



Harlequins

Harlequins Ticket Buying Guide

Our new web sales site has been designed to be user friendly and easy to use, however we have put together a guide on how to purchase tickets in case you need assistance. If you still have any queries or questions on these services, please contact us at customerservice@quins.co.uk or by calling 020 8410 6000 Monday to Friday 09:00 – 16:30.

- 1. How to purchase match tickets**
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How to purchase match tickets

1. Select the 'Home Matches' tile from the Ticketing page or from the 'Tickets' dropdown menu.
2. Find the match for which you are wishing to purchase tickets from the list of available fixtures; if you are looking for a particular competition, why not use the filter option? Click 'Select Seats' to take you through to the seat selection and stadium map.
3. You have two options to select your seats. If you are not sure where to sit, please read our FAQs below for more information to help you decide.
 - a. Select by stand and area – simply choose your stand and preferred area and we will choose the best available seats. Please note that if nothing matches your request, the system will automatically allocate you the next best available seats elsewhere in the stadium so make sure you review your choice once you go through to your basket.
 - b. View seats – use the live seating plan to select your exact block and seating location as well as get an indication of the view from your area. Please note to access the live seating plan you need to be on a computer or tablet (it is not compatible with mobile devices) and you may need to download the latest version of Adobe Flash Player.
4. If using the stadium map to choose where to sit, select your desired seats from the block and click 'Add to Basket'. Please note that the system will not allow you to leave single seats so check your selection before proceeding. For more information on this, please see the FAQs below.
5. Once you have progressed through to your basket, you will need to log in to identify yourself to the system. You will require a supporter number and password to purchase ticketing products online.

- a. If you are already registered and have used the service before, please log in with your correct details. Don't worry if you have forgotten your password – just follow the on-screen instructions.
 - b. If you have purchased tickets from Harlequins before, but not via the online service, or if you cannot remember your login credentials, please contact us at customerservice@quins.co.uk or on 020 8410 6000 to receive your unique supporter number and password.
 - c. If you have never purchased tickets from Harlequins before, click on 'Start Here' and register your details.
6. Once logged in, you will be given a choice of delivery method: print at home, standard post or collection. If you are purchasing three days or fewer before the game, post will no longer be a valid option.
7. This is also where you will be able to indicate any concessions which are being purchased as part of your transaction. If you or someone in your party qualifies for a concession priced ticket, change the price band option from the dropdown menu and click on 'Update Basket' below. For more information on who is entitled to matchday concessions and in which areas they are available, please see the FAQs below.
8. If you are also booking on behalf of someone with a Harlequins supporter number, you can link the purchase to them via our Friends & Family facility; for more information, please see the FAQs below.
9. If you make any errors and wish to start again, you can click on 'Clear Basket' and it will reset your transaction for you.
10. When complete, proceed to the checkout where you will need to enter your payment card details, select a previously saved card or select eCash as a payment option and tick to agree to the Terms & Conditions – please note that we do not accept American Express. Please do not press back or refresh during this process.
 - a. If you selected standard post as your delivery method, you will need to confirm or add a delivery address. When entering a new address, please give it a name e.g. Home, Work and then enter the first line of the address into the Address 2 line, the second line into Address 3 etc.
 - b. If your address is no longer up to date, please head to 'My Account' and 'Update Details' to ensure that all contact details are correct as just changing the delivery address will not update your supporter record.
11. When your sale is complete, the confirmation page will be displayed and an email will be sent to you confirming your purchase as well as the ticket delivery/collection process – please keep this for your records.
 - a. If you selected print at home as your delivery method, a PDF attachment will be attached to the confirmation email for you to print out and bring along to the match. If there is no attachment, please contact us here or on 020 8410 6000.

How to purchase away tickets

1. Select the 'Away Matches' tile from the Ticketing page or from the 'Tickets' dropdown menu.
2. All away fixtures for which you can purchase tickets are listed here along with the different pricing options and seat locations.

- a. As soon as we receive our away allocation, we make them available to purchase online; we expect to receive our allocations six to eight weeks before the day of the fixture.
 - b. If the game is not listed here, please check back later as it may be that we have not yet received the allocation.
 - c. Buying away tickets through Harlequins guarantees that you will be sat with fellow Harlequins supporters. However, if you would like a wider choice of seat location, tickets can be purchased from the home club.
3. Once you have chosen the away fixture you require, select how many tickets you wish to purchase and add to your basket. Unfortunately, we are only able to sell adult tickets for away matches; if you wish to purchase concession tickets, please contact the home club.
4. Once you have progressed through to your basket, you will need to log in to identify yourself to the system. You will require a supporter number and password to purchase ticketing products online.
 - a. If you are already registered and have used the service before, please log in with your correct details. Don't worry if you have forgotten your password – just follow the on-screen instructions.
 - b. If you have purchased tickets from Harlequins before, but not via the online service, or if you cannot remember your login credentials, please contact us at customerservice@quins.co.uk or on 020 8410 6000 to receive your unique supporter number and password.
 - c. If you have never purchased tickets from Harlequins before, click on 'Start Here' and register your details.
5. Away tickets are only available as standard post and will be posted out to arrive before the fixture.
6. When complete, proceed to the checkout where you will need to first confirm your delivery address or if needs be, add a new one to the system. When entering a new address, please give it a name e.g. Home, Work and then enter the first line of the address into the Address 2 line, the second line into Address 3 etc.
7. Once you have confirmed your delivery details, continue to enter your payment card details, select a previously saved card or select eCash as a payment option and tick to agree to the Terms & Conditions – please note that we do not accept American Express. Please do not press back or refresh during this process.
8. When your sale is complete, the confirmation page will be displayed and an email will be sent to you confirming your purchase as well as the ticket delivery process – please keep this for your records.

N.B. Our official Supporters' Association, Quinssa, also organise tickets and travel for away fixtures. For more information, please visit www.quinssa.org.uk or contact coaches@quinssa.org.uk

How to purchase car parking

1. Select the 'Car Parking' tile from the Ticketing page or from the 'Tickets' dropdown menu. All events for which you can purchase car parking are listed here.
2. Choose the event you need, select the number of car spaces you require and add to basket. Please note that this refers to the number of cars and not the number of occupants – in this instance, adult refers to car space.

3. Once you have progressed through to your basket, you will need to log in to identify yourself to the system. You will require a supporter number and password to purchase ticketing products online.
 - a. If you are already registered and have used the service before, please log in with your correct details. Don't worry if you have forgotten your password – just follow the on-screen instructions.
 - b. If you have purchased tickets from Harlequins before, but not via the online service, or if you cannot remember your login credentials, please contact us at customerservice@quins.co.uk or on 020 8410 6000 to receive your unique supporter number and password.
 - c. If you have never purchased tickets from Harlequins before, click on 'Start Here' and register your details
4. Car parking is only available as standard post. All car parking passes will be posted out in time to arrive before the event. The option to purchase parking will not be available three days out from the event as we cannot guarantee that your pass will arrive in time.
 - a. If this is the case, matchday parking will normally be available on arrival (subject to availability); however, we recommend that you arrive early as spaces cannot be guaranteed.
5. When complete, proceed to the checkout where you will need to first confirm your delivery address or if needs be, add a new one to the system. When entering a new address, please give it a name e.g. Home, Work and then enter the first line of the address into the Address 2 line, the second line into Address 3 etc.
6. Once you have confirmed your delivery details, continue to enter your payment card details, select a previously saved card or select eCash as a payment option and tick to agree to the Terms & Conditions – please note that we do not accept American Express. Please do not press back or refresh during this process.
7. When your sale is complete, the confirmation page will be displayed and an email will be sent to you confirming your purchase as well as the parking delivery process – please keep this for your records.
8. For more information on how to get here, please visit <http://www.quins.co.uk/your-club/stadium/>.

N.B. We have a limited number of blue badge holder spaces available on a matchday; for more information on these, please visit <http://www.quins.co.uk/your-club/stadium/>.

Ticketing Frequently Asked Questions

1. I am having trouble logging in, what do I do?

- If you are already registered with Harlequins and you are having trouble logging in, please try the following:
 - Use your supporter number instead of your email address; this can be found on your membership card or on previous confirmation emails for any past purchases.
 - Check whether caps lock is activated on your keyboard. Passwords are case sensitive so please ensure that you are entering your password exactly as you originally created it.

- Ensure that you have not accidentally added spaces when entering your password.
- If you are still unable to log in, please contact us at customerservice@quins.co.uk or on 020 8410 6000.

2. I am having trouble registering, what do I do?

- If you have tried to complete an online registration and it has not been successful, this usually means that your details already exist on our system and will not allow you to create a duplicate record. Please contact us at customerservice@quins.co.uk or on 020 8410 6000 in order to retrieve your login details and update your personal details.

3. I have purchased tickets from Harlequins previously over the phone, how do I register for online ticket sales?

- If you have purchased tickets from Harlequins previously, you will have been assigned a Harlequins supporter number which starts with the number 5. To retrieve your password, please use the 'Forgotten Password' facility found on the sign-in page, or contact us at customerservice@quins.co.uk or on 020 8410 6000 to activate your account for online sales.

4. Where is the best place for me to sit?

- If you are struggling to decide where to sit, here is a guide on the different areas of Twickenham Stoop Stadium:
 - Best seats in the house = IG Stand, Blocks FC-FG and DHL Stand, Blocks AC-AG; our coveted Gold and Premier seats are located between the 22m lines where you can expect the best views at top prices.
 - Cheap and cheerful = North Stand, Blocks GA & GD and South Stand, Blocks BA & BF; if you are looking for the cheapest tickets available but still want to enjoy a day out at the rugby, look no further than our Jester seats situated behind the posts and conveniently located near food and drink outlets.
 - Family day out = South Stand, Blocks BB & BE; suitable for families of all shapes, sizes and ages, our Touchline seats in the South Stand offer an excellent view of the pitch whilst being within reaching distance of our family-friendly South West Corner.
 - Group bonding = South Stand, Blocks BC & BD; any group – large or small – that is looking to experience the excitement of a Harlequins matchday should look no further than our Club seating in the centre of the South Stand which is a stone's throw away from the King's Bar for post-match debriefs and entertainment.
 - The opposition = North Stand, Blocks GB & GC; whilst we do not segregate home and away fans in rugby, and indeed welcome all supporters in all areas of the ground, the allocations that are sent to the away clubs are usually situated behind the posts in the North Stand if you wish to sit with other travelling supporters.

5. Why will the system not let me leave a single seat?

- In order to allow everyone to come and enjoy a Harlequins matchday, we are unable to leave single seats either via bookings online or over the phone.

- We realise that there are several single seats dotted around the stadium and these are either due to existing membership seats or from the cancellation of individual tickets for one-off games. We therefore are unable to create any more on the system and are happy to help you search for alternative seating arrangements.

6. I can't find what I want from the tiles on the home page, what do I do?

- If the product you are looking for does not appear as a tile, please check the menu bar across the top of the page to see if there is a quick link through to purchase.
- Alternatively, click on 'Tickets' which will take you to some of our current events, or use the dropdown menu that appears to select the product that you need.

7. What qualifies as a concession priced ticket?

- To qualify for a concession priced ticket, you will need to fit into one of the below categories:
 - Under 16 = you must be between the ages of five and 15 on the day of the event
 - Senior = you must be 65 or over on the day of the event
 - 16-21 = you must be between the ages of 16 and 21 on the day of the event
- Concession priced tickets are only available in our Club, Touchline and Jester price categories. There are no concessions available in our Gold and Premier price categories.
- For more information on concessions, please read our Terms and Conditions.

8. What is the Friends and Family facility?

- Our Friends and Family facility allows you to purchase tickets on behalf of supporters who are linked to your account.
- Once you have selected your seats for your chosen fixture and added them to your basket (as per the above guide), you will be given the option to reassign the seats to different supporter numbers.
 - Look for the dropdown menu under the 'Supporter' option, select the person to whom you wish to assign the seat and click on 'Update Basket' below. If your guest does not have a supporter number with us, you can also register them as a new Member here by clicking on 'Register "Friends and Family" Member'.
- You can also view who is linked to your group by heading to the 'My Account' tab across the top of the Ticketing website and selecting 'Friends & Family' from the dropdown menu. Here you can see the full list of your 'Friends & Family', add existing Members to your group or register new supporters.

9. I have not yet received my tickets, what do I do?

- If you purchased over the phone, your tickets will be posted out to you ahead of the fixture. If you do not receive them a week before the game, please contact us at customerservice@quins.co.uk or on 020 8410 6000 and we will arrange for a reprint of your tickets.

- If you purchased online, please check your inbox for your confirmation email and verify the delivery method; this information can be found below the seat details.
 - If you selected print at home, there will be a PDF attachment for you to print out and bring along.
 - If you selected standard post, your tickets will be posted out to you ahead of the fixture. If you do not receive them a week before the game, please contact us at customerservice@quins.co.uk or on 020 8410 6000 and we will arrange for a reprint of your tickets.
 - If you selected 'collect', your tickets will be held on the day of the fixture and will be available to collect from two hours ahead of kick-off to half-time.

10. What are cookies and must they be enabled in my web browser?

- Cookies are used to store coded pieces of information that are then use to track the details of your purchase during the sales process. No personal information is contained within them.

11. How do I know my transactions are secure?

- All transactions change to 'secure mode' as you log in. You can identify this by the padlock appearing in the lower edge of your browser. This is your assurance that no one can intercept your details and that you can change your personal information and make purchases via the online ticket system with confidence.