

HARLEQUINS 2021/22 SEASON TICKET MEMBERSHIP FAQs

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1. GENERAL FAQs

Q: This will be my first season as a Season Ticket Member, what do I need to know?

A: Firstly, welcome to the Harlequins Family! Your Season Ticket Membership will officially begin on 1st July 2021, which is when you will be able to access your exclusive benefits. Before then you will hear from us with regular updates on what the season ahead has in store and before it begins you will receive a welcome pack for the 2021/22 season with your Harlequins Membership card.

Q: What new benefits are coming for the 2021/22 season?

A: Harlequins is continuing to make significant investments into The Stoop and in our valued Season Ticket Members. 21/22 will see an enhanced Quins Rewards programme – our exclusive Season Ticket member loyalty programme - with new and exciting experiences and the ability to earn Reward Points away from the stadium on non-matchdays as well as inside the stadium. Season Ticket Members will also be given new Season Ticket Membership cards, along with improved and increased digital content.

Inside The Stoop we already made investments during the 2019/20 season to deliver a better matchday experience, with two new giant screens and scoreboards, over 110 interactive TVs and more matchday activities including fireworks, bands, face painters, flags and much more. We are determined to raise the quality of matchdays at The Stoop and to invest in your experience.

Q: When does the season start?

A: The 21/22 season will begin on with Round 1 of the Gallagher Premiership in September. Season Ticket Members will also be able to attend any pre-season friendly fixtures held at The Stoop. Details of these fixtures will be announced at the end of the 20/21 season.

Q: What if I cannot make it to a match (NOT due to any enforced Covid-19 restrictions)?

A: If you are unable to attend a home fixture for any reason, you can use the free Ticket Forwarding to email a friend or family member a ticket for your seat for the match. You can also sell a ticket for your seat to another Harlequins supporter through Ticket Resale. Either way, you can make sure that there is someone to cheer the team on, even if you can't make it yourself.

Q: What if any 2021/22 fixtures are impacted by covid restrictions on fan attendance?

A: The Club very much hopes that the 2021/22 season will begin as normal with full capacity crowds allowed back to the Stoop. Should further government restrictions prohibit this however, we would likely look to hold a Reimbursement Plan for any missed matches as we

successfully did for four matches at the end of the 2019/20 season and the duration of the 2020/21 season. This would give options to Credit, Refund or Donate the proportionate value of your Season Ticket membership for any matches that had to be played behind closed doors. Please [read more here](#) about the 2020/21 Reimbursement Plan and how it is run by the Club.

Q: When is the renewal deadline?

A: If you are a renewing Member, your existing seat will be reserved for you until Tuesday 15th June 2021. After that date it will be made available for other Season Ticket Members to purchase or move into.

Q: What should I do if I want to move seat?

A: We recommend that you renew your Season Ticket before the renewal deadline of Tuesday 15th June. You are able to choose to move your seat to any other available seat during this process. Once the renewal deadline has passed, there may be some further seats released back and available to current Season Ticket Members to move into.

All Season Ticket Members who have renewed will be offered the opportunity to register online to move their seat after 15th June by an email from the Club.

The Ticket Office will call back Season Ticket Members who have registered their interest online on a first come, first served basis subject to Ticket Office opening hours. All requests will be accommodated where possible but are not guaranteed.

Q: Should I keep my Season Ticket Membership card?

A: At the start of the 2020/21 season, all Season Ticket Members were issued with a brand new Season Ticket Membership card that enables you to spend outside of The Stoop at high street retailers through a new payment capability, earning Quins Rewards points as you do! All 2020/21 Season Ticket Members were sent a card at the start of the current season.

Any new Season Ticket Members for the 2021/22 season will be issued a new Membership card before the start of the 21/22 season. If you hold an old Membership card from previous seasons this has been deactivated and will no longer admit access to The Stoop.

Q: Why does the Club play matches on a Friday night?

A: Our preferred kick-off time is always 15:00 on a Saturday. However, television scheduling means that some of our home matches are played on a Friday evening and all Gallagher Premiership clubs are affected by rescheduled fixtures. If you are unable to make a match on a Friday evening, you can use Ticket Forwarding or Ticket Resale to ensure that your seat does not go to waste.

Q: I qualify for a concession priced Season Ticket Membership; how should I send my proof of qualification?

A: Please send a copy of your proof of eligibility by email to customerservice@quins.co.uk. Please include your name, Supporter Number and address with your proof of eligibility so that we can identify your submission. If we do not receive your proof of eligibility within ten working days of your purchase, your Season Ticket Membership card will not be activated for the new season.

Q: How will I know if my purchase has been successful?

A: You will receive an email confirming your Season Ticket Membership details for the new season, including any optional benefits you may have purchased, such as seasonal parking, or a digital matchday programme subscription.

Q. When will Season Ticket Membership packs and cards be sent out?

A: You will receive your pack from August onwards, in time for the new season.

Q: Can I transfer my Season Ticket Membership into someone else's name?

A: A Season Ticket Membership can be transferred to another individual, but the Club must be notified in advance and the new Season Ticket Member will pay the new price. If the transfer takes place during the season, there will be a £10 administration charge.

Q: I have a Family Season Ticket Membership but one of the children is now 16. What will happen to my Membership?

A: If one or more children in a Family Season Ticket Membership no longer qualify as a Junior Season Ticket Member, you may no longer qualify for Family Season Ticket Membership. Depending on the make-up of your Family Season Ticket Membership, you may need to buy separate Season Tickets for the people in your party. Please check the pricing information at quins.co.uk/membership to confirm.

Q: Who is eligible for Concession Season Tickets?

A: Age based concessions must be validated by formal identification and requirements are:

- Junior Season Ticket Members: must be 15 or younger as of 1st July 2021
- 65+: must be 65 or older on 1st July 2021
- 16 – 21: must be between 16 and 21 years old as of 1st July 2021
- Armed Forces: must be able to show ID proving their involvement
- Full-time Students: must be able to show a letter of enrolment proving their student status

- Key Workers: must meet the pre-Covid-19 criteria of a key worker. The Club reserves the right to use its
- Discretion.

Any child aged 3 or 4 years old on 1st July 2021 qualifies for a discounted Season Ticket Membership of £20 and will need to apply for a Junior Season Ticket Membership card to be assigned a seat.

Any children 2 years old and under are classified as ‘babes in arms’ and can enter the ground for free but will share the seat with the paying adult.

Q: What is the Harlequins Foundation?

A: The Harlequins Foundation is dedicated to positively changing the lives of individuals and communities. Their inclusive programmes work within disability, mixed socioeconomic backgrounds and women and girls’ sport, and emphasise the importance of mental health across all social groups. They are proud partners of Movember and other international programmes.

Their aim is to positively impact one million lives by 2025. You can find out more about the Harlequins Foundation at [harlequins.foundation](https://www.harlequins.foundation).

Q: I am a Harlequins Season Ticket Member but I do not have my Season Ticket Membership card. Can I still attend a match?

A: If you have lost/damaged or never received your Season Ticket Membership card, you are still able to attend Harlequins fixtures at The Stoop, though the Club reserves the right to charge for ticket and card reprints. Please contact the Ticketing Team on 0208 410 6010 or visit the Ticket Office on a matchday.

If you need to report your Card lost or stolen or suspect fraud, please contact the Pingit for Clubs help desk on 0333 200 1012 or Barclays lost/stolen helpline on 0800 400 100. You can also report your card lost or stolen by contacting Harlequins.

Q: I want to tell the Club about my experience, how do I do that?

A: Your feedback is extremely important and allows us to keep improving the experience of all supporters. You can tell us about your experience by completing our post-match survey, which will be emailed to you. Alternatively, you can share your thoughts by emailing us at customerservice@quins.co.uk

2. SEASON TICKET MEMBER BENEFITS

Q: Which matches does my Season Ticket Membership include?

A: Your Season Ticket Membership includes your guaranteed seat at regular season Harlequins home match in the Gallagher Premiership, European competition, Premiership Rugby Cup and Big Game – our match at Twickenham Stadium during the Christmas period. It will also guarantee you the right to purchase a seat for any knockout matches held at The Stoop.

As a Season Ticket Member, you will also have a seat at the Premiership Rugby Shield matches, our pre-season friendly fixtures and Harlequins Women matches played at The Stoop. More details of those matches will be announced in due course.

Q: Which Season Ticket Member benefits will I receive?

A: You can find a full breakdown of benefits for all membership categories at quins.co.uk/membership

Q: What additional Season Ticket Membership benefits are on offer?

A: On top of your 21/22 Season Ticket Membership you can also purchase these additional benefits:

- Digital Matchday Programme, £15 – covering all home matches for the 21/22 season.
- Car Park season pass, £120 – Rosebine car parking is available for the duration of the season. A season pass delivers a 25% discount every home match.

Q: Why has my car parking cost gone up?

A: The Rosebine car park is rented for each Harlequins home match from the RFU, who have recently increased their rental rates. The Club offers a flat rate season parking ticket for £120 for all Season Ticket Members to cover all home fixtures. This represents a 25% discount on every matchday.

Q: How do I claim my 25% guest ticket for friends or family?

A: We have a limited number of discounted guest tickets for every home match so that you can introduce your friends and family to The Stoop. You can book a guest ticket by calling us on 020 8410 6010 as soon as match tickets are available for your chosen fixture.

Q: Do I have access to the Honours Bar at The Stoop?

A: Honours Bar access is an exclusive benefit for our Gold and Premier Season Ticket Members. New Gold and Premier Members will also have access to the bar. Due to limited capacity and as this is a paid-for benefit for our Gold and Premier Members as part of their Season Ticket Membership package, Club, Touchline and Jester Members will unfortunately not be allowed access.

This includes all non-Gold or Premier Members who were previously offered access to the bar by the Club – unless you are a Founder Member or a Member with accessible needs who has had email correspondence during the 20/21 season confirming access.

Access will be denoted by your new Season Ticket Membership card for Gold and Premier Members or by a season-long pass for all other Members. These will be issued at the start of the 21/22 season.

Q. What is your guest policy for the Honours Bar?

A: The Honours Bar admits the Season Ticket Member only. Unfortunately, we are unable to accept Season Ticket Members' guests in the bar on matchdays. The bar is very popular but has a fixed capacity, which we cannot breach.

To ensure the maximum number of Gold/ Premier Season Ticket Members can enjoy the bar in comfort, regretfully we cannot accommodate non-Members. Supporters using a ticket issued via Ticket Forwarding will not be able to access the bar.

Q: Who can access the international ballot?

A: All Season Ticket Members will have access to the ballot. Invitation emails will be sent ahead of each ballot opening.

Q: Am I able to apply to become a Debenture Holder at Harlequins?

A: The Club are not currently offering new Debenture Memberships as we have an agreed capped limit on the number of Members the Club sells each season. If you are interested in joining as a Debenture please contact the Club to be placed on the Debenture waiting list.

If you are a returning Debenture Holder from the 19/20 season (having not renewed your 2020/21 Debenture/Season Ticket Membership due to the impact of covid-19), please contact the Club to discuss your options.

3. QUINS REWARDS

Q: What is the Harlequins Rewards Programme?

A: Quins Rewards is our Member loyalty programme that rewards you for doing things you already do at The Stoop and allows you to redeem some incredible money-can't-buy experiences and merchandise.

From the 20/21 season, Quins Rewards is getting even better. To help spend your points, we will also be offering even more incredible prizes and experiences every week! From enjoying matchday hospitality, meeting players and coaches, attending exclusive events, half time pitch access, exclusive partner offers, signed merchandise and much, much more, you won't want to miss out. Find out more about Quins Rewards by logging in to the [My Stoop Portal](#).

Q: How do I earn Quins Rewards points?

A: Members receive points for doing things you've always done when supporting the Club, such as attending matches, arriving at The Stoop early, spending using your new Membership card, buying additional tickets and using Ticket Forwarding and Ticket Resale when you can't attend a match.

From the 20/21 season, the way you earn points will get even better. Your new pre-paid Season Ticket Membership card will allow you to earn points away from The Stoop on non-matchdays at the Club's partner high street and online retailers. Visit the My Stoop Portal for more information

Q: What Reward Prizes are on offer?

A: Through Quins Rewards you have the opportunity to redeem some incredible money-can't-buy experiences, signed merchandise and exclusive events. From enjoying matchday hospitality, meeting players and coaches, attending exclusive events, pitch access, exclusive partner offers, signed merchandise and much, much more, you won't want to miss out. Find out more about Quins Rewards by logging in to the [My Stoop Portal](#).

Q: Will points be rolled over from the 2020/21 season as it was impacted by covid-19?

A: At the start of the 2020/21 season, the Club announced that 10% of all Quins Rewards points would roll-over into the 2021/22 season due to inability to host supporters at The Stoop for the final four matches of the season. Due to the continued impact of the covid-19 pandemic on the 2020/21 season the Club are exploring the option of a similar offer. Further details will be announced before the end of the season.

Q: How do I collect items and experiences?

A: During a normal season, all Quins Rewards Items will be available to collect from either the Quinformatio trailer in the South West Corner or the Club shop. Items redeemed within 48hours of a matchday will not be able to be collected until the following Home match.

The Club will be in contact regarding matchday experiences ahead of a Home match to arrange delivery of the Reward.

While The Stoop remains closed to supporters on a matchday, Quins Rewards items redeemed from March 2020 onwards that have not yet been collected can be picked up from the Harlequins Club shop at The Stoop during its opening hours (Monday-Friday, 10am-4pm). Please bring your confirmation email if you have one and your name and Membership ID.

Q: What are the new pre-paid Membership card benefits?

A: We are hugely excited to announce a ground-breaking new partnership with Barclays and Fortress GB to bring to you a new and enhanced payment Membership card. Through enhanced payment capabilities, replacing the Club's retired eCash system, the new prepaid Membership cards can now be used to spend online, outside the ground as well as at The Stoop - wherever there is a VISA sign. (T&Cs apply).

On top of this, we have partnered with a number of well-known online and high street retailers, giving Season Ticket Members the opportunity to earn Quins Rewards loyalty points outside of matchdays and access money-can't-buy Harlequins experiences and Club merchandise so you can earn even more Quins Rewards points as you spend!

Once activated, Season Ticket Members over the age of 16 will be able to quickly and easily top-up funds via their mobile device or tablet through an app, using Barclays' Pingit technology. Members do not need to be Barclays customers to use the payment functions on the card.

Q: Why do we have a new Membership card?

A: As the life-cycle of your previous Harlequins Membership card was coming to an end, Harlequins had the opportunity to provide a new Membership card that delivered benefits not just on a matchday, but 365 days a year. Through our growing quins Rewards programme, Members now have the ability to earn points by spending using your card online or on the high street. Every time the card is used to purchase a product, the Club will also benefit through a proportion of revenue – at zero extra cost to the Member.

Q: Where can I spend using my Membership card and earn Quins Rewards points?

A: Once activated, Season Ticket Members over the age of 16 will be able to quickly and easily top-up funds via their mobile device or tablet through an app, using Barclays' Pingit technology and use the card to spend online, outside the ground as well as at The Stoop - wherever there is a VISA sign. (T&Cs apply).

Season Ticket Members will earn Quins Rewards points when spending at affiliate retail partners of the Club. A full list of these affiliate partners can be found at mystoop.quins.co.uk.

Q: What if I don't want to activate my new Membership card for payment?

A: You don't have to! By activating your card for payment you will open up a number of amazing Quins Rewards opportunities, as well as having the ability to use your Membership card to spend on food and beverage at The Stoop! But if you don't want to activate your card for payment, or do not possess the necessary smartphone or tablet to do so, your Membership card will still work as an access card to The Stoop on a matchday.

Q: Do I need to be a Barclays customer to use the new Membership card?

A: No you do not, and you will not be asked to become a Barclays customer to use the programme. Harlequins have partnered with Barclays as a way of delivering this affiliates and Quins Rewards programme to deliver benefits to our Season Ticket members and the Club through increased revenue every time the cards are used for payment – at zero extra cost to the Member! But you can use the Membership card no matter who you bank with.

Q: What happened to the old eCash programme?

A: The old harlequins eCash programme was retired at the end of the 2019/20 season to be replaced by our new prepaid Membership card and affiliates programme. Season Ticket Members were contacted on a number of occasions between February 2019 and September 2019 to inform them of the upcoming changes and to provide options of what to be done with remaining ecash balances. As per this communication and eCash T&Cs, if we had not heard from Season Ticket members by the deadline of 11th September 2019, all remaining eCash balances was assumed to be donated to support the Club.

4. PRICING AND PAYMENT

Q: Can I buy Season Ticket Membership as a gift?

A: Yes, Harlequins Season Ticket Membership is the perfect gift. If you would like the membership pack issued to you rather than the person you are gifting it to, please call us on 020 8410 6010 and confirm that you would like the pack sent to you.

Q: Can I renew or buy online?

A: Yes, in most cases, you can easily renew online. The only Season Ticket Memberships that cannot be renewed or bought online are Family or Concession Season Ticket Memberships, which can be processed over the telephone by calling 020 8410 6010.

Q: Can I pay by Direct Debit and how does it work?

A: Yes, all Season Ticket Memberships, other than Debenture Memberships, can be paid for by Direct Debit, providing an adult authorises the use of a valid bank account to make payments. The cost of membership is spread over a maximum of 10 equal monthly payments.

Payment plans will be set up with the maximum number of payment months available between the earliest payment date and a final payment date of Monday 1st March 2022. A full breakdown of payments will be issued to all Season Ticket Members when their plans are set up for the season. For more information, please see the full Direct Debit FAQs below.

Q: How can I use my Quins Credit balance to pay towards my Season Ticket Membership?

A: If you are renewing online, you will have the option to use your Quins Credit balance to part-pay the cost of your Season Ticket Membership. The Quins Credit payment method will be available alongside the other payment options.

Q: Where does the money I spend on Season Ticket Membership go?

A: Every penny from your Season Ticket Membership is reinvested into the Club. This includes the playing squads, our Community rugby and Foundation programmes, as well as maintenance of The Stoop.

5. MARKETING COMMUNICATIONS

Q: How can I check or update my marketing communication preferences?

A: You are able to check your marketing preferences at any time via the TicketMaster ticketing website or by calling our Ticket Office. Please note that if you had agreed to receive marketing communications prior to May 25th 2018 (the implementation of GDPR regulations), and have not updated your preferences since then, we will continue to email you under legitimate interest, although your records will show as being opted out.

Q: What communications will I receive as a Harlequins Season Ticket Member

A: We send all service communications through an email account which you are unable to unsubscribe from. This ensures that you continue to receive service information regarding deadlines, fixture changes, payment information, event information and anything else relating directly to your Season Ticket Membership. We will only send you marketing information if you have opted-in to receive these communications from the Club.

If you'd like to receive information about the following, you will be required to opt in:

- New player signings, Club and Harlequins Foundation news
- Quins Rewards promotions and exclusive offers
- Hospitality and ticket offers
- Retail promotions
- Offers and information from partners and suppliers
- Competitions from the Club and the Harlequins Foundation
- Community products

6. 2021/22 SEASON TICKET MEMBERSHIP DIRECT DEBIT FAQs

Q. Over how many instalments will the cost of prepayment of my Season Ticket Membership be spread?

A. The cost of prepayment will be spread over a period of a maximum of 10 consecutive months with payments of equal value being made by Direct Debit. Prepayment will take place over the maximum number of months available with the final payment being made in March of the season to which payments relate.

Q. When will my payments be made?

A. Payments will be made on or immediately after the 1st of the first available month and continue to be made on or immediately after the 1st of each consecutive payment month in respect of your Season Ticket Membership for the forthcoming season. We will provide you with a written payment plan so that you know exactly when your payments will be made. This plan will be provided to you before any payments are taken from your account.

Q. Will my Season Ticket Membership automatically renew each season?

A. Please note, for the 2021/22 Season your Membership will NOT automatically renew but your current seat will be held for you until the deadline renewal date on the 15th June 2021.

To ensure that our new ticketing provider TicketMaster has your correct bank details, any Member that is currently on our Direct Debit Scheme will be required to log into their ticketing account and renew by choosing the Direct Debit option at the Checkout stage and inputting the bank account details they wish to use. For future seasons (2022/23

onwards), Season Ticket Members on a Direct Debit scheme will automatically renew until the Club hear otherwise. with the first payment on or immediately after 1st June. For the

Q: Can I set up my Direct Debit online?

A: Yes. You can do this when purchasing your Season Ticket Membership online by visiting quins.co.uk/membership or you can call 020 8410 6010 to purchase over the telephone.

Q: Can I use Quins Credit towards my Direct Debit payments?

A: Yes, you can. If you hold available Quins Credit on your ticketing account then you can choose to put this towards your Season Ticket Membership to reduce your monthly instalments for that season. This can be easily applied when you checkout to renew your Season Ticket Membership.

Q: What happens if I miss a payment or I cancel my Direct Debit before the full payment has been made?

A: In the event of a missed payment of a Direct Debit prepayment plan before full payment has been made, the Season Ticket Membership card and account will be deactivated for all matches until all outstanding instalments have been paid. Season Ticket Member benefits will also be deactivated including any forwarded tickets/resale seats.

Season Ticket Members will have five working days after initial contact from the Club or before the next home match (whichever comes first) to pay the remaining balance. Should payment not be received by agreed date the Club reserves the right to sell the deactivated Season Ticket Membership seat for any match until all outstanding instalments have been paid.

After a third missed payment, the Club reserves the right to terminate the Season Ticket Membership. Your seat will be cancelled and released for general sale for the remainder of the season. Should a member wish to renew after a Direct Debit Closure, they will be charged as a new Season Ticket Member and the club cannot guarantee the current seat will be available.

Q: How long does it take to set up the Direct Debit and when will the first payment be taken?

A: We will set up your Direct Debit within a few days and send you a schedule of payments no less than ten days before the first payment is taken.

Q: Can I pay for more than one membership with one Direct Debit?

A: No. Individual Direct Debit payment plans are required for each Season Ticket Membership.

Q: Can I pay for my additional benefits as part of my payment plan?

A: Unfortunately, no. If you select additional benefits such as parking or Digital programmes, we will require payment to be made in full by credit /debit card or cheque if you make a paper application.

7. QUINS CREDIT

Q. What is Quins Credit?

A: Quins Credit was created towards the end of the 2019/20 season to help our supporters store any 2019/20 Season Ticket refunds, eCash refunds or 2020/21 Season Ticket refunds, to be put towards future match tickets or Season Ticket Memberships. By choosing this option, Season Ticket Members were able to support the Club by keeping much-needed income within the Club, to be put towards future match tickets, Memberships or parking. Further details of how to use Quins Credit can be found in the Season Ticket membership T&Cs.

Q: How can I use my available Quins Credit?

A: All Season Ticket Members who hold Quins Credit on their ticketing account can utilise this balance to purchase any Harlequins match tickets and Season Ticket Memberships up until the first match of the 2023/24 season (this is a 12 month extension since Quins Credit was announced this summer in light of the extended impact of COVID). Please note that it may not be possible to use Quins Credit at the time of purchase/checkout on any match tickets for the two balloted 2020/21 matches. The Club would however look to retrospectively provide a refund on any available Quins Credit you would like to put towards these balloted matches and manually remove this from your Quins Credit account at a later date.

From the start of the 2021/22 season, Quins Credit will be available to use against any match ticket purchase at the time of purchase/checkout.

Q: If I choose Quins Credit can it be used for Season Ticket Membership payments using Direct Debit?

A: Yes, we are pleased to confirm that from the 2021/22 season onwards, Quins Credit can be used for Season Ticket Membership Direct Debit payments.