



BIG GAME 14 – FIXTURE RESCHEDULE Q&As

Updated 16 December 2022

Harlequins confirm that due to the on-going industrial action by the RMT, the Club has been left with no option but to move the planned Big Game 14 event at Twickenham stadium on 27 December. Big Game 14 will now take place in early March and see a change of opposition.

The Club's intended fixtures against Bristol Bears on 27 December will still go ahead but will now move to the lower capacity Twickenham Stoop stadium (Section 2 below) and tickets are now on General Sale. Please see the Club's full statement at quins.co.uk/news.

1. BIG GAME 14 – NEW FIXTURE DATE

Q: Why is Big Game 14 being rescheduled to 4 March 2023?

A: The Club have been working closely through the RFU with South Western Railway, Premiership Rugby, and all key stakeholders to understand the impact of the current RMT industrial action. Despite 27 December not being a designated day for industrial action, the Club has been informed this week (Wednesday 14 December) that mainline train services into Twickenham station will not operate at all on the event day, alongside severe restrictions across the train and underground network feeding the local area.

The impact on local travel is unprecedented and much greater than recent strikes that had limited impact on England matches at Twickenham which did not close Twickenham station, or the District Line, and did not rule out all travel pre-12:00 as these strikes do. The Club has been advised on crowd safety concerns that it would not be safe to deliver the anticipated sold-out Twickenham Stadium event. The Club has confirmed with the RFU that it is sadly not able to proceed to deliver the event. There are no alternative dates over the festive period that would be unaffected too.

Q: When will Big Game 14 now be held?

A: Due to the significant impact to the rail network over the Christmas and New Year period, Big Game 14 will now be held on Saturday 4 March 2023 and will see Harlequins Men and Women take on Exeter Chiefs in a fantastic double-header at Twickenham Stadium.

- Harlequins Women vs Exeter Chiefs Women, 12:00 K.O
- Harlequins Men vs Exeter Chiefs, 15:00 K.O

Q: What other options have Harlequins looked at to reschedule Big Game 14?

A: We have worked tirelessly, in close and regular consultation with the RFU, our partners, Premiership Rugby and all other relevant stakeholders to look carefully at all potential opportunities and fixture dates. After exhausting every avenue, moving Big Game 14 to March was ultimately our only viable option. The decision to reschedule is one we do not take lightly and one which may have significant financial impact to the Club. It is a hand we have regrettably been forced to play, however we do firmly believe we will deliver an incredibly special event against fantastic opposition that supporters of Big Game have come to expect.

Q: Why haven't the two games against Bristol now taking place at The Stoop on December 27 been delayed until after the rail strikes?

A: The reality is that the playing schedules of four teams across the two clubs make delaying this double header an unrealistic option. The Club has worked closely with the RFU to secure an additional 1,000 parking spaces, lift local matchday parking restrictions, and add a shuttle bus service to and from Richmond Station to secure improved travel options on December 27.

Q: Is my Big Game 14 booking still valid for the rescheduled fixture against Exeter Chiefs and Exeter Chiefs Women on 4 March 2023?

A: Yes it is! We have emailed all Season Ticket Members and Big Game 14 ticket purchasers who purchased through the Club to let them know their booking/s (including parking where applicable) will be transferred over to the rescheduled fixture date, should they wish. We will issue new tickets to the rescheduled Big Game 14 fixture in the New Year. Please kindly do not email the Club separately to confirm this while we handle a significant number of queries.

Q: What if I/ members of my party can't attend the new Big Game fixture date on 4 March 2023? Am I entitled to a refund?

A: If you purchased a Match Ticket or a seat upgrade to Big Game 14 for the 27 December but can no longer attend, you will have the option to request Quins Credit for your ticket/s value or request a refund back to the payment card of purchase*.

Those who can still attend the rescheduled fixture can choose to simply transfer their tickets to the Big Game in March and will need to take no further action. Please kindly do not email the Club separately to confirm this while we handle a significant number of queries.

Season Ticket Members who are unable to attend will not be entitled to a refund, as per the Membership terms and conditions but can pass to friends or family. Supporters who cannot attend the event and wish to donate any refundable value to support the Club at this time will have the option to do so. As always, any ticket value donations from supporters who cannot attend are gratefully welcomed and appreciated.

* Less any booking fees

Q: What if I'm unsure if I/members of my party can attend the rescheduled fixture on 4 March – is there a deadline I need to confirm by?

A: All Big Game ticket purchasers who purchased through the Club should now have received an email from the Club asking what you would like to do with your ticket or ticket/ parking value. Supporters have until 10 January 2023 to select an option.

Q: I haven't received an email from the Club, how can I inform the Club of my decision regarding tickets?

A: We have emailed all Season Ticket Members and lead bookers using the email address that has been provided upon purchase. If for any reason you don't believe you have received an email, please contact supporterservice@quins.co.uk and we will look to get back to you as soon as possible. Please kindly bear with us during this very busy period.

Q: What is Quins Credit and how can I use it?

A: Quins Credit will be stored on your Harlequins ticketing account via eticketing.co.uk/harlequins and can be put towards Harlequins match tickets (including Big Game and Big Summer Kick-off), matchday parking, Season Ticket Memberships or associated Harlequins ticketing products for the 2022/23 season and the 2023/24 season.

Q: Will my Big Game 14 parking be valid for the rescheduled Exeter matches in March?

A: Yes. If you have purchased parking through the Club your parking booking will still be valid for the rescheduled Big Game 14 fixture in March. We will issue new Big Game 14 parking passes in the New Year. You can confirm you wish to still wish to attend via the email the Club sent on 16 December.

Q: I intend to attend the rescheduled fixture on 4 March, but want to change my seats or purchase additional tickets / release seats from my booking. Is this possible?

A: Yes. Additional tickets can be purchased via the Harlequins ticketing website. If you are looking to move seats, we kindly ask you to contact the Club via supporterservice@quins.co.uk and we will endeavour to get back to you early in the New Year. If you wish to release some seats from your booking, then please respond to the email from the Club on 16 December confirming your intention and the Club will contact you in the New Year to action. We kindly ask for your patience as we deal with a number of queries and requests relating to this rescheduled fixture.

Q: Is the rescheduled Big Game 14 fixture included in my Harlequins Season Ticket Membership?

A: Yes! All 2022/23 Season Ticket Members can claim their free ticket to this fixture in their respective seating category. Members will also have the opportunity to buy a discounted guest ticket as per usual Membership T&C's*.

If you have already claimed your seat for Big Game 14, or purchased additional seats, these bookings are still valid for the rescheduled fixture in March. You simply need to confirm that you intend to attend by responding to the 16 December email from the Club.

*One discounted ticket per Member – Discounts are applied to full price tickets only.

Q: I purchased my ticket through the RFU directly. Can my ticket be transferred to the rescheduled fixture?

A: Unfortunately not. The RFU will directly contact all ticket holders who purchased via the RFU with further details. New tickets can then be purchased for the rescheduled fixture in March should you wish. Tickets are on General Sale now at www.eticketing.co.uk/harlequins

Q: Will the rescheduled Big Game 14 on 4 March still be a double-header with the Harlequins Women?

A: Yes. Big Game 14 will see both Harlequins Men and Women play Exeter Chiefs in a great day of rugby entertainment, supported by a full day of fun fare, pyro and light show, food and beverages and live entertainment that make Big Game so iconic.

Q: I want to attend the new Big Game 14 fixture date (4 March) – what do I need to do?

A: All Big Game 14 ticket purchasers who purchased through the Club should now have received an email from the Club asking what you would like to do with your ticket or ticket value, including the option to move your ticket to the new fixture. Please select this option to inform us of your intention

to attend and we will issue new tickets in the new year. You then need to take no further action. Please kindly do not email the Club separately to confirm this while we handle a significant number of queries.

Q: I won a competition to attend Big Game, is my ticket still valid?

A: All tickets for Big Game 14 attained through a Harlequins endorsed competition will be honoured for the rescheduled fixture. Please email the Club with details of the competition the tickets were won and we will arrange your new tickets to be issued.

Q: Is Ticket Resale available if I don't want to / cannot attend the rescheduled fixture?

A: Unfortunately the Season Ticket Member Ticket Resale functionality is not available for matches at Twickenham stadium so we are unable to offer this solution. Members who are unable to attend Big Game and have not yet claimed their Big Game 14 ticket are advised that they can pass their ticket to friends or family using Ticket Forwarding, or sell at face value. Please be aware that any sale of Membership tickets must be done in-line with our Season Ticket Membership terms which can be found on the Harlequins' Ticketmaster site under the "Information" tab (eticketing.co.uk/harlequins).

As ever, attendance at any fixture is a personal choice and therefore if a Members chooses not to claim their Big Game seat, Quins Credit or refunds will not be available.

Q: Will the Debenture Lounge at The Stoop be open pre-match for the rescheduled fixture for Debenture Holders to book for lunch?

A: Yes, the intention is to offer the usual service of a pre-match meal and use of the Lounge. The Club will shortly be in contact with all Debenture Holders and those who have already booked for lunch before Big Game 14 with further details about your booking options.

Q: I have already purchased tickets to the Harlequins v Exeter Chiefs Men's fixture originally scheduled to be played at The Stoop on Sunday 5 March. What will happen to my ticket?

A: The Club will be in contact shortly to inform you that these tickets will be cancelled and the value refunded in the form of Quins Credit. Tickets can then be purchased for the Big Game 14 fixture against Exeter Chiefs and Exeter Chiefs Women now held at Twickenham Stadium on Saturday 4 March should you wish.

Q: Does the Club still intend to hold Big Summer Kick-Off at Twickenham Stadium in April?

A: Yes! We will announce details of our second annual Big Summer Kick-Off event in the New Year which will provide another incredible day of rugby and family entertainment towards the end of the Gallagher Premiership season.

Q: I can no longer attend Big Game 14. Will the Club cover my costs of hotel and travel due to the rescheduled fixture?

A: In line with the Club's ticketing T&Cs, 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. We realise that many of our supporters will be negatively affected by the impact of the RMT industrial action and the movement of the Big Game fixture. While both the Club and supporters will incur costs and inconvenience, we can only recommend that supporters check their personal insurance related to costs that are incurred from the change of event date.

2. HARLEQUINS v BRISTOL BEARS / HARLEQUINS WOMEN v BRISTOL BEARS WOMEN

Q: Where will the matches against Bristol Bears and Bristol Bears Women now be played?

A: The Club's intended fixtures against Bristol Bears on 27 December will still go ahead but will now move to the lower capacity Stoop stadium, where the event can be safely delivered:

Tuesday 27 December 2022, The Stoop

- Harlequins Women vs Bristol Bears Women, 13:30 K.O
- Harlequins Men vs Bristol Bears Men, 16:15 K.O

Q: Is my Big Game ticket/s / parking valid for the Bristol Bears fixtures at The Stoop on 27 December?

A: No. All Big Game 14 ticket purchasers, including parking, will be given the option to transfer their tickets to the rescheduled Big Game fixtures against Exeter Chiefs on 4 March. All non-Season Ticket Member tickets and parking for the Bristol Bears Men's and Women's fixtures at The Stoop on 27 December will need to be purchased separately. The match is now on General Sale.

Q: Is this fixture at The Stoop included in a Harlequins Season Ticket Membership? Can I purchase additional tickets?

A: Yes. Both the Men's and Women's fixtures against Bristol Bears are included in 2022/23 Season Ticket Memberships. These matches will now be like any other matchday at The Stoop delivering two brilliant rugby matches and all of our usual pre match entertainment, live music, pyro and light show.

Additional tickets can be purchased as normal with the usual Membership discount benefit applicable. Tickets will be sold on a first come first have basis and are now on General Sale. There will not be a Member Priority Sale given the 11 days turnaround to sell out The Stoop. We thank our Members for their understanding of this difficult decision.

Q: I am a Season Ticket Member but can't attend the Bristol Bears fixtures at The Stoop. Can I put my Membership seat for the Bristol fixtures at The Stoop up for Ticket Resale?

A: Yes, Ticket Resale has been switched on automatically for this fixture. Tickets are now on General Sale. The Club would like to encourage Members to use Ticket Resale or Forwarding if they cannot attend.

This makes a huge difference to the Club, with the sale of an Adult Member seat contributing between £10-£20 pe ticket sold, while enabling other supporters to experience The Stoop, which continue to sell out for every Home Gallagher Premiership match.

Q: Will additional parking or bus servicers be available given the impact to rail services on 27 December?

A: We have worked closely with the RFU to add over 1,000 additional car parking places for supporters wishing to drive to the event, alongside the usual 1,000 places the Club normally use on match days. Normal local matchday parking restrictions will also be lifted for the event the Council has confirmed. Seasonal parking passes for Season Ticket Members and Debenture Holders will be valid as normal. Parking can be purchased via the Harlequins ticketing site (eticketing.quins.co.uk/harlequins).

Furthermore the Club has confirmed there will be a shuttle bus service to and from Richmond Station on 27 December, costing £3 each way. Further details to be shared with Ticket Buyers.

Q: Will the Bristol Bears double-header go ahead if there is no train service to Twickenham?

A: Yes. Many of our supporters live within walking distance from The Stoop or travel by car or their own means. With a 14,800 capacity, and supported by the additional parking from the RFU, and additional shuttle bus service, lifting of local matchday parking restrictions, we are able to safely deliver the match day.

Q: What guarantees can you give me that the double-header at The Stoop won't be cancelled/postponed?

A: While we are never in a position to 100% guarantee whether a fixture will go ahead due to external factors, as this last week has shown, we have been in close consultation with Richmond Council and Premiership Rugby and are confident that despite the impact to rail services we can deliver a sell-out event safely at The Stoop on 27 December.

Q: Is the Club putting on shuttle bus services to enable supporters to get to the Stoop?

A: Yes, the Club is delivering a shuttle bus service to and from Richmond station to The Stoop on 27 December. The service does not need to be booked in advance and costs £3 each way. Payment can be made on the bus services via card payment / tap to pay.

3. OUR COMMUNITY CLUBS

Q: Will my Big Game 14 ticket, booked through my Community Club, be fully transferable to the rearranged fixture on 4 March 2023?

A: Yes. The Club will contact all our Community Club contacts to let you know your ticket/s (including parking where applicable) will be transferred over to the rescheduled fixture date, should you wish. We will issue new tickets to the Big Game 14 fixture in March in the New Year.

Q: If I still want to come to the matches against Bristol Bears and Bristol Bears Women on 27 December, will I have to buy a ticket?

A: Yes. All non-Season Ticket Member tickets and parking for the Bristol Bears Men's and Women's fixtures at The Stoop on 27 December will need to be purchased separately through the Harlequins ticketing website. All Big Game 14 ticket purchasers, including parking, will be given the option to transfer their tickets to the rescheduled Big Game fixture in March should they wish.

Q: What affiliate club activations will there be at the Bristol matches on 27 December?

A: Due to the short turnaround before the fixtures at The Stoop caused by the rail service disruption, we will sadly be unable to deliver any affiliate club activations on 27 December.

Q: Our club was confirmed to do pre-game / half time activation at Twickenham on 27 December, will this still be the case for the Exeter game on 4 March 2023?

A: Yes, all planned Big Game 14 activities with our affiliate clubs will be rescheduled into the new Big Game fixture date in March.

4. HOSPITALITY

Q: Will Hospitality still be open for both the Men's and Women's game?

A: Yes, Hospitality will still open from 12.30pm with food served in the lounges from 2.30pm and in boxes on arrival. Kick off times will remain 1.30pm for the Women and 4.15pm for the Men.

Q: Will the package remain the same despite the change in venue?

A: The Box package will include the same food and drink element and lounges will return to the normal matchday offering at the Stoop.

Q: If I have extra lounge/box places booked in, can these still be accommodated for the game at the Stoop?

A: Yes, for lounges you would have been contacted by your account manager to let you know that we can still accommodate your original group size. For boxes the numbers will be capped at 10 and you will have the option to transfer the extras directly to the Exeter game at Twickenham on the 4th of March.

Q: What will happen to my booking if I now cannot attend on 27 Dec?

A: Your booking will be transferred directly to the Exeter fixture on 4 of March at Twickenham, unless you have let us know otherwise by the 4th of January that you cannot attend. We will then explore further options to accommodate you at a different game or begin a refund process.

Q: Parking was included in my package at Twickenham, will this still be the case at the Stoop?

A: Yes, parking will still be included for all hospitality guests and will arrive as a digital form early next week.

Q: How will my tickets be sent, these were meant to arrive in the post?

A: All tickets will now be sent to you early next week via email to be printed at home.

All Big Game 14 (4 March 2023) tickets can be claimed and purchased online at eticketing.co.uk/harlequins, along with tickets to the Bristol Bears doubleheader at The Stoop on 27 December.

If you have any queries, please email the Club at supporterservice@quins.co.uk and a member of the team will get back to you as soon as possible.

We kindly ask for your patience as we deal with this extremely busy and challenging time over the festive period.

