




UNDER ARMOUR.
SERIES



SCOTLAND

03.11.18



Wallabies

10.11.18



17.11.18



24.11.18



Debenture Ticketing Guide
2018



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Wales

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Welcome

Welcome to the Debenture Ticketing guide for the Under Armour Series 2018. In this guide you will find all you need to know about how to purchase your tickets and secure your spot at the home of Welsh rugby this Autumn.

Should you require any assistance during the purchasing process or wish to discuss this with a member of our Customer Care Team, please call **02920 822432** or email **Customercare@wru.wales**

Your New Debenture Benefits

As part of enhancing our debenture holder experience, both match day and outside of the Under Armour Series and Six Nations, we will be introducing a number of exclusive benefits to reward our debenture holders. We listened to the recent feedback given by debenture holders and you will now have access to a number of money can't buy experiences, competitions and events that will take place throughout the year. Further details regarding these experiences will be shared in the near future.

Fixtures

Wales v Scotland: Saturday 3rd November 2018 (Kick-off 14.45)

Wales v Australia: Saturday 10th November 2018 (Kick-off 17.20)

Wales v Tonga: Saturday 17th November 2018 (Kick-off 14.30)

Wales v South Africa: Saturday 24th November 2018 (Kick-off 17.20)

Ticket Prices

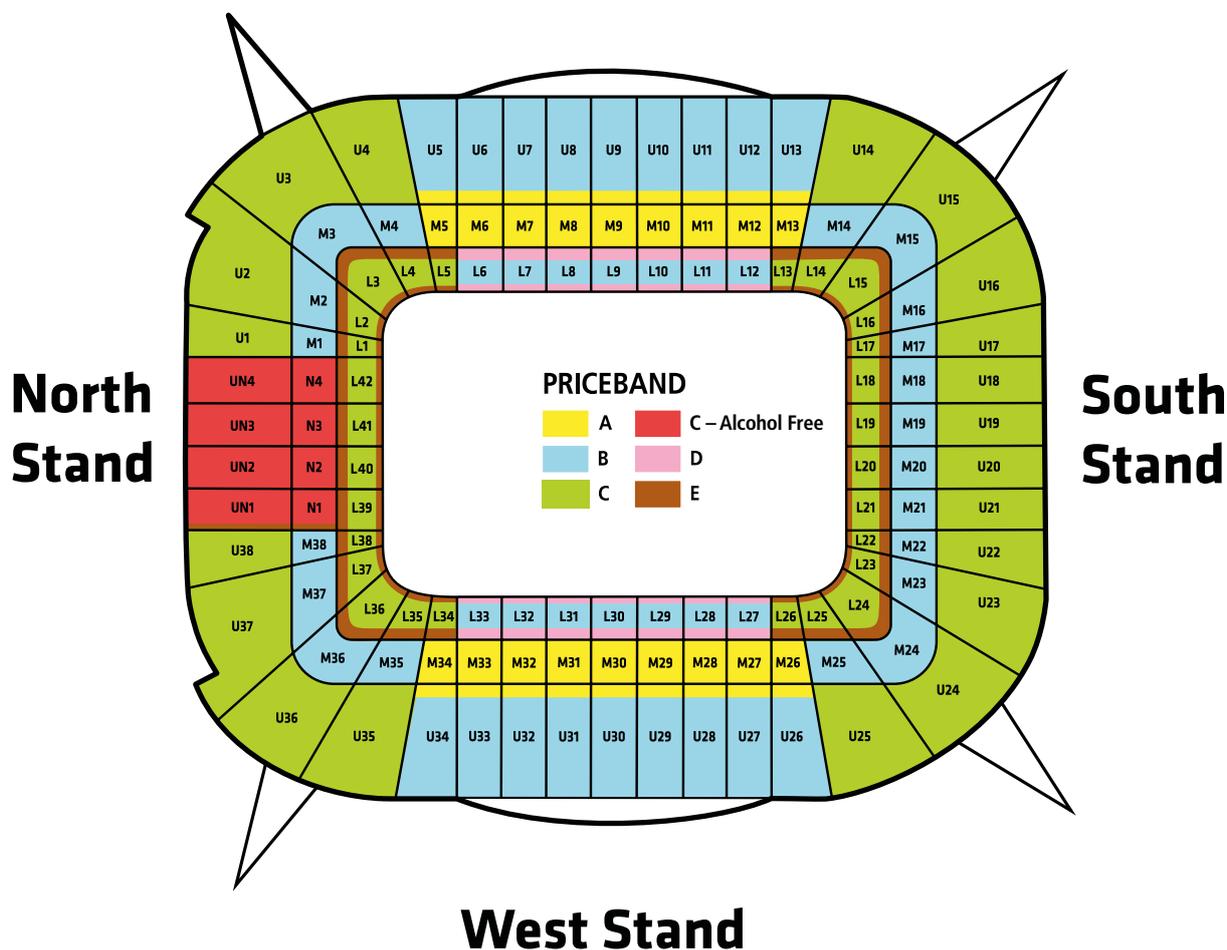
Fixture	Price Band					U16s Category B & C tickets only
	A	B	C	D	E	
Wales v Scotland	£75	£65	£45	£35	£25	£15
Wales v Australia	£75	£65	£45	£35	£25	£15
Wales v Tonga	£35	£25	£20	£15	£10	£10
Wales v South Africa	£75	£65	£45	£35	£25	£15

Stadium Seating Plan

For the 2018/19 season, we will continue to use the five category pricing model in place, as introduced for the Under Armour Series in 2017. Tickets for the Tier 2 fixture against Tonga will also be sold using the 5 price category model. The stadium seating plan below will show the location of all available price categories for the Series.

Should you have any queries relating to the category of your debenture seat(s) please contact our Customer Care Team.

BT Stand





Alcohol Free Zone

Please also note that following supporter feedback in relation to spectator behaviour, an alcohol free zone will be created in the North Stand (Blocks N1-N4 & UN1-UN4) on a trial basis for all 4 games and these tickets will be priced as category C (£45 for adults & £15 for children aged 16 or under). If you wish to purchase tickets within the alcohol free zone for any of the 4 fixtures, please contact the Customer Care Team via Customercare@wru.wales and state the fixture and number of tickets that are required. Please note that as this zone is being operated on a trial basis, tickets are subject to availability.

Debenture Ticket Discount Offer – Tier 1 Series Pass

As valued supporters of Welsh Rugby, Debenture Holders are entitled to receive a discount of £5 per ticket when purchasing tickets for all three tier one fixtures (Wales v Scotland, Wales v Australia and Wales v South Africa) in the Under Armour Series.

The Tier 1 Series Pass discount can be claimed subject to the following criteria:

- £5 per ticket discount applies when purchasing equivalent amount of full price tickets in price band A and B tickets for the Scotland, Australia and South Africa fixtures (please note category C tickets do not qualify)
- Orders must be received by the WRU prior to deadline date – any tickets requested after Friday 27th July will be sold at full price and seats are subject to availability and alternative tickets may be issued
- Only full price tickets will qualify (Under 16 tickets not valid for discount)

If purchasing the Tier 1 Series Pass via the WRU's e-ticketing website, you must add all qualifying tickets to your basket and at the checkout stage, you will then need to change the price of each individual ticket from 'full price' to 'Tier 1 Series Pass', which will be £5 cheaper. It will then be possible to proceed to pay for these tickets by credit or debit card.

Important Dates

To guarantee your debenture seat(s), you need to book by Friday 27th July 2018. All ticket applications made after this closing date are subject to availability and alternative tickets may be issued. However, please note that every effort will be made to provide you with tickets as close to your debenture seats as possible.

Under 16 Concessions

The WRU is offering child concession tickets (16 years of age and under on the day of the game) for all four fixtures in the 2018 Under Armour Series on Price Band B and C tickets. Under 16 tickets are reduced in price for the Scotland, Australia and South Africa fixtures and will cost £15. Under 16 tickets for the Tonga fixture will cost £10. If you wish to take advantage of the concession pricing for your Debentures, the tickets will need to be located in price band B and C category areas within the stadium and you must have the correct price option selected when purchasing online.

If your Debenture seats are not currently located in these qualifying price categories, please contact our customer care team on **02920 822 432** or by email on Customercare@wru.wales.

Purchasing your Debenture Tickets

Step 1

Log into the WRU e-Ticketing platform (www.wru.wales/tickets) by entering your existing email address and password (if you have already activated your account, please do not set up a new account as your debenture seats will not be recognised).

Step 2

Your reserved Debenture seats will appear under 'Reserved Tickets'. To purchase tickets for the fixtures that you would like to attend, you will need to select the correct price (Full Price / Under 16 / Tier 1 Series Pass) using the drop down box provided.

Step 3

You can then add seats that you wish to purchase to your basket by clicking 'add to basket'

Step 4

To complete your purchase of the chosen tickets in your basket, click 'proceed to payment'

Step 5

You will then need to select the method of delivery for your tickets, either standard (UK addresses) or overseas postage

If you haven't already activated your account on the WRU's e-Ticketing platform you will need to do this by going to www.eticketing.co.uk/principalitystadium and clicking on the sign in drop down in the top right hand corner. At the bottom of the drop down you will see the option to 'Activate it now', click on this link and you will be able to activate your existing account. Enter your membership code (your debenture number) and surname then click "find my account" and follow the instructions. Once you have activated your account, you can go onto the site and book your debenture tickets.

If you have an existing account but have forgotten your password, please visit www.eticketing.co.uk/principalitystadium/Authentication/ForgottenPassword and enter the email address linked with your account and follow the automated steps.

If you require any assistance during the purchasing process, please contact the WRU Customer Care Team via Customercare@wru.wales between 9.30am and 5.30pm Monday to Saturday and a member of the team will be able to assist you.

If you have opted to book your tickets by post, you will be sent an application form which you need to complete, attaching a cheque.

If you wish to pay by card, these payment details will need to be provided over the phone as card details cannot be accepted via email. Any emails received containing card details will be deleted immediately and your request will not be processed. To pay for your tickets via card, please call the WRU Ticketline on **0844 847 1881**. Please note that calls to this number cost 7ppm plus your phone company's access charge.

Please Note: Ticket requests cannot be processed without payment and invoices cannot be raised for ticket purchases.

Additional Tickets

If you wish to purchase additional tickets for the Under Armour Series 2018, please email Customercare@wru.wales. We will be able to advise after the closing date the additional tickets that are available and provide you with all available options.



Delivery of Tickets

Your debenture tickets are available to be sent to you via first class post or to an Overseas address. They will be delivered to the address you stipulate on either the e-Ticketing site or the postal application form. For orders made by the deadline date, tickets will be sent you by **Friday 31st August 2018**.

Seatwave and the Secondary Market

Further to the successful introduction of the official resale marketplace in 2015, debenture holders are still permitted to continue to utilise the Seatwave platform.

Debenture holders are able to list and sell tickets as soon as they purchase their tickets but please note that these tickets must be verified through your Seatwave account once you receive the actual tickets by entering your barcode details. Transactions will not be completed and payment subsequently not made if this process is not followed.

The WRU official resale marketplace provides debenture holders with additional flexibility over ticket orders. You can place your order safe in the knowledge you can use the platform to sell any tickets not being utilised at later stage should you wish to.

If you have any questions contact Seatwave on ticketupdate@seatwave.com or the WRU Ticket Office on **Customercare@wru.wales**

Debenture holders are reminded that Seatwave is the only official re-sale platform and sales of tickets through sites such as Viagogo and StubHub are in breach of the ticketing terms and conditions.

Duplicate Ticket Requests

Prior to Match-Day

For WRU controlled events with reserved seating at Principality Stadium, duplicate tickets can be requested if lost or stolen subject to the following criteria:

- All duplicate ticket requests must be made in writing (email or letter) and cannot be made by phone, this is to ensure that all requests can be verified by the WRU Ticket Office. Requests via email should be made to **Customercare@wru.wales** and must contain full block, row and seat details of missing tickets as well as reason for duplication
- Requests for duplicate tickets can only be made by the original ticket purchaser (i.e Debenture Holder, Club, Member), requests cannot be accepted from any other party.
- If tickets have originally been allocated to a WRU member rugby club, the request is to be made in writing by the nominated club ticketing contact. If you hold debenture seats with a rugby club or you have purchased tickets from a rugby club, you should contact the club in the first instance.
- Duplicate tickets cannot be sent by post, they can be collected from the WRU Ticket Office on Westgate Street on the day of the game. Photo ID will be required when collecting these tickets.
- Where lost or stolen, a £10 per ticket administration fee will be charged before the tickets can be re-issued. If being reported as stolen, a crime number must be provided. Where tickets have not been received by post, no charge will apply to issue duplicate tickets.
- Should duplicate tickets be issued, the original ticket(s) will become invalid and cannot be used for entry to the Stadium.

On Match-Day

- If tickets are lost or stolen on the day of the event, please visit the WRU Ticket Office on Westgate Street with full details of the missing tickets.
- Duplication requests will need to be verified by the original purchaser

Duplicate ticket requests can only be considered on receiving full details of the missing tickets and the circumstances in which they became lost or stolen. Duplicate tickets will be issued at the WRU's discretion and cannot be guaranteed.

On Match Day after Gates Open:

Tickets, lost or stolen after gates have opened (3 hours prior to kick-off) can only be re-printed at the discretion of the Event Ticketing Manager.

A full version of our duplicate ticket policy can be found by visiting <https://www.eticketing.co.uk/principalitystadium/Common/CustomPage/Index/3>.



Contact Details

WRU Customer Care Team
WRU Ticket Office
Principality Stadium
Westgate Street
Cardiff
CF10 1NS

02920 822432

Customercare@wru.wales

Terms & conditions The WRU ticketing terms and conditions can be found online at **www.wru.wales**



