



Harlequins 2018/19 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 membership will officially begin on 1st July 2018, which is when you will be able to access your exclusive benefits, details of which can be found in the Benefits section on this guide. Before then you will hear from us with regular updates on what the season ahead has in store and before the Premiership begins you will receive a welcome pack for the 2018/19 season. The pack will contain everything you need to know about your membership.

Q: When does the season start?

A: 2018/19 membership begins on 1st July 2018. The Premiership season will begin from Friday 31st August 2018 but, before this, Members will be able to attend any pre-season friendly fixtures in August at The Stoop (details of which are yet to be announced).

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

A: If you are unable to attend a home fixture for any reason, you can use 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, meaning you receive 50% of the sale price with the other 50% donated to the Harlequins Foundation. Either way, you can make sure that there is someone to cheer the team on, even if you can't make it yourself.

Junior Members who are 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. Please note that upgrades must be organised by calling our Ticket Office on 020 8410 6010.

Q: When is the renewal deadline?

A: If you are a renewing Member, you have until Wednesday 23rd May to renew and keep your current seat. On Thursday 24th May, you will have an exclusive day to move to any seats vacated by non-renewing Members. All remaining seats will be made available on general release from Friday 25th May.

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

A: First and foremost, we recommend that you renew your current seat before the renewal deadline on Wednesday 23rd May to ensure that you do not lose it. You can then call us on 020 8410 6010 on

Thursday 24th May to move to another seat. As a renewing Member you will have an exclusive day in which to do this before all remaining seats are made available on general release from Friday 25th May.

Q: Should I keep my membership card?

A: Yes. If a new card is required for any reason, we will issue one ahead of the 2018/19 season. Otherwise, your current card will be activated for the new season. If you lose or damage your card, a cost of £10 will apply for a reissued card.

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 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 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 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 membership details for the new season, including any optional benefits you may have purchased, such as seasonal parking, Fan Radio, or a digital matchday programme subscription.

Q: When will membership packs and cards be sent out?

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

Q: Can I transfer my membership into someone else's name?

A: A membership can be transferred to another individual, but the Club must be notified in advance and the new Member will pay the new price. If the transfer takes place during the season, there will be a £20 administration charge

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

A: If one or more children in a Family membership no longer qualify as a Junior Member, you may no longer qualify for Family membership. Depending on the make-up of your Family membership, you may need to buy separate memberships for the people in your party. Please check page 16 of the brochure to confirm or call us on 020 8410 6010.

Q: Who is eligible for concessions?

A: Age-based concessions must be validated by formal identification and requirements. These 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

Full-time Students: must be able to show a letter of enrolment proving their student status

Key Workers: must meet the following criteria, though the Club reserves the right to use its discretion:

http://www.richmond.gov.uk/key_worker_schemes_eligibility

Any child aged three- four qualifies for free admission, however they will need to apply for a membership card to be assigned a seat.

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

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 Foundation delivers a range of education and participation programmes that use the power of rugby, both 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 work that the Harlequins Foundation does by clicking [here](#).

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

A: If you have lost/damaged or never received your membership card, you are still able to attend Harlequins fixtures at The Stoop. Please contact the Ticketing Team on 0208 410 6010 or visit the Ticket Office on a matchday.

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 provide your thoughts by emailing us at customerexperience@quins.co.uk.

Benefits

Q: Which matches does my membership include?

A: Your membership includes your guaranteed seat at every regular season Harlequins home match in the Aviva Premiership, European competition, Anglo Welsh Cup and Big Game 11 – our festive match at Twickenham Stadium. It will also guarantee you the right to purchase a seat for any knockout matches held at The Stoop.

As a Member, you will also have a seat at the 'A'-League matches, our pre-season friendly fixtures, Harlequins Ladies matches, and England Women's matches played at The Stoop. More details of those matches will be announced in due course.

Q: Which 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 is eCash and how do I use it?

A: eCash is the quick and easy way to make payments at The Stoop by using a Harlequins membership card. Members receive 20% cashback on all eCash purchases in the first hour of gates opening. Full details on eCash and how to use it will be included in your membership pack. If you are an existing Member, visit [MyStoop](#) to start using it today.

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

A: We're delighted to be able to bring you many exclusive offers from our family of partners for the 2018/19 season. Existing Members can continue to access them now, while new supporters can access them from 1st July 2018. Full information on these offers is available in the Members' area of the Club website.

Q: Is the digital matchday programme subscription available to purchase?

A: Yes, it is. The digital programme is available to purchase when you renew/purchase your membership. The digital programme costs £15 and covers all home matches of the 2018/19 season.

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 enables supporters to hear every decision direct from the referee, as well as match commentary for selected matches. Fan Radio can be purchased when buying your membership and collected at the start of the season. Please note that, if you had a Fan Radio for the 2017/18 season, it will not work for the 2018/19 season.

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: 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 Quins supporters to get together at events and arrange travel to away matches, particularly abroad. More information can be found at quinssa.org.uk

Q: Will I be allowed in to the Members' Bar?

A: All existing Members who currently have access to the Members' Bar will continue to have access to it. New Gold and Premier Members will have access to the bar. Due to limited capacity, Club, Touchline and Jester Members will unfortunately not be allowed access. Access will be denoted by your membership card. Only blue membership cards permit access.

Q. What is your guest policy for the Members' bar?

A: The Members' Bar admits eligible Members 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, 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 Members will have access to the 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 renew or buy online?

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

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

A: Buying online (for renewing or new Members) is the easiest way, unless you are buying Family or Concession memberships, in which case you need to call us on 020 8410 6010.

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

A: Yes, all 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 11 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 March 2019. A full breakdown of payments will be issued to all 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 eCash balance to pay towards my membership?

A: If you are renewing online, you will have the option to use your eCash balance to part-pay the cost of your membership. The eCash payment method will be available alongside the other payment options. You can only use eCash if you are renewing online.

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.

Data Protection

Q: Why am I being asked to reconfirm my consents for marketing communications?

A: The laws around marketing permissions are changing from May 2018 and to make sure you stay up to date with all things Harlequins, we'll need you to let us know whether you'd like to opt in to our marketing communications. If you'd like to receive information about the following, you will be required to opt in when purchasing your membership. This can be done online, by using the application form or on the telephone.

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

Q: Can I give consent for others?

A: In most cases consent must be given by an individual on their own behalf. However, if you are purchasing a membership on behalf of someone under 16, a parent or guardian can provide consent for the junior.

Q: How do I opt-out of marketing communications?

A: If you wish to opt-out of marketing communications you are able to do this any time through the unsubscribe link at the bottom of our emails, by calling our Ticket Office or via the My Account section of tickets.quins.co.uk.

Q: Will I still receive service communications if I have opted out of marketing communications?

A: Yes, you will. In order to ensure you receive important information about the product you have purchased we will continue to provide these communications. This is to ensure you are able to enjoy the product fully. Examples of service communications may include fixture updates or kick off time changes. For the avoidance of doubt, service communications will not contain any marketing communications.

Direct Debit

Q. Over how many instalments will the cost of prepayment of my membership be spread?

A. The cost of prepayment will be spread over a period of a maximum of 11 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 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 membership automatically renew each season?

A. Yes, if you pay by Direct Debit, your membership will renew each season with the first payment on or immediately after 1st April; you will not need to do anything. We will notify you to remind you of this in plenty of time so that you can notify us if you do not want to renew your membership. Please note that for the 2018/19 season, the first payment will be taken on 1st May 2018.

Q. Can I set up my Direct Debit online?

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

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

A. If a payment is missed or you cancel your Direct Debit before full payment has been made, your membership card will be deactivated for all matches until you have paid all outstanding instalments. Your Member benefits will also be deactivated. After a second missed payment, the Club reserves the right to sell the deactivated 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 membership. There will be no penalty charge for a first missed payment, but charges of £10 will be applied for each subsequent missed payment. Payment can be made in person or over the telephone by calling the Ticket Office on 020 8410 6010.

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 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, Fan Radio or Quinssa membership we will require payment to be made in full by credit /debit card or cheque if you make a paper application.