



## 2018/19 Half-Season Membership FAQs

### General

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

A: Firstly, welcome to Harlequins! Your half season membership will officially begin on Tuesday 1st January 2019, which is when you will be able to access your exclusive benefits. If you purchase before Wednesday 12<sup>th</sup> December, you will receive your welcome pack before Christmas. If you purchase after that date, you will receive it after Christmas but in time for the first match. Your pack will contain everything you need to know about your membership.

**Q: When does the half season start?**

A: 2018/19 half season membership begins on Tuesday 1st January 2019 and the first match of the membership is Harlequins v Grenoble on 12 January 2019.

**Q: What can I do if I cannot make it to a match?**

A: You can use Ticket Forwarding to email a friend or family member a ticket for your seat for the match in four easy online steps. Just as easily you can sell a ticket for your seat to another Harlequins supporter through Ticket Resale, meaning you receive 50% of the sale price with the other 50% donated to the Harlequins Foundation, Academy and Women's programme. Either way, you can make sure that there is someone to cheer the team on, even if you can't make it to the match.

Junior Members unable to attend evening matches (with a kick-off of 19:00 or later) can upgrade their seat at no extra cost so that it can be used by an adult.

**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 membership and I want to buy online, how should I send my proof of qualification?**

A: Please send a copy of your proof of eligibility by post to Harlequins Membership 2018/19, Ticket Office, The Twickenham Stoop, Langhorn Drive, Twickenham, Middlesex, TW2 7SX or email to [customerservice@quins.co.uk](mailto: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 membership card will not be activated for the season.

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

A: You will receive an email confirming your membership details for the new season, including any optional benefits you may have purchased, such as parking.

**Q. When will membership packs and cards be sent out?**

A: If you purchase before Wednesday 12<sup>th</sup> December, you will receive your welcome pack before Christmas. If you purchase after that date, you will receive it after Christmas but in time for the first match.

**Q: Who is eligible for concessions?**

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

- Junior Members: must be 15 or younger as of 1st July 2018
- 65+: must be 65 or older on 1st July 2018
- 16 – 21: must be between 16 and 21 years old as of 1st July 2018
- Armed Forces: must be able to show ID proving their involvement
- Key Workers: must meet [the following criteria](#), though the Club reserves the right to use its discretion
- Any children 2 years and under are classified as ‘babes in arms’ and can enter the ground for free but will share the seat with the paying adult
- Any child aged three to four qualifies for free admission, however they will need to apply for a membership card to be assigned a seat

**Q: What is the Harlequins Foundation and what will my donation go towards?**

A: The Harlequins Foundation was established in January 2015. Its main aim is to inspire, educate and equip young people, in order to create a brighter future for the next generation. The Harlequins Foundation delivers a range of education and participation programmes that use the power of rugby on and off the pitch. All Members’ donations will be used to support the delivery of the Harlequins Foundation’s activities and projects. You can learn more about the Harlequins Foundation [here](#).

**Benefits**

**Q: Which matches does my membership include?**

A: Your membership includes your guaranteed seat at every regular season Harlequins home match in the Gallagher Premiership, European Rugby Challenge Cup and Premiership Rugby Cup, starting with the Harlequins v Grenoble match on Saturday 12 January 2019. Membership also includes a

seat at the Harlequins Ladies v Gloucester Hartpury match on Saturday 30<sup>th</sup> March and guarantees you the right to purchase a seat for any knockout matches held at The Stoop.

**Q: Which Member benefits will I receive?**

A: You can find a full breakdown of benefits for all membership categories [here](#).

**Q: What is eCash and how do I use it?**

A: eCash is the quick and easy way to make payments at The Stoop using a Harlequins membership card. Members receive 20% cashback on every purchase made in the first hour of gates opening on matchdays. Full details on eCash and how to use it can be found [here](#).

**Q: When will I be able to access the partner benefits?**

A: We're delighted to be able to bring you so many exclusive offers from our family of partners for the 2018/19 season. Half season Members can access them from Tuesday 1<sup>st</sup> January 2019 in the Members' Area of the Club website.

**Q: I would like to be able to hear the referee's decisions during the match. Will I be able to buy a receiver to let me do so for the season?**

A: Fan Radio will enable supporters to hear every decision direct from the referee, as well as BT Sport commentary for televised matches. Fan Radio can be purchased when buying your membership and collected at The Stoop.

**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 6000 as soon as match tickets are available for your chosen fixture.

**Q: Who are Quinssa and why does the Club offer their membership as an optional extra?**

A: Quinssa are the Quins Supporters' Association and they represent the interests of supporters. They also provide opportunities for Harlequins supporters to get together at events and arrange travel to away matches, particularly abroad. More information can be found [here](#).

**Q: Will I be allowed in to the Honours Bar?**

A: Access to the Honours Bar is exclusively available to Members in the Gold or Premier seating categories. Bar access is denoted by your membership card.

**Q. What is your guest policy for the Honours bar?**

A: The Honours Bar admits the Member only. Unfortunately, we are unable to accept 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 Members can enjoy the bar in comfort, regrettably 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 Members will have access to the ballot. However, priority is given to Members in the Gold and Premier categories. All Half season Members will be automatically entered into the Natwest 6 Nations ballot.

**Pricing and Payment**

**Q: Can I buy membership as a gift?**

A: Yes, Harlequins 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 buy online?**

A: Yes, in almost all cases, you can easily purchase online. The only memberships that cannot be bought online are Family memberships, which can be processed over the telephone by calling 020 8410 6010. These memberships will incur the online administration fee of £1.50 per transaction.

**Q: What is the easiest way for me to become a Member?**

A: Buying online is the easiest way, unless you are buying Family memberships, in which case you need to call us on 020 8410 6010.

**Q: Where does the money I spend on membership go?**

A: Every penny from your membership is reinvested in to the Club. This includes the playing squad and their support costs, as well as maintenance of The Stoop.