



## Harlequins 2017/18 Ticketing Terms & Conditions

This Ticket Policy governs the purchase and use of tickets purchased online, in person and over the phone with Harlequin FC only. **PLEASE READ THE FOLLOWING CAREFULLY BEFORE YOU PURCHASE ANY TICKETS FROM HARLEQUIN FC.** For the purpose of clarity, a ticket is any medium used to gain access to the Rugby stadium. This includes stadium access/smartcards.

1. Ticket holders and/or purchasers of tickets will be responsible for compliance and observance with this Ticket Use Terms and Conditions and with any ground regulations governing persons entering, present at or leaving the Twickenham Stoop Stadium (the Stadium) as may be specified by Harlequins Rugby Club (Harlequins or the Club) from time to time. Misconduct of the ticket holder or nominee, failing to adhere to this Ticket Use Policy or acting in a manner which the Club considers is detrimental to its interests or is likely in the reasonable opinion of the Club to bring Rugby or the Club into disrepute shall permit the Club to confiscate or forfeit (in each case without compensation) the ticket, to prevent access to the Stadium for the fixture in question and/or to ban the ticket holder from attending future matches or other events at the Stadium for such time as the Club deems appropriate.
2. All Rugby match tickets are issued subject to (i) these terms and conditions (as the same may be amended, varied or changed from time to time), (ii) the rules and regulations from time to time of the RFU, Premier Rugby Limited and ERC Rugby as the case may be having regard to the competition in respect of which tickets are offered for sale, (iii) any ground regulations governing persons entering, present at or leaving the Stadium (as such regulations may be specified and amended, varied or changed by Harlequins from time to time), and (iv) such additional rules and regulations as Harlequins may adopt from time to time, all of which are hereby incorporated into the terms and conditions of the issuance of a ticket and called collectively the Ticket Use Terms and Conditions.
3. The Club shall not be obliged to admit any Member who forgets their Membership Card in respect of any individual Match nor shall it be obliged to issue any other form of ticket for that Match unless the Member can provide adequate alternative evidence of identification to the Club.
  - 4.2. The Club is not responsible for any Membership Card or ticket that is lost, stolen,

forgotten, damaged, defaced, or destroyed due to an act or omission of someone other than the Club or its employees or agents. A duplicate of any such Membership Card or ticket may be applied for by the Member and may be subject to a non-refundable administration fee of £10.00 to be paid by the Purchaser or Member prior to the issue of each duplicate Membership Card and / or ticket. The Club shall not be required to issue any duplicates in circumstances where the Club reasonably believes that the notified loss, damage or defacing has been caused by a Purchaser or Member's wilful breach of the Membership T&Cs or if there are reasonable grounds for the Club suspecting that the Purchaser or Member is or has been engaged in fraudulent or other unlawful conduct.

4. A charge of £10 applies to replace lost / stolen membership cards.
5. Harlequins reserve the right to price tickets and change the price of tickets for any match however they deem appropriate.
6. Concessions may be offered on ticket pricing for supporters aged under 16, 16 to 21 and over 65 on the day of the match as well as Disabled supporters. At the Club's discretion, you may be asked to provide proof of your concessionary status. Anybody found to be using concession ticket unjustly to gain entry to a Harlequins match will be liable to denied entry or ejection. No refund will be given.
7. Refunds on tickets are at the discretion of the Club. Harlequins will only give refunds on purchased tickets over 48 hours before the kick-off of the match for which the ticket is valid.
8. If the Rugby match for which a ticket relates is postponed or abandoned for any reason, the ticket shall remain valid for the rearranged match. Any person who does not wish to attend the rearranged Rugby match shall be entitled to a refund of their tickets only if they contact the Ticket Office more than 48 hours prior to the kick off time of the rearranged match. We are unable to refund the booking fee of £3. In the case of a postponement this will be the full-face value of the ticket for the relevant match. No refunds will be made if the match has been abandoned. In no circumstances will Harlequins be liable to pay any other sums to any persons in connection with a postponed or abandoned Rugby match. It is the responsibility of the ticket holder to ascertain the correct date and kick-off time of any rearranged and/or postponed matches.
9. If for any reason the date and/or time of a Rugby match is altered after a ticket has been purchased, it is the responsibility of the customer to ascertain the correct date and time of the fixture. Harlequins will endeavour to make this information available as soon as any changes have been made. Harlequins are under no obligation to give any form of recompense to anybody who misses a Rugby match due to a date and/or time change.
10. In the event of a ticket being lost, damaged or misplaced Harlequins is under no obligation to provide a duplicate ticket.
11. The purchase of a ticket constitutes an acceptance by the purchaser of, and an undertaking to be bound by and observe, the Ticket Purchase Policy and Ticket Use Terms and Conditions of Harlequins.
12. The resale of any tickets at more than face value is strictly prohibited. When purchasing the ticket, you will inform the new holder that they are subject to this policy. A ticket shall

become void and will not allow entry to the stadium or have any right to a refund where Harlequins believe it has been sold to another person at higher price, sold on the Internet (through unauthorised ticket brokers, auction sites or otherwise) or any other medium whether now or hereafter developed or it has been used as a prize in a lottery, competition or for any other promotional or advertising purpose unless expressly authorised by Harlequins in writing.

13. Entrance to the stadium is only permitted upon presentation of a valid ticket, which should be retained until the Rugby match in question has been played to a conclusion. In addition, upon request, proof of identity or age may be required.
14. The ticket gives access only to the block, row and seat indicated on the ticket and not to any other seat within the stadium, however Harlequins reserves the right to re-allocate the ticket holder to any other seats in the stadium at any time.
15. Harlequins cannot guarantee that the seat to which this ticket refers will not be affected by adverse weather conditions, including but not limited to events of force majeure or concerns over safety and/or security or that the view will not be affected by pillars or other structural apparatus or circumstances beyond the reasonable control of Harlequins. However, Harlequins will use reasonable efforts (where possible) to minimise the effects of such events.
16. All persons who enter the Ground with a Harlequins ticket acknowledge that photographic images and/or video and/or sound recordings (and/or still images taken from video recordings) may be taken of them and may also be used in televised and/or radio coverage of Matches and/or for promotional or marketing purposes by the Club, Premier Rugby Limited or other third parties.
17. No person (other than the holder of a valid licence granted by Harlequins or by a Rugby authority with Harlequins consent) may bring into, or use within, the stadium any equipment which is capable of recording or transmitting any audio, visual or audio-visual material or any information or data in relation to a match or the stadium, other than mobile phones or like devices for personal non-commercial use.
18. The ticket remains the property of Harlequins at all times.
19. Harlequins excludes to the maximum extent permitted by the law any liability for loss, injury or damage to persons/property in or around the stadium (whether or not indirect or consequential). Nothing in the Ticket Purchase and Use Terms and Conditions shall exclude or restrict Harlequins liability for its own negligence.
20. Harlequins Reserves the right to refuse any person the right to buy a ticket, entry to the stadium and to eject from the stadium any person:
  - who fails to comply with the Ticket Purchase and Use Terms and Conditions;
  - who does not produce a valid ticket on request; who holds a ticket in breach of any of the paragraphs above;
  - whose presence within the stadium may be a source of danger, nuisance, annoyance or otherwise that may give rise to concerns in relation to the safety and security arrangements for the Rugby match concerned. This includes excessive noise,

smoking, use of foul and abusive language and the throwing of any object which might injure or cause damage to people or property;

- Harlequins will not tolerate any forms of bigotry, racism or inappropriate behaviour arising from any form of prejudice. Anyone found in breach of this condition could receive a warning, have their ticket confiscated without compensation, receive an indefinite life ban from the stadium and in some cases arrest;
- who fails to comply with instructions from a Harlequins steward or police officer, including refusal to be searched;
- who is in possession of any item that may be used as a weapon or missile which includes but is not limited to flares and smoke bombs, or any bottle, can or tin;
- who appears to be under the influence of alcohol and/or drugs
- who is overly aggressive or abusive to any member of Harlequins staff or a police officer;
- who is suspected of committing, being likely to commit or having committed in the past a criminal offence within or on the site of the stadium;
- who enters an area prohibited to the ticket holder;
- who damages, interferes with or tampers with Harlequins property in any way; or
- who stands in a seated area, on a seat, in an aisle or gangway or climbs over any fences or other structures without permission.

If these Ticket Purchase and Use Terms and Conditions are not accepted, tickets should not be purchased or should be returned to the club immediately. The purchase and/or use of the ticket will be deemed to constitute acceptance by the user of these Ticket Purchase and Use Terms and Conditions in full.