

Customer Frequently Asked Questions

GENERAL

What experiences do RWC Experiences offer?

RWC Experiences aims to offer tailored packages that provide fans with flexible, ticket-inclusive premium experiences. If you would like to purchase additional premium experiences you can visit our [website](#) or contact our team on info2025@rwcexperiences.com.

How can I purchase a RWC Experiences travel package?

RWC Experiences travel packages are available to purchase directly through [RWC Experiences](#). RWC Experience travel packages are available for a number of matches and include a match ticket, merchandise, and accommodation in the host city. Please [click here](#) to view and purchase the available packages. If you would like to speak to our team directly for a large or bespoke booking, please contact [0330 123 5880](tel:03301235880) or info2025@rwcexperiences.com.

RWC Experiences have appointed a number of trusted official travel agents, who are offering a variety of official travel packages to the tournament. A full list of official travel agents for the Women's Rugby World Cup, 2025 is available to view on the [RWC Experiences website](#).

Is RWC Experiences part of World Rugby?

RWC Experiences is a trading name of [Sports Travel & Hospitality Ltd \(STH\)](#). STH has been appointed by World Rugby to deliver ticket-inclusive experiences for the Women's Rugby World Cup 2025.

How have prices for RWC Experience Packages been set?

RWC Experience Package prices have been benchmarked against other similar events, reviewing locations, demand and inclusions of packages. All pricing has been set taking into account all contributing factors such as operational costs, food and beverage and industry costings. RWC Experiences offer a full hospitality and/or travel experience and the value of the packages reflect that.

When will I receive more information on my RWC Experience package?

An itinerary has been shared for your RWC Experience from this email address: order@rwcexperience.com

Your itinerary includes key information such as timings for your day: opening and closing and food timings.

We also have included additional information such as prohibited items, things to do and transport options for each venue on the [RWC Experience Customer Centre!](#)

TICKETS AND SEATING

Does my RWC Experience Package include a match ticket?

Yes, all RWC Experience Packages include a match ticket. The category of the ticket included is detailed in the package description. Your exact seat locations will be confirmed closer to the Women's Rugby World Cup 2025 and will be included on the ticket.

Can you guarantee that the RWC Experience Packages that I purchase will be sat together?

RWC Experiences Packages purchased for the same package category and purchased in a single transaction will be sat together subject to the allocation associated to the RWC Experience Package. If you make more than one transaction, for the same match, we cannot guarantee that all seats will be together.

Where in the venue is my RWC Experience Package and where is my seat?

The exact location details of your RWC Experience Package will be confirmed to you by our Customer Relations team in due course. Your exact seat locations will be displayed on your ticket.

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How will I receive my ticket?

RWC Experience customers will receive their ticket via email in PDF format. The email will be sent from this email address:

noreplyrwc2025@rugbyworldcup.com

RWC Experience tickets will not be available in a mobile ticket format.

When will I receive my ticket?

You will receive your RWC Experience ticket no later than three (3) weeks before your match date.

See below for options to help you prepare your tickets before Match Day.

Option 1: Download to your mobile device

Save your tickets to your phone before arriving at the venue to avoid relying on internet connectivity.

- Open the PDF(s) ticket attached to your email.
- Tap the download icon or save the file to your device.
- Ensure your phone is charged and your screen brightness is turned up when presenting your ticket for scanning.

Option 2: Print at home

Prefer paper tickets? Print them before heading to the match.

- Open the PDF(s) ticket attached to your email.
- Click the printer icon to print each ticket on separate A4 pages.
- If you're attending with others, distribute the printed tickets so each person has their own for entry

Does my ticket give me access to the stadium and the RWC Experience space?

Yes, your PDF ticket, will be required for you to access the stadium and RWC Experience space. Any physical accreditation for your space, e.g. wristband or lanyard will be given to you upon arrival at your RWC Experience.

How do I transfer tickets to my group?

Each RWC Experience ticket will have the lead bookers name listed on the ticket. The ticket file will be individually named. You can forward each PDF ticket to your group via WhatsApp, text message or email. It is not essential although if you wanted to, you can print your ticket.

I have an accessibility requirement, what options are available?

If you have purchased a premium experience or are looking to add to your booking and have any accessibility requirements, please contact us on: info2025@rwcexperiences.com so that we can ensure you have the most appropriate offering and seating for your preferred RWC Experience Package.

Please note that accessibility seating is subject to availability.

I've seen Women's Rugby World Cup 2025 tickets on another website, are they official?

Official Women's Rugby World Cup, 2025 tickets are available via tickets.rugbyworldcup.com, experiences.rugbyworldcup.com or packages.rugbyworldcup.com. RWC Experiences have appointed a number of trusted official travel agents, who are offering a variety of official travel packages to the Tournament. A full list of official travel agents for the Women's Rugby World Cup, 2025 is available to view on the [RWC Experiences website](https://www.rwcexperiences.com).

Mastercard are also an official partner of Women's Rugby World Cup 2025 and have a range of packages for their customers.

We cannot guarantee that anything purchased on other websites are official, and therefore recommend only using official routes to purchase.

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CANCELLATION AND RESALE

I have purchased a RWC Experience Package but can no longer attend the match, can I get a refund?

RWC Experience Packages are non-refundable other than as set out in our Experience Package Terms and Conditions. If you are no longer able to attend the match and use the RWC Experience Package, it is not possible to obtain a refund. Please see the Experience Package Terms and Conditions for full details.

Is it possible to change the RWC Experience Package after I purchase?

Once you have completed an order for a RWC Experience Package and received an order confirmation directly by email, no further changes can be made to the order.

What is my cancellation policy if a match gets cancelled?

If a match is cancelled prior to the commencement of your RWC Experience Package, your RWC Experience Package will be cancelled, and you will be refunded the Package fee in accordance with the Experience Package Terms and Conditions.

Can I re-sell my RWC Experience Package or match ticket on the official reselling service?

No, RWC Experience Packages and match tickets included within the RWC Experience Package cannot be resold on the official reselling service.

RWC EXPERIENCE

What is the Opening Show presented by O2?

RWC Experience customers attending the opening match to see England v USA at the Stadium of Light in Sunderland on 22 August, 2025, will have access to attend the Opening Show Presented by O2.

Is there a dress code?

There is no strict dress code – smart casual is recommended and rugby apparel is welcome. In the Try Tunes RWC Experience, guests are encouraged to dress up in your favourite fancy dress costume.

Can I bring luggage?

Please click the link below to view the items that are and aren't permitted into the stadium.

[What can I bring into a venue? – Women's Rugby World Cup 2025](#)

It is advised that only essential items are brought on match-days.

Is there parking at the stadiums?

Car parking is not included in any RWC Experience packages, although some packages do have access to purchase car parking. If you have purchased a RWC Experience that has access to purchase parking, you will be contacted by RWC Experiences.

Alternatively, you can purchase carparking online for all matches by [clicking here](#).

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When does my RWC Experiences venue open and close?

Our Customer Relations team will email you your RWC Experience itinerary which includes opening and closing times. The opening time of the RWC Experience is also included on your ticket.

How do I notify you of my guest's special dietary requirements?

RWC Experiences have contacted customers via email with a form to complete to advise any dietary requirements. If you are having issues locating this email you can contact our team directly on info2025@rwcexperiences.com

What are the RWC Experiences Terms and Conditions?

The full RWC Experience Package Terms and Conditions can be found on our [website](#).

How can I contact RWC Experiences?

If you cannot find the answer to your question via the FAQs, please call us on 0300 123 5880 or email: info2025@rwcexperiences.com.