice, guidelines and equivalent for the time being of such bodies; and (ii) all promotional, marketing, and commercial agreements and arrangements concluded by each such body; in each case with which the Club and/or the Member and/or a Guest is required to comply with from time to time.

“Big Game” means the annual Club Match played at Allianz Stadium, typically held during the festive period.

“Big Summer Kick-Off” means the Club Match played at Allianz Stadium, typically held during the Spring period.

“Club” means Harlequin Football Club Limited (company no. 03213073) of Twickenham Stoop Stadium, Langhorn Drive, Twickenham, Middlesex, TW2 7SX with VAT no. 785 4065 04;

“Conditions of Entry” means the rules and regulations of particular competitions as stipulated in the Ground Regulations.

“Cup Competition” means EPCR Competitions or the Premiership Rugby Cup Competition.

“Cup Match” means any match in a Cup Competition in which the Team participates during the Season.

“EPCR Competitions” means the European Rugby Champions Cup and European Challenge Cup (as applicable).

“Friendly Matches” means any non-competitive matches played at the Ground.

“Gallagher Premiership Match” means any match played by the Team in the Gallagher Premiership during the Season.

“Ground” means Twickenham Stoop, Langhorn Drive, Twickenham, Middlesex, TW2 7SX.

“Harlequins non-matchday Membership” means a Harlequins Membership that does not include a seat at The Stoop or associated benefits of a Club or Women’s Season Ticket Membership.

“Junior Quins Member” means a Member of a Junior Membership Scheme between the age of 12-17 and “Membership” shall be construed accordingly.



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“Junior Season Ticket Membership” means a Season Ticket Member valid during the Season as further described in the Membership T&Cs.

“Junior Membership Benefits” means in respect of each Membership Scheme, the benefits to which a Member of that Membership Scheme is entitled, as set out in the relevant sections of the Non-Matchday Membership T&Cs.

“Junior Member Scheme” means each of the Junior Membership Category Schemes (Under 12 and Under 18 Junior) valid during the Season as further described in the Non-Matchday Membership T&Cs.

“Knockout Stages” means matches outside the Regular Season programme, such as Cup Competition, Round of 16, quarter-finals and semi-finals or Gallagher Premiership semi-finals.

“Match” means any domestic league match, PWR, Cup Match or friendly match played by the Team.

“Mighty Quins Member” means a Member of a Junior Membership Scheme between the age of 1-12 and “Membership” shall be construed accordingly.

“Quins Rewards Portal” means the Season Ticket Member site that hosts the Quins Rewards programme at mystoop.quins.co.uk.

“Pool Stages” means qualifying rounds of Cup Competitions prior to Knockout Stages.

“Premiership Rugby Cup Matches” means any match played by the Club in the Premiership Rugby Cup Competition during the Season.

“Purchaser” means a person purchasing any number of Membership Schemes for themselves or other persons and where the person purchases a Membership Scheme for themselves that person shall be a Member for the purpose of the Membership T&Cs.

“Quins Credit” means the online ticketing credit that can be used towards Season Ticket Memberships, match tickets and parking as set out in Section 8.

“Regular Season” means Matches played at the Ground in the domestic league (Premiership), the Pool Stages of Cup Competitions, and PWR.

“Rugby Authority” means the European Professional Club Rugby, the Rugby Football Union and/or any other relevant governing body of rugby union, and “Rugby Authorities” shall be construed accordingly.

“Season” means the period from 1 July 2025 – 30 June 2026

“Season Ticket Member” means a Member of a Season Ticket Membership Scheme.

“Season Ticket Membership Benefits” means in respect of each Membership Scheme, the benefits to which a Member of that Membership Scheme is entitled, as set out in the relevant sections of the Membership T&Cs.



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“Season Ticket Membership Card” means the card and (any replacement thereof) issued to each Season Ticket Member by the Club, which admits the Season Ticket Member into the Ground at matches which that Member is entitled to attend.

“Season Ticket Member Scheme” means each of the Debenture, Gold, Premier, Club, Touchline, and Jester Categories Schemes (Adult and Junior) valid during the Season as further described in the Membership T&Cs.

“Team” means the Club’s first team squads.

“Visiting Club” means the team playing against the Team; and

“Website” means the Club’s website at www.quins.co.uk (or any replacement website or additional website operated by the Club)

SECTION 3: TERMS OF ADMISSION AND TICKET RESTRICTIONS

- 3.1 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.
- 3.2 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.
- 3.3 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



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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 14 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

- 3.4 Children aged 14 and over can attend the Stadium unaccompanied. Children aged 14-17 will be watching in an adult environment and parents and carers should consider in advance whether the child is capable of making decisions to keep themselves safe.
- 3.5 Harlequins reserve the right to price tickets and change the price of tickets for any Match at any time however they deem appropriate.
- 3.6 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.
- 3.7 All match ticket buyers and/or any guests of 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 to 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.
- 3.8 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.
- 3.9 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 endeavor (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.
- 3.10 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



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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.

- 3.11 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.
- 3.12 If a ticket is used in breach of these Ticketing Terms and Conditions, it is void (and in such case, the Club reserves 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.
- 3.13 All cars parked on the Harlequins site or adjacent car parks are done so at their own risk. For the avoidance of doubt, parking sites include the North and Magenta car parks, any parking bays along Langhorn Drive, as well as any rented parking sites including the Council Depot site, Richmond College car park or the RFUs Rosebine car parks on the A316.
- 3.14 Harlequins cannot and do not guarantee the security of any vehicle and/or its contents. The Club are not responsible for any loss or damage to cars parked at these sites at any time, including but not limited to matchdays or event days.

SECTION 4. STADIUM ADMISSION AND LOST TICKET PROCEDURE

- 4.1 The purchase of a ticket constitutes acceptance by the purchaser of, and an undertaking to be bound by and observe, the Ticketing Terms and Conditions of Harlequins.
- 4.2 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 4.13 and 4.14 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+.
- 4.3 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.
- 4.4 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



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reprints for lost damaged or misplaced tickets will be issued at the Club's discretion.

- 4.5 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.
- 4.6 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)
- 4.7 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 willful 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.
- 4.8 For the purposes of condition 4.7. 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.
- 4.9 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.
- 4.10 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.
- 4.11 Harlequins Season Ticket Members 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 Premiership Match, subject to availability. The Club reserves the right to limit the number of available tickets. Additional discounted tickets can be purchased for Prem Rugby Cup or Friendly fixtures. This offer cannot be used in conjunction with any other discounts or offers such as Early Bird Discounts.
- 4.12 The Club will offer a limited amount of Early Bird discounted tickets to Season Ticket Members and Early Access Pass holders on a first come first served basis. 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.
- 4.13 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



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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 at supporterservice@quins.co.uk

- 4.14 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.
- 4.15 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.
- 4.16 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.
- 4.17 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.
- 4.18 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 endeavor (but does not guarantee) 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.
- 4.19 The resale of any tickets at more than face value is strictly prohibited. The Club reserves the right to cancel any tickets or bookings where resale is suspected and no refunds will be offered. Supporters are advised not to purchase tickets from any third-party websites. Third-party sales are at risk of cancellation and Harlequins take no responsibility for any losses incurred. When purchasing a 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.



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- 4.20 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.
- 4.21 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.
- 4.22 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 reserve 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.
- 4.23 Nothing in these Ticketing Terms and Conditions shall exclude or restrict Harlequins liability for its own negligence.

SECTION 5: EARLY ACCESS PASS

- 5.1 By purchasing an Early Access Pass, 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.
- 5.2 By purchasing one or a number of Early Access Pass/es, a purchaser is making an offer to the Club and agreeing to abide by these Ticketing Terms and Conditions. A binding contract for the



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supply of the Early Access Pass 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 Early Access Pass for the 2025/26 season commences from 1st July 2025 and will expire at the last regular Men's home fixture at The Stoop at the end of the 2025/26 Season.

- 5.3 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 an Early Access Pass by distance selling means and, as such, a purchaser or supporter is not entitled to a cooling-off period meaning that all Early Access Pass purchases are strictly non-refundable.
- 5.4 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.
- 5.5 The price payable for each Early Access Pass 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.
- 5.6 The Club will at all times endeavor for purchasers to be given a one-week Early Access Window in which to purchase tickets to fixtures in all seating categories at the Stadium at Early Bird prices, along with existing Season Ticket Members for the current Season, ahead of general sale. Matchday parking is also available to purchase during the early access window. Where a one-week early access window is not possible, the Club will commit to providing an Early Access window for Early Access Pass holders and Season Ticket Members.
- 5.7 Early Access Pass holders have the ability to purchase up to five match tickets in one transaction. Additional tickets purchased within the early access window will need to be completed under a secondary Early Access Pass.
- 5.8 Purchasers should be aware that the Early Access Pass is excluded from the following fixtures / events; exhibition fixtures including Friendlies, away fixtures, Women's fixtures, any Knock-out fixtures, Semi-Finals, Finals, and any ad-hoc events, including non-Harlequins events that may be held at The Stoop.
- 5.9 Early Access Passes are strictly non-refundable once your purchase is complete.

SECTION 6: TERMS OF USE FOR QUINS CREDIT

- 6.1 Harlequins Quins Credit is stored on an online account in the Ticketing section of the Harlequins website.
- 6.2 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 Early Access Pass

e) Non-matchday Memberships (Adult + U18)

- 6.3 Quins Credit can be used to partially or fully pay for the products set out in 6.2 above, as well as for Season Ticket Memberships (when on sale).
- 6.4 All Quins Credit balances are strictly non-refundable and must be used for the products outlined in Paragraph 6.2 above.
- 6.5 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.
- 6.6 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. You must contact the Ticketing team for assistance.
- 6.7 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.
- 6.8 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.
- 6.9 Any Quins Credit offered by the Club in future seasons will be credited to the purchaser's Quins Credit balance.
- 6.10 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.
- 6.11 No refund will be provided for fixtures that change kick-off times so long as the fixture date remains the same.

SECTION 7: REFUSAL OF PURCHASE, ENTRY OR EJECTION FROM THE STADIUM

- 7.1 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



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abusive language and the throwing of any object which might injure or cause damage to people or property;

- 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.

7.2 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.

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

SECTION 8: OTHER TERMS AND HEALTH PANDEMIC RESTRICTIONS

8.1 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).

8.2 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 endeavor (but does not undertake) to inform the purchaser as soon as reasonably practicable using the contact details provided to the Club.

8.3 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.



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8.4 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.

8.5 In the event that games have to be played behind closed doors or with a reduced capacity, the following will apply:

- a) if the Club is required by Applicable Law and/or Applicable Rugby Regulation, or decides, to hold any Behind Closed Doors Matches during the relevant Season as a result of a public health pandemic, the Member will not be entitled to attend any such Behind Closed Doors Matches however the Member will be entitled to Quins Credit;
- b) if the Club is required by Applicable Law and/or Applicable Rugby Regulation, or decides, to hold any Reduced Capacity Matches during the relevant Season as a result of a public health pandemic, there is no guarantee that any General Admission tickets will be available and/or issued to the Member in respect of such Matches. The Club reserves the right to determine (in its absolute discretion) the availability, prioritisation and allocation of tickets in respect of any Reduced Capacity Match(es). The Club may elect to allocate General Admission tickets for Reduced Capacity Matches by ballot. Full details regarding any such ballots, including how to enter, will be published on the website and/or communicated to the Member via email.

8.6 By agreeing to the Terms and Conditions, the Member acknowledge that:

- a) the Club may hold a ballot in respect of more than one Reduced Capacity Match at a time;
- b) for any such ballot the Member enters the Member will receive one entry per seat associated with the Member's Season Ticket(s);
- c) the number of General Admission tickets available (if any) in respect of any such ballot will be determined in the Club's absolute discretion and the Club reserves the right to cancel a ballot if it considers there are insufficient General Admission tickets available to justify holding such a ballot;
- d) the result of a ballot shall be entirely at the discretion of the Club whose decision in all matters relating to a ballot shall be final;
- e) if the Member is successful in relation to a ballot the Member will be notified by email within five (5) days of the closing date of the relevant ballot;
- f) if the Member is allocated a ticket for a Reduced Capacity Match (whether because the Member is successful in a ballot or otherwise), any general admission tickets issued to the Member for that Match are not refundable if the Member and/or the Member's Guest(s) are unable to use such General Admission tickets;



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- g) payment to the Club for a Season Ticket(s) gives no guarantee that any General Admission tickets will be available and/or issued to the Member for any Reduced Capacity Matches.
- h) Being allocated a ticket for a Reduced Capacity Match (whether because the Member is successful in a ballot or otherwise) gives no guarantee that the Member will be allocated a ticket for another Reduced Capacity Match.
- i) Not being allocated a ticket for a Reduced Capacity Match (whether because the Member is not successful in a ballot or otherwise) gives no guarantee that the Member will be allocated a ticket another Reduced Capacity Match.
- j) All rights to General Admission tickets for Reduced Capacity Matches are expressly subject to availability and the Club's discretion as to the prioritisation and/or allocation of tickets as a consequence of any capacity restrictions required by Applicable Law and/or Applicable Rugby Regulation;
- k) in the event that the Member is not allocated any General Admission tickets in respect of a Reduced Capacity Match (whether because the Member is not successful in a ballot or otherwise), the Member will not be entitled to attend the relevant Reduced Capacity Match; and
- l) if the Member is allocated tickets for a Reduced Capacity Match the Member might not be allocated the Member's usual seat(s) in respect of that Match.

8.7 If required by Applicable Law or Applicable Rugby Regulation, the Member and/or any Guest(s) will not attend any Match if the Member and/or any Guest(s) at the date of the relevant Match and/or are required or recommended to self-isolate or quarantine at the date of the relevant Match.

8.8 The Member and any Guest(s) will comply with all requirements stipulated by Applicable Law, Applicable Rugby Regulation and/or the Club regarding a COVID or public health pandemic, including but not limited to:

- a) compliance with any required social distancing measures;
- b) compliance with any requirements regarding the circulation and/or behaviour of spectators within the Ground;
- c) undertaking temperature checks if required by the Club;
- d) providing to the Club such information and/or documentation as may be required by Applicable Law, Applicable Rugby Regulation and/or the Club regarding a public health pandemic; and
- e) providing photographic proof of identity if required by the Club;

8.9 If required by Applicable Law or Applicable Rugby Regulation, the Member will provide names and contact details for any Guest(s) who intend to attend the relevant Match with the Member, to assist with any track and trace requirements; and the Member's Guest(s) are not prohibited



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from attending the Match with the Member by virtue of Applicable Law, Applicable Rugby Regulation and/or any requirements or stipulations of the Club regarding a public health pandemic.

- 8.10 Before attending a Match using a Season Ticket, the Member shall be responsible for undertaking a risk assessment as to whether it would be appropriate for the Member and any Guest(s) to attend the relevant Match. In undertaking such assessment, the Member should take into consideration the Member and/or Guest's age, health status and clinical vulnerability.
- 8.11 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.
- 8.12 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.
- 8.13 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.
- 8.14 The Club reserves 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.
- 8.15 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.

SECTION 9: PLAYER MATCHDAY MASCOTS

- 9.1 Participants in the Player Mascot Experience must be aged 5 – 11 years old on the day of the fixture in question.
- 9.2 This package is not transferable to another fixture and is non-refundable.
- 9.3 All participants and guardians must have a valid ticket to attend the fixture.
- 9.4 All participants must be accompanied by an adult on the day of the fixture.
- 9.5 All participants must be available from gates open on the day of the fixture. Exact timings for the experience will be confirmed by the Supporter Experience team over email or phone call prior to



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the fixture (approximately 1 week).

- 9.6 This experience entitles the participant to a photograph published in the digital or printed matchday programme at selected matches (prior consent from parent/guardian required), a Harlequins jersey, the experience of running out as a mascot ahead of kick-off, and a photograph with the matchday captain on the pitch.
- 9.7 Where a matchday programme is not available for a selected match, the Club will endeavor to, but cannot guarantee, display a participant photograph on the matchday Big Screen (prior consent from parent/guardian required).
- 9.8 Adults are responsible for supervising their child and accompanying them at all times throughout the matchday with the exception of the tunnel run-out pre-kick off/player mascot experience itself.
- 9.9 At the time of the run out (pre-kick off) all responsible adults will be asked to wait in bowl at the Southeast Corner of the pitch whilst the child participant is granted access to the tunnel and runs out onto the pitch. The Harlequins Supporter Experience team supervise children at this time and will reunite participants and their responsible adults in the Southeast Corner immediately after kick-off. All participants and adults should then return to their seats and enjoy the match.
- 9.10 All supervising staff members responsible for participating children have the appropriate and valid DBS checks and no child will be left unattended during the experience.
- 9.11 Please note that the tunnel will be loud and busy pre and during kick-off. As well as noise from staff, players and the crowd, there may be fireworks, pyros and loud music. Please ensure that you/your participant is comfortable with this before purchasing. Ear defenders for those with sensory needs can be hired from the Quinformation unit in the Southeast Corner if required.
- 9.12 A suitable photo of the participant should be provided via email to supporterservice@quins.co.uk no later than 1 week prior to the fixture should you/ the participant wish for this to be included in the matchday programme.
- 9.13 Harlequins reserve the right to make alterations to this product at any time.
- 9.14 Harlequins reserve the right to cancel and offer the opportunity to rearrange this experience at any time should an incident or event impact on the delivery of the experience.
- 9.15 Player Mascot experience packages are strictly non-refundable. Should a Match be cancelled or postponed 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,



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including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel/accommodation cost.

9.16 If the fixture for which a player mascot experience 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 experience, 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.

9.17 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 endeavor 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.

Updated Terms & Conditions published on 1 July 2025.



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