

RUGBY COMMUNITY FAQs

HOW THE PROGRAMME WORKS:

How has our ticket quota been decided?

We have used the principles in place for RFU international ticketing to define the club/ organisation ticket allocations. The key difference is however that this is a ticketing programme for four8 Rugby World Cup 2015 matches and therefore the number of tickets allocated will differ from your RFU allocation. This tournament is also owned and governed by the IRB so the ticketing allocation will be different to your usual quota.

Why do we have a limit to the number of the members we can put forward to buy tickets?

There are 500,000 tickets available to all clubs/ organisations in this priority sale. We want to ensure that members have the opportunity to buy tickets for matches they want to attend. Rugby is a family game so we feel that setting a member limit will give people a chance to purchase up to four tickets and enjoy matches with their friends and family.

Why are there four ticket limits across matches? Can we allocate more tickets to some members?

No, the maximum number of tickets an individual can purchase for a match is four. Each club/ organisation can choose to pre-allocate up to four tickets per match to a member.

Can we put more members forward and give them less ticket access?

No, clubs/organisations need to follow the allocation details as set out. The number of members is set for every club/ organisation to ensure members have the flexibility to choose matches to purchase from.

Why is our Twickenham Stadium match allocation different to what we currently receive for internationals through the RFU?

Rugby World Cup 2015 is an international tournament owned and run by the IRB and is therefore subject to a different governance structure than the matches governed by the RFU.

Why are we required to submit our member selection plans for approval?

This is a condition of the Rugby Community Priority Sale to ensure the use of tickets complies with the commercial regulations of the Tournament.

Are there four tickets guaranteed per member and must they all be used by members?

No, four tickets is not a guarantee for each member as tickets are sold on a first come first served basis. Tickets may be used by the individual to take friends and family to matches however use of tickets is subject to ER 2015's terms and conditions of sale.

Will the ticketing system automatically stop individuals buying more than four tickets?

Yes, if a member attempts to add more tickets to a transaction, the website will stop the member from buying more than four.

Can clubs/organisations choose to allocate their full ticket allocation to their members and specify each game?

Yes, a club/ organisation can do this however we recommend that this approach is only adopted for the Twickenham Stadium matches as you have a fixed allocation of tickets. The remainder are not fixed and members can purchase first come first served based on their own preferences.

Can we select staff and players as part of our selected members?

Yes. The club/organisation is responsible for selecting their members and must be fair and transparent.

If a member buys tickets in the Rugby Community sale will this prevent them from being able to apply in the public application phase in September 2014?

No, members can also apply in the public application phase.

When will members find out if they have successfully secured tickets?

This is a real time sales programme; once payment has been collected members will receive a confirmation email.

Can we request an allocation of tickets in a specific area of the stadium/s at a particular price range or together?

No, tickets are sold across all club/ organisation on a first come first served basis. Subject to availability members can choose a price category and purchase up to four tickets. ER 2015 will endeavour to ensure these tickets are allocated together subject to the stadium configuration.

Can one or more of our ticketing team have access to the ticketing website?

No, each club/organisation can only have one nominated ticketing administrator.

What if our members do not have access to email, how can they be part of the programme?

Clubs/ organisations must ensure that they upload their member details into the RWC 2015 ticketing website to participate in the sale. Where members do not have access to the internet Clubs/ Organisations should make arrangements to support such members.

What if our members are disabled, can we allocate tickets to them through the Rugby Community programme?

Yes, clubs/ organisations should register all members through the official website. Members that have accessibility requirements can purchase tickets via our Freephone Accessibility Ticketing Service via 0800 230 0000 where our customer service team will validate your club/ organisation membership and manage your order. Members requiring a Type Talk service can also manage this process via our Type Talk service on 0800 781 0001. Members that require assistance attending a match or require a wheelchair space will also be receive a carer ticket free of charge. These carer tickets do not count towards a club/ organisation's total allocation.

Can we raffle or sell tickets to our members to help generate club revenue?

Tickets cannot be commercialised. Clubs must not allow access to tickets to anyone other than their nominated members in line with the terms and conditions of sale (included). The tickets can only be purchased by nominated individuals as per the terms and conditions of sale. Tickets cannot be used as part of hospitality, fundraising or commercial programmes.

COMMUNICATIONS:

Can we share details of our allocation with our members now?

Clubs can promote their involvement through their own channels and should ensure that all their members are aware of the details and their member selection policy/choice.

If I have concerns over use of the ticketing system is there support available?

Yes, you can email us at Ticketing@England2015.com. We will announce details of our Customer Service Team in the coming weeks.

If we receive media enquiries regarding our ticket allocation should we make comment?

Details on the Rugby Community Ticket Sales programme will be made public by England Rugby 2015 this week. England Rugby 2015 will not communicate specific club or organisation ticket allocation information, just the principles of the programme and the key timeframes. It is at the club or organisations discretion as to whether they make comment on the programme or their allocation.