

D E B U T U R E S
TWICKENHAM

MEMBERS
HANDBOOK

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UNBELIEVABLE **DRAMA.** UNFORGETTABLE **ACTION.** UNMISSABLE **MOMENTS.**

THE GAME YOU LOVE INTENSIFIED

There's no sport like rugby. There's no stadium like Twickenham. And there's no sporting prize like an England Rugby Debenture.

Twickenham Stadium is the home of England Rugby and the largest dedicated rugby union venue in the world, seating up to 82,000 people.

Our historic venue is supported by over 5,000 Debenture members, raising long-term capital for the development of Twickenham Stadium. Surplus revenue from the stadium is invested into grassroots rugby and is a vital part of creating a successful and thriving game across England.

In return, a Twickenham Debenture is one of the most highly-prized memberships in British sport.

That's because it guarantees the right to buy tickets for every England senior men's 15-a-side match staged by the RFU at the stadium. That's home matches in the Guinness Six Nations, Autumn Nations Series and Summer Series.



TICKETING

SECURING YOUR SEATS

At the start of every season, we'll send you a calendar with key dates for securing your Debenture tickets. For every tournament or series of matches, there will be an online purchase window in which you can buy your Debenture tickets at the 'entitlement rate'. If you miss the ticket window, your seats won't be guaranteed but we'll do our best to find you alternative tickets if any are available.

DOWNLOADING YOUR TICKETS

Our mobile tickets are fan friendly and secure. You can manage your tickets digitally and remain assured that all tickets within the Twickenham Stadium app are authentic and secure.

If you have multiple tickets, you can easily transfer each ticket to others once they have downloaded the Twickenham Stadium app. [Find out more.](#)



TICKET EXCHANGE

The Ticket Exchange is in place for the biggest sold out matches at the stadium, usually classed as 'A' grade and above. It allows us to make sure the stadium is as full as possible, while giving Debenture members the opportunity to buy additional tickets or sell tickets they no longer need. [Find out more.](#)

ACCESS TO DEBENTURE LOUNGES

There are three designated Debenture lounges in the stadium: The Clubhouse, Union Ale House, South Stand Debenture Lounge. Only members with specified access can use these areas and your passes will be sent in the post at least a week before each tournament starts.



DEBENTURE BENEFITS

- Guaranteed England Rugby ticket purchase rights for all RFU-staged 15-a-side England senior men's matches at the stadium.
- Invitations to events run exclusively for Debenture members and ticket ballots to some of the best events held at Twickenham Stadium and across the sports industry.
- Priority access to official supporter travel packages for England men's major matches, tournaments and events anywhere in the world.
- Pre-sale windows to many of the events not staged by the RFU at Twickenham Stadium.
- The chance for you and a guest to walk around the pitch pre-match with an England legend.
- Debenture-member only partner and retail discounts:
 - Twickenham Marriott Hotel
 - England Rugby Museum
 - England Rugby Shop & matchday programmes
 - Any many more...



CLUBHOUSE BAR & KITCHEN



- Exclusively open to Clubhouse Debenture members
- No reservation required – if you have booked your match tickets, you will be sent your passes in the post before the match
- Located in the middle tier of the East Stand (level 4)
- Generally open 3½ hours before kick-off till 1½ hours after the final whistle
- Free half-time pint and live music
- You can expect traditional pub food, usually themed to reflect the away side's cuisine, ales, beers, wines and soft drinks
- Plus, plenty of TV screens to keep you up to date with rugby matches happening elsewhere in the world

CLUBHOUSE RESTAURANT



- Upgrade your matchday experience with a visit to our a-la-carte Clubhouse Restaurant, exclusively for Clubhouse Debenture members
- Tables must be pre-booked online separate to your match ticket and are first-come first-served
- Located next to the Bar & Kitchen in the East Stand middle tier (level 4)
- Three course plated menu followed by cheese
- Meal and all-inclusive bar for £150*, including Guinness, premium lager and selected wines
- Or meal and soft drinks package for £126*
- Post-match Twickenham Tea
- Bar open 90 minutes post-match
- Multiple TV screens to keep you up to date with matches happening elsewhere in the world

**Prices subject to change*

UNION ALE HOUSE



- Rugby pub with a relaxed atmosphere, located in the lower tier of the East Stand
- Exclusively open to Union Ale House Debenture members
- No reservation required – if you have booked your match tickets, you will be sent your passes in the post before the match
- Generally open 3½ hours before kick-off till 1½ hours after the final whistle
- Free halftime pint
- You can expect traditional pub food, usually themed to reflect the away side's cuisine, ales, beers, wines and soft drinks
- Plus, plenty of TV screens to keep you up to date with rugby matches happening elsewhere in the world

SOUTH STAND DEBENTURE LOUNGE



- Escape the crowds in the area open exclusively to South Stand Lounge Debenture members
- Reservation required for both bar and restaurant
- Match ticket & Debenture lounge package bought separately
- Located in the middle tier of the South Stand (level 4)
- Bar only bookings will give you access to an exclusive bar area from 3½ hours before kick-off till 1½ hours after the final whistle
- Or choose the dining package (£159+VAT per person*):
 - Champagne reception on arrival
 - Three course buffet style lunch/dinner
 - Selection of seasonal starters, main course and choice of cheeses & desserts
 - Post match pies
 - Complimentary beer, wine & soft drinks pre-match and for 60-mins post-match

**Prices subject to change*

TRAVEL

GETTING TO THE STADIUM

Visit the Twickenham website [here](#) for the last travel information.

We work closely with the police for all our events at the stadium. Any fans planning their trip should allow extra time to access the stadium and avoid bringing bags where possible. All bags will be searched on entry and must be no larger than A4. There is no left luggage facility.



AROUND THE GROUNDS

The latest event information will be updated a few weeks before the event [here](#).

Please also check the latest Ground Rules [here](#).



**ONLINE ORDERS AND MATCHDAY
CLICK AND COLLECT RECEIVE
A 10% DEBENTURE DISCOUNT
AT THE RUGBY STORE**

**10%
DISCOUNT**



KEY

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8 Lift number

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RESTAURANT

UAH THE UNION
ALE HOUSE

SSL SOUTH STAND
DEBENTURE LOUNGE



RUGBY UNITED

Debenture members have supported Rugby United since its launch in 2020.

Across the country there are individuals and communities who are missing out what rugby has to offer. The benefits to physical and mental health, the friendships and social connections, and the values and life skills it embodies. They are missing out not because they don't enjoy the game or have a preference to other sports but rather due to a lack of opportunity, and barriers to entry which infer that rugby is not for them.

Being true to our principles of rugby as a game for all, we must keep striving to engage with all parts of society to show what makes our sport the joy and passion for millions across the country. We must show that everyone is welcome into all aspects of the game, from playing and coaching to volunteering at a club or becoming a match official.

The RFU has a rich history of active engagement to bring rugby to targeted demographics. Since 2012 the All Schools programme brought rugby into more state schools and increased delivery with lower socio-economic groups. All Schools has transitioned over 10,500 schoolchildren into a club setting. Since 2017 the Inner Warrior campaign helps clubs recruit female players and has already led over 25,000 women and girls to access rugby via Warrior Camps. This outreach work continues today as we seek new ways to attract participation and secure the future of the game.

Rugby United will empower community clubs who are seeking to make long term cultural change in how they engage and become more accessible to their local communities, in order to attract players, coaches, volunteers, and match officials from Black and South Asian groups.



FAQ'S

TICKET INFORMATION

CAN I BUY EXTRA TICKETS?

When possible, we will always aim to offer Debenture members additional tickets. For the most popular matches at the Guinness Six Nations and Autumn Nations Series, this will likely be one additional ticket per Debenture held.

AS A DEBENTURE MEMBER, CAN I SELL MY TICKETS?

It is against the Ticketing Terms and Conditions to list international rugby tickets on resale sites. You can however, distribute the tickets as you please (to friends and family). Please note, you will not be able to sell your Debenture tickets for a profit. You can list tickets on the official Ticket Exchange.

HOW DOES THE TICKET EXCHANGE WORK?

Tickets for an A Grade and above international matches can be posted on the England Rugby Ticket Exchange for resale. You can find more information [here](#).

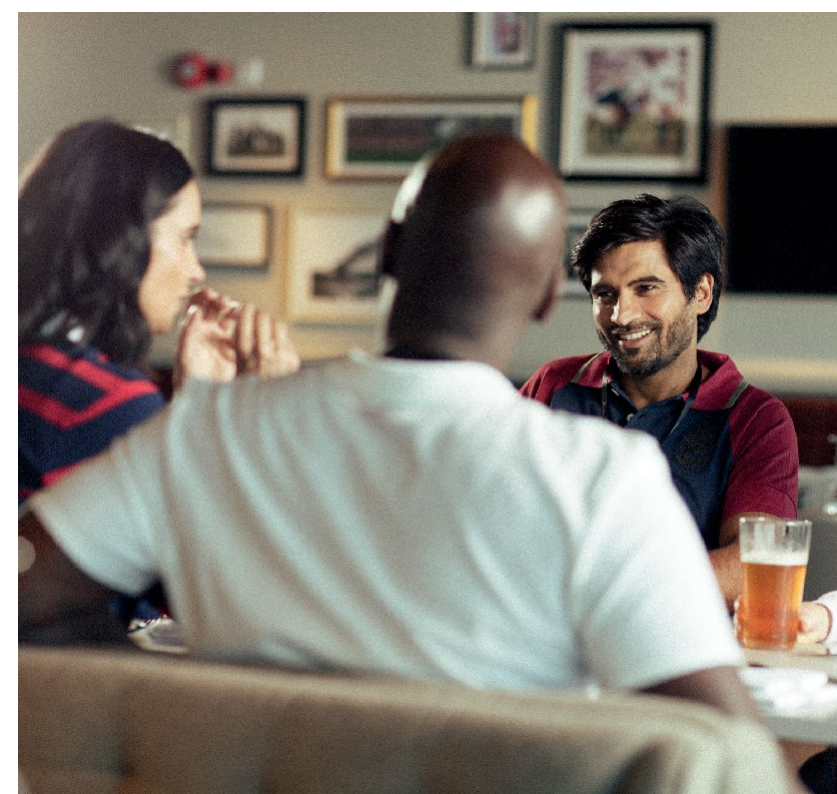
CAN SOMEONE ELSE USE MY TICKETS AND THE FACILITIES EVEN IF IT'S IN MY NAME?

Yes, as long as they have your permission to do so. Please note that you will be responsible for their behaviour.

DO I GET ACCESS TO OTHER EVENTS SUCH AS CONCERTS OR STADIUM HIRE EVENTS? OR DO I PAY EXTRA FOR THIS?

A Debenture membership gives you access to all RFU controlled events. Dependent on availability, we typically have a small allocation for events that aren't owned by the RFU and will always contact you by email with opportunities to attend additional events.

Full ticket T&Cs are available [here](#).



FAQ'S

ON THE DAY

CAN I PURCHASE CAR PARKING FOR AN UPCOMING MATCH?

You can book a space at one of the stadium car parks, subject to availability. [Find out more.](#)

I HAVE DEBENTURE LOUNGE ACCESS, WHEN WILL I RECEIVE MY PASS?

This will be sent to your home address, normally at least a week before each match.

CAN I HAVE ADDITIONAL DEBENTURE LOUNGE PASSES?

We can't guarantee additional passes for the Debenture lounge, especially for our most popular games. For quieter fixtures, you may be able to access additional passes, and we will do our best to accommodate this.

HOW DO I BOOK ONTO A PITCH-SIDE WALK BEFORE A MATCH?

Simply give us a call on 020 8831 6666 (line 6) and we'll add you to the list. We have a limited number of spaces so please be advised this is first-come, first-served.

CAN I BOOK FRIENDS INTO A DEBENTURE LOUNGE THAT HAVE TICKETS TO THE GAME BUT ARE SITUATED ELSEWHERE WITHIN TWICKENHAM STADIUM?

No, these facilities and offerings are exclusive to Debenture members who have purchased membership to either The Union Ale House, The Clubhouse or South Stand Debenture Lounge.





D E B E N T U R E S
TWICKENHAM

Ticket queries

[Submit a request](#)

**Debenture renewals or
account management**

Please contact:

+44 020 8831 6666 (line 6)