

FIRST XV MEMBERSHIP TERMS AND CONDITIONS

1. In these terms and conditions: "the Club" means The England Rugby Club, organised promoted and managed by the Rugby Football Union; "the Stadium" means Twickenham Stadium, 200 Whitton Road, Twickenham TW2. 7BA.
2. The RFU reserve the right to contact you throughout the membership period via email, SMS or phone about key updates regarding the Club, including and not limited to information about ticket availability and other key membership benefits. You can opt out of these communications at any time.
3. Personal data collected will be held in accordance to the Rugby Football Union's privacy policy (<http://www.englandrugby.com/about-the-rfu/privacy-policy/>)
4. Nothing in these terms and conditions shall constitute or imply any guarantee of entitlement to a ticket, seat or access to any area of the Stadium.
5. The Club reserves the right to vary the manner or system in which match tickets are to be sold upon reasonable notice being given.
6. In the event that a membership card is stolen the member should report this to the Club's Membership Services office immediately. They can be contacted on 0333 234 1215.
7. Duplicate membership cards (where lost) are available at a cost of £5.00 (plus 50p administration costs).
8. Membership Cards and tickets are personal to the member and are not transferable and shall not be transferred under any circumstances. All membership cards and tickets remain the property of the Club, the member being the authorised bailee of the Club in respect of the same and entitled to the benefits conferred by them subject to these terms and conditions.
9. The dates and times of fixtures for the forthcoming season are subject to any alteration. Every effort will be made to give as much notice as possible of any changes.
10. The Club reserves the right to suspend the use of the relevant membership card of a member and all associated benefits for a period of time or to withdraw their use in the event of misuse or if abused in anyway or in the event of a breach of any of the terms and conditions and regulations referred to or in the event of any abusive, dangerous or any other unacceptable behaviour by the member.
11. If the remittance tendered in payment of membership shall be dishonoured or in any other way refused (other than by the Club), the relevant member shall be liable to pay the Club's administrative charge of £5.00 (or such other amount as the Club may inform the member in writing from time to time) and any bank or other similar charge incurred by the Club as a result, and such membership shall be immediately withdrawn.
12. If you choose to purchase your membership on direct debit, your membership will automatically renew for next season. We will contact you 30 days prior to payment to notify you. You can cancel your membership by contacting us on 0333 234 1215.
13. The Club shall not have any liability to the registered member in respect of any failure to carry out or delay in carrying out any of its obligations under these terms and conditions, including admitting the member to the Stadium for a particular match, caused by fire, flood, accident, strikes or other industrial action, refusals to grant any licenses or permissions or any circumstances outside its reasonable control.
14. Membership is restricted to one per person. Any person who makes or conspires to make multiple applications will have their membership terminated without compensation.
15. The Club reserves the right to refuse any application for membership at its sole discretion without reason.
16. Any ticket that is purchased is subject to the ticket terms and conditions of the relevant ground and failure to comply with the ticket terms and conditions could result in the suspension or withdrawal of the relevant membership card and membership. If a member of the Club is found to be selling or attempted to sell any tickets issued for or on behalf of the

RFU, in breach of the RFU's ticket terms and conditions then their membership may be cancelled and the ticket order cancelled without a refund.

17. Membership of the England Rugby Club First XV is valid until the expiry date specified at the point of purchase. The Club reserves the right to change the tenure of the membership. Any changes will be subsequently notified to existing members.
18. The Club has the right to change the contents of the membership pack and/or the benefits that a member receives at any time without advance notice so long as the value of the contents and/or benefits remains the same. Any changes will be subsequently notified to existing members.
19. Minimum age for a First XV member is 16. Juniors under the age of 15 must be accompanied by a responsible adult when visiting Twickenham.
20. The Club reserves the right to change these terms and conditions. Any changes will be subsequently notified to existing members.

Last updated: 30/04/2018