



## **BIG GAME 13 – FREQUENTLY ASKED QUESTIONS**

### **Q: Can I purchase additional non-Member tickets when claiming my Season Ticket Member seat?**

A: Yes you can, although additional tickets must be purchased at the time of claiming your Season Ticket Member seat. All other tickets are available to purchase once the General Sale window opens on Wednesday 15<sup>th</sup> September.

### **Q: Do you offer Group Bookings?**

A: Yes. All bookings of over 6 people receive a 15% discount per ticket. Please ensure your Friends and Family list is up-to-date.

### **Q: Can I purchase parking for Big Game 13?**

A: Yes you can. Parking for the nearby Rosebine car park can be purchased when securing your tickets. Seasonal parking passes for the 2021/22 season will also be valid for use at Big Game 13. We have a limited amount of Accessible Parking spaces for our Season Ticket holders with blue badges, which must be pre-booked with our ticketing team by emailing – [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk).

### **Q: Who is the entertainment act?**

A: Each Big Game we guarantee spectacular entertainment, and this season will be no different. This year's world-renowned act will be announced in the coming weeks.

### **Q: Can I use Quins Credit to purchase additional tickets?**

A: Yes, if you have remaining Quins Credit on your ticketing account you can put this towards additional match tickets. To check you balance, login to [tickets.quins.co.uk](https://tickets.quins.co.uk) and click on "My Account".

### **Q: What if COVID-19 restrictions limit capacity or the event is cancelled?**

A: We fully expect that the 2021/22 season will be unaffected by capacity limitations due to COVID-19 restrictions. However, should any tickets no longer be available the Club will work with our supporters to ensure an appropriate and agreeable solution is offered, and supporters will be offered the option of a full refund. COVID-19 safety measures may be in place throughout Twickenham stadium as required by government and PRL guidelines.



**Q: What if I have a question about my tickets?**

A: All Big Game 13 tickets can be claimed and purchased online at [tickets.quins.co.uk](https://tickets.quins.co.uk). If you have any queries please email the Club at [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) and a member of the team will get back to you as soon as possible.

**Q: Can I change or cancel my booking?**

A: No, all tickets are non-refundable and cannot be changed or moved once purchased.

**Q: Can I claim on behalf of another Season Ticket Member?**

A: Yes, however, you will need to ensure that these Season Ticket Members are connected within your friends and family group.

**Q: Do Children under 5 need a ticket?**

A: Yes, all children over the age of 2 will require a ticket and will need to pay the Under 18 rate depending on which Price Category you are sitting in. Under 2's can enter for free and will be classed as Babe in Arms and will therefore need to sit on the lap of an adult.