

HAMPSHIRE RUGBY FOOTBALL UNION LIMITED

Regulation, Advice and Guidance Note 26

Sponsor Management Board

Approved 1 November 2012

Updated April 2020



INTERNATIONAL TICKETS

Entitlement

2601 Only Life Associates, and those Individual Associates whose annual subscription is fully paid up, may apply to purchase tickets from the allocation made by the Rugby Football Union to the Union.

Allocation

2602 Our allocation from the RFU for home matches in the Six Nations and for the more popular of the Autumn fixtures (known as A Grade Matches) was fixed by RFU Council on 24 April 2009 (each of the 31 CB's gets 20 plus a pro-rata share of 1980 based on the number of Clubs per CB) although more tickets sometimes may be made available to us for some games. Ticket prices for A Grade Matches are set by the RFU Council in five categories ranging from Premium to Category 4 where the latter can be less than half the price of a Premium ticket. We receive fifty-five percent of our allocation at Category 1, eighteen percent at Category 2, thirteen percent at Category 3, eight percent are Premium and five percent are at the bottom end.

2603 The allocation for B Grade Internationals in the Autumn is often unlimited, especially for those which are less popular.

2604 The allocation for away matches in the Six Nations is very meagre and these tickets are usually only made available for sale in pairs to paid-up Associates who are involved in the management and administration of the Union.

Information

2605 Associates will be advised of availability each year by an email application form which is sent out.

Applications

2606 The memorandum will advise Associates how to apply for tickets; this will normally be by e-mail or by post. An Associate may apply for more but will usually get one ticket only for each match unless the memorandum advises otherwise. Block bookings may be made by one Associate providing the application shows the names of the other Associates for whom application is being made. The bottom-line of our ticket allocation policy is that we sell only to our Associates.

2607 If you have a spouse, partner or friend who is keen to attend matches then they should be enrolled as an Associate of HRFU. An Associate may apply for tickets for casual spectators for one of the less popular Autumn Internationals when demand does not exceed supply.

2608 If you apply for away tickets then your name will be placed on the waiting list until we know the quantity we will receive but with no guarantee of a pair of tickets for any match. For away matches we may receive up to ten tickets for each away match. Maybe less. We understand that less than 5000 are allocated to England by the other Unions.

2609 There is no point in asking for tickets for Six Nations or Autumn International matches not involving England.

Allocations

2610 We are advised of the number of tickets we will receive from the RFU about 4 weeks before the first of the autumn internationals and in December for the Six Nations.

2611 An Associate can expect to receive at least one ticket for a Six Nations or an A Grade Autumn International match when possible. Our policy is to ensure that all our fully paid up applicants get to attend one of the matches. This is not always possible because of the restrictions that some Associates can place on their

requests, such as cost. As stated in 2602, prices vary considerably. Associates will therefore be asked to apply for tickets at one price and to state whether they are prepared to accept higher or lower priced tickets.

2612 Non-Associates are not allowed to purchase tickets. No Associate can purchase more than one per match unless it is for another Associate or it is a B Grade game where there is no restriction on the quantity we can apply for or there are no waiting lists and we have a surplus we cannot shift.

2613 If you are unsuccessful with the initial allocation then your name is placed on a waiting list and should additional tickets become available (for example when an Associate is unable to take up his allocation) you will be contacted if you have advised the Ticket Officer of your e-mail address.

2614 Every effort is made to allocate adjacent seats to Associates when this is requested on the application.

2615 All tickets must be paid for before they are issued as directed on the letter of allocation.

2616 Tickets are sold to Associates subject to the conditions of use set by the RFU.

Disposal of unwanted tickets

2617 If an Associate is unable to make use of a ticket after it has been purchased then it must not be sold on but should be returned to the Ticket Officer. If he is able to re-allocate or return to the RFU at no cost to the Union then a refund of the ticket value, but not the handling fee, will be made. If a ticket cannot be returned or re-sold then no refund can be made unless there are very exceptional circumstances.

Prevention of Fraud - Retention of tickets

2618 We are an agent of the RFU and our Associates should make themselves aware of the conditions of use imposed by the RFU. To protect our interests all Associates must retain their tickets or ticket stubs for at least two months after the end of a series of matches so any investigation brought by the RFU about ticket allocations may be substantiated. This is particularly important if a ticket is not personally used by the Associate but by a relative or friend (which is contrary to our policy anyway).

2619 A record of the ticket numbers allocated to our Associates is kept by Hampshire RFU Ticket officer for scrutiny by the RFU if there is any suspicion that our allocation has ended up with touts or unauthorised commercial organisations. If this is proved then our allocation can be reduced or withdrawn for future seasons.

2620 Any Associate found to have sold on a ticket to a tout or unauthorised person is liable for a period of suspension from purchasing tickets through this Union. The period of suspension shall be set by the Management Board. There shall be no appeal.