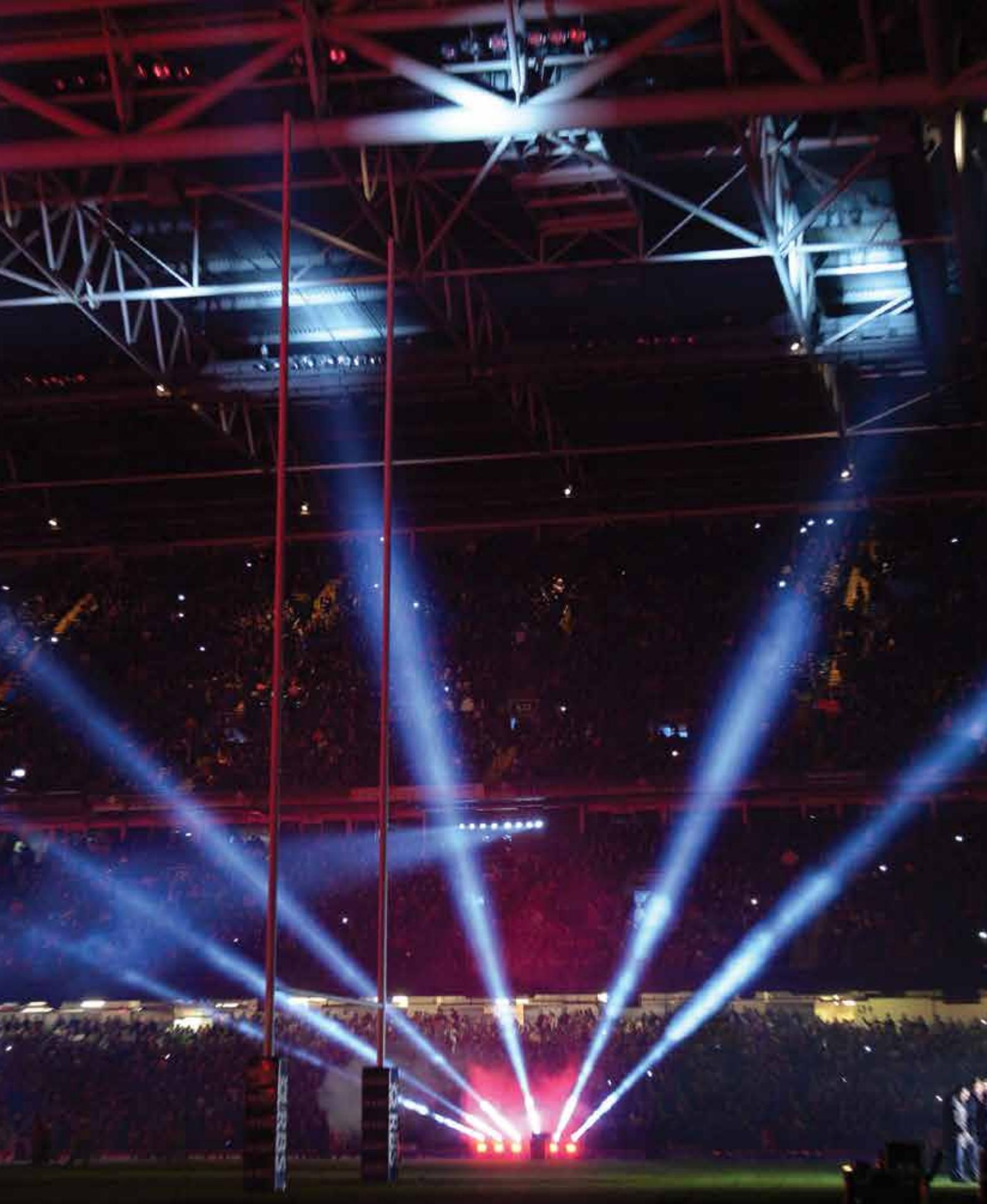




# Dove Men Tests Debenture Guide



[wru.wales/tickets](http://wru.wales/tickets)



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# Welcome

Welcome to the Debenture Ticketing guide for the Dove Men Tests. In this booklet you'll find information about how to purchase your Debenture seats for the Dove Men Tests taking place at the Millennium Stadium.

We are keen to enhance the service being offered to Debenture Holders and we aim to ensure that purchasing your Debenture seats from the WRU is as seamless as possible.

Should you have any further queries or wish to discuss this with a member of our Customer Care Team, please call 02920 822432 or email [customercare@wru.co.uk](mailto:customercare@wru.co.uk)

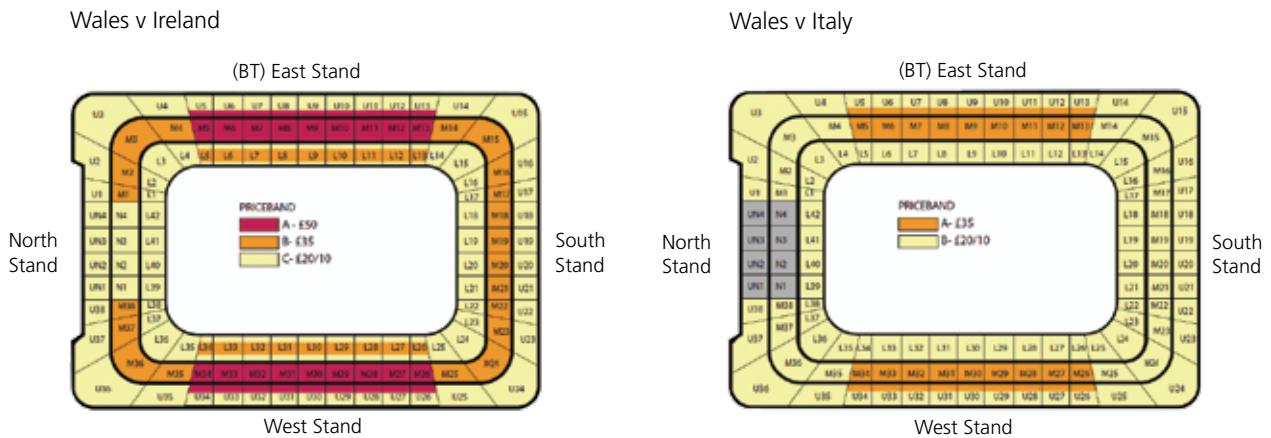
## Fixtures

Wales v Ireland: Saturday 8th August 2015 – Kick off 2.30pm

Wales v Italy: Saturday 5th September 2015 – Kick off 5.00pm

## Ticket prices

Fixtures	Price Band A	Price Band B	Price Band C	U16
Ireland	£50	£35	£20	£10
Italy	£35	£20	N/A	£10



# Purchasing your Debenture tickets

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## Step 1

Log into the WRU e-Ticketing platform ([www.wru.wales/tickets](http://www.wru.wales/tickets)) by entering your 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 Debenture seats will appear under 'Upcoming matches'. Click on the seats you would like to purchase and add to your basket.

## Step 3

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

## To Add Other Debenture Seats

### Step 4

If you wish to buy seats for other Debenture Holders in the same transaction you must add them to your network by clicking the 'My Network' option under the season menu on the main screen

### Step 5

To add a known Debenture Holder you must know their official membership number and surname. This will have been sent to them personally by email or on their debenture form. You must click on search for existing users' and enter the member number and surname. They will receive an email to inform them they are now part of your network.

### Step 6

Once you return to the 'Ticket Home Page' you will see their seats under the applicable games to buy with your own. To buy, simply click 'add seats' to the basket button. If you don't want some of the tickets, untick the tick box. Only the tickets you require will now be in your basket.

Click 'My Basket' and follow the online prompts to check out. For further information and support contact: **[customercare@wru.co.uk](mailto:customercare@wru.co.uk)**

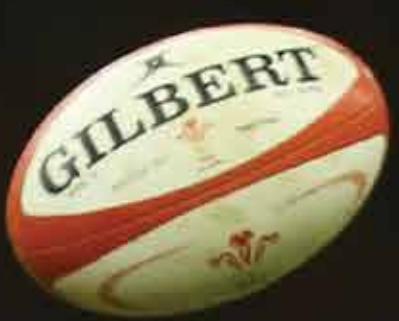
If you haven't already activated your account on the WRU's e-Ticketing platform you will need to do this by going to [www.eticketing.co.uk/millenniumstadium/activateaccount.aspx](http://www.eticketing.co.uk/millenniumstadium/activateaccount.aspx), enter your membership code (your debenture number) and surname then click "find my account" and follow the instructions. Once you have activated your account, you can go onto this site and book your debenture tickets.

If you have an existing account but have forgotten your password, please visit [www.eticketing.co.uk/millenniumstadium/forgottenpassword.aspx](http://www.eticketing.co.uk/millenniumstadium/forgottenpassword.aspx) and enter the email address linked with your account and follow the automated steps.

If, at any time, during the office hours of 9am – 5.30pm Monday to Friday, you have any queries on using the WRU e-Ticketing site, please contact the WRU Customer Care team at the WRU Ticket Office on 029 20822432 or email them at [customercare@wru.co.uk](mailto:customercare@wru.co.uk)

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 credit card, please telephone our partner, Ticketmaster on 0844 847 1881.

Please Note: Ticket requests cannot be processed without payment.



## **Important Dates**

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To book your debenture seats, you need to book by Monday 13th April 2015. For applications received after this date, your specific seats cannot be guaranteed and are subject to availability, however, every effort will be made to provide you with tickets as close to your seats as possible.

## **Under 16 concessions**

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The WRU is offering child tickets (under 16 years of age on the day of the game) for both fixtures in the Dove Men Tests. Concession tickets are priced at £10 per ticket and will be located in Band C for Ireland and Band B for Italy.

If you wish to take advantage of the concession pricing for your Debentures, the tickets will need to be located in these price band areas. If your Debenture seats are not currently located in these areas, please contact our Customer Care Team on 02920 822 432 as this cannot be done via the eticketing portal.

## **Additional tickets**

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If you wish to purchase additional tickets for the Dove Men Tests, please email [customercare@wru.co.uk](mailto:customercare@wru.co.uk) We will be able to advise after the closing date what additional tickets are available and provide you with options for tickets located near to your debenture seats.

# Delivery of Tickets

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If you do not currently have a debenture card, your debenture tickets will be sent to you via first class post. They will be delivered to the address you stipulate on either the e-Ticketing site or the application form. For orders made by the deadline date of Monday 13th April 2015, tickets will be sent to you by Friday 12 June 2015

## **If you have a Debenture Card:**

If you book and pay for either of these two games, the e-ticketing system will automatically allow you to use your Debenture Card(s) for the games you have purchased. If you lose your Debenture Card, please contact [customercare@wru.co.uk](mailto:customercare@wru.co.uk). There will be an administration charge of £10 per card that will need to be paid before a new card can be issued. By using your card each time, you will no longer need to pay for postage on your Debenture Tickets.

# Ticket Resolution

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## Lost or Stolen Tickets

Please note: The WRU's "no duplicate" policy changed for the 2014/15 season and details on how lost or stolen tickets can be re-printed and when this is applicable are listed in this section.

**Before Match Day:** You must contact the WRU Ticket Office by email to [customercare@wru.co.uk](mailto:customercare@wru.co.uk) if you have lost or had your tickets stolen before the day of the match. The email needs to contain details of your name, Debenture number and seat details (block, row and seat number(s)). Once a ticket has been re-printed the original becomes null and void.

**Stolen Tickets:** The WRU Ticket Office will need a crime number for tickets that have been reported as stolen as well as details of the theft. A crime number is supplied by the Police at the time of reporting the theft.

If the WRU re-prints a ticket(s), a £10 per ticket administration charge is applicable to each re-printed ticket. Re-printed tickets can only be collected on match day from the designated collection point. No re-printed tickets will be sent out in the post.

**On Match Day Before Gates Open:** The ticket holder needs to go to the Ticket Resolution Point at the WRU Ticket Office with details of the ticket(s) which have been lost or stolen. The Ticket Office will re-print the tickets, if appropriate, and there will be a charge of £10 / ticket for each re-print.

## **On Match Day after Gates Open:**

Tickets, lost or stolen after gates have opened can only be re-printed at the discretion of the Ticketing Manager



# Welsh Rugby Union

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## Ticket Terms and Conditions

The Welsh Rugby Union Limited (WRU) and its authorised agents and distributors allocate and issue tickets for events and rugby matches (the Tickets) at the Millennium Stadium (the Stadium) only upon these Ticket Terms and Conditions, the Ticket Application Conditions (for Member Clubs) and Ground Rules (the Terms) and by applying for and/or being allocated or transferred Tickets all recipients of a Ticket shall be deemed to have accepted these Terms.

The Terms are available at [www.wru.co.uk](http://www.wru.co.uk)

- A Ticket shall not be transferred, offered for sale, resold or supplied at above face value save as permitted in these Terms.
- A Ticket shall not be advertised or offered for sale on the internet or elsewhere, save as authorised by the WRU.
- A Ticket shall not be purchased or obtained through any person, agent, company or otherwise than directly from the WRU, its authorised agents or distributors. Such authorised agents include Member Clubs (Authorised Agents). Such authorised distributors include Club Members, Schools, Debenture Holders, Referee Societies, WRU staff, Visiting Unions, Official Licensed Operators, Genuine Sponsors (Authorised Distributors).
- Subject to the other conditions herein, a Ticket can only be offered for sale (but not advertised for sale on the internet or in any newspaper or magazine) or transferred or resold (at face value or less) by WRU, its Authorised Agents and Authorised Distributors to Authorised Recipients. Such Authorised Recipients include pupils and staff (in the case of schools, colleges or universities), staff and members (in the case of Referee Societies and Visiting Unions) friends and family or as otherwise authorised by the WRU from time to time (Authorised Recipients). Subject to the other conditions herein, an authorised recipient who has been supplied with more than one Ticket may transfer or resell (at face value or less) to a friend or family member accompanying them.
- A Ticket may not be used as a prize, or as part of a competition, or in any promotional or similar activity without the written consent of the WRU.
- A Ticket can be transferred, offered for sale, resold or supplied to an Official Licensed Operator at above face value by Member Clubs, as authorised by the WRU.
- A package means the supply of a Ticket with additional benefit(s) including but not limited to retail items, accommodation, food, drink and/or travel (a Package). Tickets may not be included as part of a Package except in Packages authorised by the WRU.
- A Ticket may not be transferred, offered for sale, resold or supplied to or by a person, firm or company carrying on a ticketing or corporate hospitality business (other than an Official Licensed Operator appointed by the WRU); anyone offering, or through a third party supplying, catering facilities on the date of an event at the Stadium; or an officer, agent, employee or licensee of any of the above (Restricted Person).
- A Ticket can be transferred, offered for sale, resold or supplied not above face value to a company, firm or person who is not a Restricted Person and who is a genuine sponsor who receives actual benefit, not just tickets and has done so not less than 2 months before the purchase or receipt of tickets (Genuine Sponsor). A Genuine Sponsor may only transfer, offer for sale, resell or supply a Ticket at face value or less to a member of staff or guest upon the Terms.
- The decision of the WRU shall be final and binding in the event of any dispute as to whether a company, firm or person is an Authorised Distributor, Authorised Recipient, Restricted Person or Genuine Sponsor.

- All recipients of Tickets must ensure that the Terms are incorporated into all agreements (whether written or oral) to transfer, resell or supply Tickets and a recipient may only transfer, resell or supply Tickets on terms that the Terms are accepted, including the prohibition in relation to reselling or offering to sell or transferring Tickets at above face value, advertising Tickets for sale or selling as part of a Package.
- Any Ticket advertised, supplied or obtained in breach of the Terms shall be void and all rights conferred therewith shall be nullified. Any recipient seeking to use a Ticket obtained in breach of the Terms in order to gain or provide access to or remain at the Stadium will be a trespasser and the recipient may be liable to be refused entry or evicted from the Stadium, and may be liable to legal action.
- The WRU, its Authorised Agents and Authorised Distributors reserve the right to refuse to transfer, sell or supply Tickets in the future, to any Authorised Agent, Authorised Distributor or Authorised Recipient, person, firm, agent or company found to be in breach of these Terms.
- The WRU, its Authorised Agents and Authorised Distributors reserve the right to take disciplinary action in the event of any breach of the Terms. WRU reserves the right to take legal action against any recipient of Tickets which breaches any of the Terms.
- Tickets remain the property of the WRU at all times.
- In order to gain admission to the Stadium, the Ticket must be presented in its entirety at the specified entrance.
- No re-admission is permitted.
- Any complaints about a Ticket holder's ability to view the event shall be made to a steward promptly prior to, or during the event. No such complaints can be accepted after the event.
- The WRU reserves the right to cancel or reschedule its advertised events. In the event of any curtailment, abandonment or cancellation of an event due to any cause no refund of any ticket can be made. In the event of postponement, the ticket will be valid for the postponed date. Personal arrangements including travel, accommodation or hospitality relating to the event which has been arranged by the ticket holder is at their own risk. Liability for the cancellation or rescheduling of an Event, or for material changes to an Event, will be limited to the refund as set forth in terms relating to the specific event.
- A Ticket holder has the right to occupy a seat of a value corresponding to that stated on the Ticket and the WRU reserves the right to provide an alternative seat to that specified on the Ticket.
- If admission is reasonably refused for whatever reason no money will be refunded or compensation provided.
- Tickets are issued subject to the Stadium Ground Rules and the WRU and Millennium Stadium plc, the police, its servants or agents shall be entitled to refuse admission or eject a ticket holder in reasonable circumstances. A copy of the Ground Rules is available outside the Stadium and is also available at [www.millenniumstadium.com](http://www.millenniumstadium.com)

WRU Customer Care Team  
WRU Ticket Office  
Millennium Stadium  
Westgate Street  
Cardiff  
CF10 1NS  
02920 822432  
[customercare@wru.co.uk](mailto:customercare@wru.co.uk)

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