



## 2017/18 Harlequins Membership 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 renew or purchase memberships in case you need assistance. If you still have any queries or questions on these services, please contact us at [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) or by calling 020 8410 6000 Monday to Friday 09:00 – 16:30.

- 1. How to renew your Harlequins membership**
- 2. How to purchase a Harlequins membership**
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### How to renew your Harlequins membership

1. Select the 'Membership' tile from the Ticketing page or click on 'Membership' on the option bar along the top of the page.
2. Click on the 'Renew your Membership' tile.
3. You will then need to log in to identify yourself to the system. You will require your supporter number and password to proceed.
  - a. Please make sure you log in with your correct details. Don't worry if you have forgotten your password – just follow the on-screen instructions. Your supporter number can be found on your membership card.
  - b. If you cannot remember your login credentials or are having trouble logging in, please contact us at [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) or on 020 8410 6000 to receive your unique supporter number and password.
4. Once logged in, the system will automatically put your current seat into your basket. Please check your seat details against your membership card and contact us if there are any issues.
  - a. If you have friends and family linked to your account, their seats may also be listed alongside your own in case you are purchasing on their behalf. If you do not wish to pay for these, you can just remove these from your basket before 'Checkout' by clicking on the green cross to the right of their details.
5. Underneath your seat details, you will be asked if you wish to sign up to our Auto Purchase Schemes which will guarantee you a seat for any knock-out fixtures for which we may qualify during the season. Tick the schemes that you wish to join or scroll to the bottom of the page to continue without signing up.
  - a. If you decide to sign up to one or all of the Auto Purchase Scheme, the system will securely store your card details until they may be needed to automatically purchase a seat for you. Please make sure that the card that you use to pay for your

membership has an expiry date past June 2018 otherwise we cannot guarantee that your seat will be processed automatically.

- b. If you are renewing on behalf of other Members, you will need to go through this stage for each Member in your basket.
6. The next page you come to lists all our additional benefits that you can take advantage of ahead of the 2017/18 season. Click on the additional item(s) that you wish to purchase, select the correct option from the dropdown menu and enter the quantity required into the respective box.
  - a. Please note that if you wish to pay for your membership by Direct Debit, you will need to purchase any additional items separately. If you select any of the additional items below, Direct Debit will not appear as a payment option at checkout.
7. Once you have selected the item(s) you wish to purchase, scroll down to the bottom of the page and click 'Add to Basket'. If you do not wish to purchase any additional items, please scroll to the bottom of the page and select 'No Thanks'.
8. Once you have proceeded to your basket, you will be able to review and amend all your choices. Please use this opportunity to check prices against our membership brochure, review your seat details once more and make sure that each membership seat is entered against a different supporter number.
  - a. If you are purchasing additional items on behalf of friends and family, please make sure that you assign each product to each individual Member. This can be done by selecting their supporter number from the dropdown menu under the Supporter option in the basket and clicking on 'Update Basket' below.
9. For all membership purchases, you will be unable to amend the price band between adult, under 16, 16-21 and over 65 in the basket as this information is taken from the date of birth stated on your supporter record. If there are any issues with the price band stated, please contact us at [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) or on 020 8410 6000. For more information on who is entitled to membership concessions and in which areas they are available, please see the FAQs below.
  - a. Please note that Family memberships and all other concession memberships cannot be purchased online so please contact us on 020 8410 6000 in order to proceed. Proof of concession will be required.
10. Once you are happy with your basket, click on 'Checkout' to proceed to the final stages.
11. You will be asked how you heard about us and what prompted you to renew your membership so please select the most accurate option from the dropdown menu and click 'Confirm' below.
12. Before payment, you will need to confirm or add a delivery address for when the packs get delivered from early August onwards.
  - a. 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.
  - c. If the option to change your delivery address did not appear, please contact us [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) or on 020 8410 6000 once you have confirmed your purchase to update your details.
13. When complete, proceed to the checkout where you will need to enter your payment card details, select a previously saved card, choose the Direct Debit option or select eCash as a payment method and tick to agree to the Terms and Conditions – please note that we do not accept American Express. Do not press back or refresh during this process.

- a. Please note that there will be a £1.50 booking fee for all online transactions paid by card; if you choose to spread the cost of your membership over several months via the Direct Debit payment method, there will be no booking fees incurred.
14. If you have purchased any additional items, the Direct Debit option will not be available to select. To pay by Direct Debit, head back to your basket by clicking on the icon in the top right corner of the screen, remove the additional items and check out again. You will then be able to purchase the additional items separately by contacting us on 020 8410 6000.
15. If you have signed up for the Auto Purchase Schemes, you will need to enter the card details before paying for your membership. Please make sure that the card that you use to pay for your membership has an expiry date past June 2018 otherwise we cannot guarantee that your seat will be processed automatically.
16. 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 membership pack delivery process – please keep this for your records.

### **How to purchase a Harlequins membership**

1. Before proceeding, we recommend that you log in or register on the system in order to smooth out the purchasing journey.
  - a. If you are already registered with us and have used the service before, please log in with your supporter number and password by clicking on the 'Sign In' option on the home page. 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](mailto: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 'Register' on the main page and register your details.
2. Once logged in, select the 'Membership' tile from the Ticketing page or click on 'Membership' on the option bar along the top of the page.
3. Depending on the level of membership you wish to purchase, click on the corresponding tile where you will be taken through to the seat selection and stadium map showing the different areas where your selected level of membership is applicable.
  - a. Details on what each membership entails, pricing and all other membership information can be found at <http://www.quins.co.uk/your-club/membership/>.
4. 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.

5. 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.
6. Underneath your seat details, you will be asked if you wish to sign up to our Auto Purchase Schemes which will guarantee you a seat for any knock-out fixtures for which we may qualify during the season. Tick the schemes that you wish to join or scroll to the bottom of the page to continue without signing up.
  - a. If you decide to sign up to one or all of the Auto Purchase Scheme, the system will securely store your card details until they may be needed to automatically purchase a seat for you. Please make sure that the card that you use to pay for your membership has an expiry date past June 2018 otherwise we cannot guarantee that your seat will be processed automatically.
  - b. If you are purchasing more than one membership, you will need to go through this stage for each Member in your basket.
7. The next page you come to lists all our additional benefits that you can take advantage of ahead of the 2017/18 season. Click on the additional item(s) that you wish to purchase, select the correct option from the dropdown menu and enter the quantity required into the respective box.
  - a. Please note that if you wish to pay for your membership by Direct Debit, you will need to purchase any additional items separately. If you select any of the additional items below, Direct Debit will not appear as a payment option at checkout.
8. Once you have selected the item(s) you wish to purchase, scroll down to the bottom of the page and click 'Add to Basket'. If you do not wish to purchase any additional items, please scroll to the bottom of the page and select 'No Thanks'.
9. Once you have proceeded to your basket, you will be able to review and amend all your choices. Please use this opportunity to check prices against our membership brochure, review your seat details once more and make sure that each membership seat is entered against a different supporter number.
  - a. If you are a new Member and are purchasing more than one seat, you will be required to assign the additional seat(s) to different supporter number(s) once you hit your basket. You can choose from your 'Friends & Family' or register a new Member from the 'Supporter' drop down menu. This is also the same process for any additional benefits you may be purchasing on behalf of another Member.
10. For all membership purchases, you will be unable to amend the price band between adult, under 16, 16-21 and over 65 in the basket as this information is taken from the date of birth stated on your supporter record. If there are any issues with the price band stated, please contact us at [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) or on 020 8410 6000. For more information on who is entitled to membership concessions and in which areas they are available, please see the FAQs below.
  - a. Please note that Family memberships and all other concession memberships cannot be purchased online so please contact us on 020 8410 6000 in order to proceed. Proof of concession will be required.
11. Once you are happy with your basket, click on 'Checkout' to proceed to the final stages.
12. You will be asked how you heard about us and what prompted you to renew your membership so please select the most accurate option from the dropdown menu.
13. Before payment, you will need to confirm or add a delivery address for when the packs get delivered from early August onwards.

- a. 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.
  - c. If the option to change your delivery address did not appear, please contact us [customerservice@quins.co.uk](mailto:customerservice@quins.co.uk) or on 020 8410 6000 once you have confirmed your purchase to update your details.
14. When complete, proceed to the checkout where you will need to enter your payment card details, select a previously saved card or choose the Direct Debit option and tick to agree to the Terms and Conditions – please note that we do not accept American Express. Do not press back or refresh during this process.
  - a. Please note that there will be a £1.50 booking fee for all online transactions paid by card; if you choose to spread the cost of your membership over several months via the Direct Debit payment method, there will be no booking fees incurred.
15. If you have purchased any additional items, the Direct Debit option will not be available to select. To pay by Direct Debit, head back to your basket by clicking on the icon in the top right corner of the screen, remove the additional items and check out again. You will then be able to purchase the additional items separately by contacting us on 020 8410 6000.
16. If you have signed up for the Auto Purchase Schemes, you will need to enter the card details before paying for your membership. Please make sure that the card that you use to pay for your membership has an expiry date past June 2018 otherwise we cannot guarantee that your seat will be processed automatically.
17. 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 membership pack delivery process – please keep this for your records.

## **Membership 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](mailto: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](mailto: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 to purchase a membership online?**

- 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](mailto:customerservice@quins.co.uk) or on 020 8410 6000 to activate your account for online sales.

**4. 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.

**5. 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.

**6. 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.

#### **7. What is the Harlequins Foundation and what will my donation go towards?**

- 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](#).

#### **8. What qualifies as a concession priced ticket?**

- Age based concessions must be validated by formal identification and requirements are:
  - Junior Members: must be 15 or younger as of 1<sup>st</sup> July 2017
  - 65+: must be 65 or older on 1<sup>st</sup> July 2017
  - 16 – 21: must be between 16 and 21 years old as of 1<sup>st</sup> July 2017
  - Armed Forces: must be able to show ID proving their involvement
  - Full-time students: must be able to show ID 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](http://www.richmond.gov.uk/key_worker_schemes_eligibility)
  - 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 next to their parent/guardian.
  - Any children two 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. For details on what concessions are available for Harlequins memberships, please visit <http://www.quins.co.uk/your-club/membership/> or read our membership T&Cs.

#### **9. I qualify for a concession priced membership and I want to buy online, how should I send my proof of qualification?**

- Only Adults, Juniors, 65+ and 16-21 memberships can be purchased online.
- For all other concessions, please contact us on 020 8410 6000. You will also need to send a copy of your proof of eligibility by post to Harlequins Membership 2017/18, Ticket Office, The Twickenham Stoop, Langhorn Drive, Twickenham, Middlesex, TW2 7SX or by 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 new season.

## **10. What is the Friends and Family facility?**

- Our Friends and Family facility allows you to purchase tickets and memberships on behalf of supporters who are linked to your account.
- Once you have selected the seats you wish to purchase 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.

## **11. Can I pay by Direct Debit and how does it work?**

- 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 12 equal monthly payments. You cannot pay for additional items by Direct Debit and valid card details must be provided at checkout.
- 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 2018. 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 (online at <http://www.quins.co.uk/your-club/membership/>).

## **12. Why do we have administration charges?**

- The £3 and £1.50 administration fees – per transaction, rather than per membership – are charges incurred from the associated costs of processing the membership. These include card charges, software costs and administration costs.

## **13. How will I know if my purchase has been successful?**

- 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.

## **14. What should I do if I want to move seat?**

- We recommend that you renew your current seat before the renewal deadline on Wednesday 31<sup>st</sup> May to ensure that you do not lose it. You can then call us on 020 8410



6000 on Thursday 1<sup>st</sup> June 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 available on general release from Friday 2<sup>nd</sup> June.

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

- You will receive your pack in early August, in time for the new season.

**16. Can I transfer my membership into someone else's name?**

- 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

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

- 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 11 of the Membership brochure to confirm.

**18. 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.

**19. 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.