

YOUR MEMBERSHIP EXPLAINED

EVERYTHING YOU NEED TO KNOW ABOUT YOUR HARLEQUINS 2021/22 SEASON TICKET MEMBERSHIP

In this document you will find details of all aspects relating to your Harlequins Season Ticket Membership for the 2021/22 season.*

Games included in Your Season Ticket Membership

You have access to the following Men's and Women's home matches:**

- Regular season Gallagher Premiership matches
- All pool stage matches in the European Cup
- All pool stage matches in the Premiership Rugby Cup
- Selected regular season Allianz Premier 15s Harlequins Women matches

If reduced crowds are required the Club will run a ballot system for our Season Ticket Members as a priority to ensure we can welcome as many of you as possible back to The Stoop as soon as it is safe to do so.

** 2021/22 season subject to confirmation from EPCR and PRL. If the structure changes, the Club will contact Members to modify the plan accordingly

My Stoop Portal

My Stoop is the online home of Quins Rewards and Membership card payment activation. Top-up your new prepaid Membership card and see how you can earn points at our affiliate businesses by visiting mystoop.quins.co.uk. (T&Cs apply)

Quins Rewards

Our official loyalty programme exclusively for Harlequins Members where you can be rewarded for attending matches, using your card at The Stoop, shopping online, or making purchases on the high-street using your new prepaid Membership card! Points can also be obtained by forwarding your ticket, attending matches at The Stoop, or utilising our ticket resale service. This season we have a host of fantastic new rewards to redeem using your Quins Rewards points, from signed merchandise, virtual events and partner offers.

Ticket Forwarding & Ticket Resale *

Use Ticket Forwarding or Ticket Resale when you aren't able to attend a fixture to ensure someone can cheer on the team from your seat instead. Terms and conditions and details of how to use Ticket Forwarding or Ticket Resale can be found on the Harlequins ticketing website.

Guest Match Ticket Discount

A limited number of discounted guest tickets are made available for Season Ticket Members to purchase for certain Men's first team home matches. To take advantage of this opportunity to introduce friends and family to Harlequins, contact the Ticket Office on customerservice@quins.co.uk to book your tickets.

Season Ticket Members' Events

We will be hosting a series of exciting events exclusively for our Season Ticket Members this season. These will be both in-person and virtual and may be run through the Quins Rewards platform. Full details will be provided next season.

Ballot for the Guinness 6 Nations at Twickenham Stadium

All Season Ticket members will have access to an online ballot for the 2022 Guinness 6 Nations Championship and other Twickenham International fixtures. Full details on how to enter these ballots will be made available to all Season Ticket Members once open.

Big Game 13

Big Game is our annual match held at Twickenham Stadium during the Christmas period. Our rescheduled Big Game 13 is due to take place in the usual Christmas slot in 2021. Tickets will be made available for our Season Ticket Members as a priority and we will send email notifications outlining further details when this can be confirmed.

Your Parking Pass

Seasonal Parking Passes can be purchased at the time of renewing or purchasing your Season Ticket membership online. If you purchase a parking pass for the 2021/22 season, it will be posted to you directly before the first match of the season. Make sure it is clearly visible in your windscreen and we ask you arrive early to the match in order to secure a space. Parking attendants manage entry and departure to our car parks to make sure your experience is as safe, efficient, and fast as possible.

Partner Benefits

Harlequins Season Ticket Members can take advantage of exclusive offers from our partners throughout the season. Further details will be made available shortly with full details of these offers emailed to all Season Ticket Members.

Members' Pin Badge

All Season Ticket Members are entitled to a free Member pin badge each season. For our 2020/21 Members who have not been able to collect their badge this season, they will be available from The Stoop as soon as we are able to welcome supporters back next season. 2021/22 Member pin badges will either be sent out ahead of the start of the season, or available to collect from the Quinformaton trailer in the South West Corner at The Stoop from the first match of the new season. Please remember to bring your new Membership card when you collect your badge.

Fan Radio

Fan Radios can be purchased with your Season Ticket Membership or on a matchday from the Quinformation Trailer in the South West Corner or from the Club shop. A reminder that you do not need to purchase a new Fan Radio each season and previous Radios will work for the 2021/22 season, although you may need to replace the batteries on occasion.

Mighty Quins Gift Packs

All our Junior Season Ticket Members will receive a free 2021/22 Harlequins Members' Mighty Quins Pack as a welcome to the new season. These will be available for collection at the Stoop from the start of the 2021/22 season.

Mighty Quins Rugby Camps

Our Mighty Quin Junior Members are eligible to receive a one-off 20% discount when booking on to one of our popular rugby camps. Details can be found on the Community Rugby website and the team can be contacted at communitycamps@quins.co.uk.

Digital Matchday Programme

Digital Matchday programmes are available as an additional purchase to your Season Ticket Membership purchase online. If you subscribed to the digital version of our matchday programme, you will receive an email with instructions on how to access each edition before the start of the 2021/22 season.

Non-Matchday Facilities at The Stoop

Whether you are hosting a small meeting, business forum, or wedding reception, The Stoop has a range of spaces to suit your needs, from executive boxes, business suites, or one of our internal bar areas. Harlequins Season Ticket Members can enjoy a discount when hiring our facilities at The Stoop on non-matchdays. For more information, please visit events.quins.co.uk

Debenture Lounge Guest Ticket

Our Debenture Season Ticket Members are able to invite guests into the Debenture Lounge for Harlequins home matches. These are available on a first come, first served basis and can be requested by emailing by debentures@quins.co.uk on the first working day after the previous match.

Harlequins Fixtures uploaded to your Calendar

This season, all Gallagher Premiership, European Cup, Allianz Premier 15, and Premiership Rugby Cup fixtures can be automatically synced to your mobile device or computer calendar. Available for iPhone Calendar, Android, Google, Windows Live, Outlook and Facebook platforms, this service means you can stay up to date with all our fixtures and events. Any game date changes, or rescheduled matches will update automatically.

Members' Retail Discount

Our Gold and Premier Harlequins Season Ticket Members receive £10 discount on the purchase of a Harlequins home shirt (£5 for Club, Touchline and Jester Members). Just show your Membership card in store to redeem your discount. Our Debenture Members also receive a 15% discount on all Harlequins retail online and from our Official Stores. Vouchers for Debenture discounts will be issued ahead of the new season.

Quins Credit

If you have Quins Credit on your Harlequins ticketing account, you can put this towards Season Ticket Membership, match ticket or parking purchases, up until the first match of the 2023/24 season. Visit quins.co.uk/membership for more details.