

Frequently Asked Questions

What do RWC Experiences offer?

RWC Experiences aims to offer tailored packages that provide fans with flexible, ticket-inclusive premium experiences. These packages will cater to individual preferences, allowing clients to customise their journey from travel and accommodation to exceptional dining and cutting edge, immersive experiences.

How do I purchase a RWC Experience Package to the Women's Rugby World Cup 2025?

RWC Experiences is the only official provider of ticket-inclusive travel and hospitality packages for the Women's Rugby World Cup 2025. You can view and purchase packages directly from 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.

What RWC Experience Packages are available?

RWC Experiences Packages are available for all matches at the Women's Rugby World Cup 2025. Three packages are currently on sale; Private Suites, Hemisphere and Union. Please visit our [website](#) for more details (please note, not all packages are offered at each venue).

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.

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.

When will official RWC Travel Experiences go on sale?

RWC Travel Experiences will be available to purchase through officially appointed travel agents from November 2024. In the meantime, please [SIGN UP](#) to our database so you are the first to hear when official RWC Travel Experiences become available.

If you are interested in applying to be an Official Travel Agent, then please [SIGN UP](#) to receive further information.

Can I purchase a General Admission only ticket from RWC Experiences?

No, you can only purchase an official travel or hospitality inclusive package from RWC Experiences.

Tickets for all matches will be available via an application process which will open in November. [SIGN UP](#) to receive the latest ticketing news and information.

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.

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

RWC Experiences will be appointing a number of Official Agents who will be able to sell RWC Experience Packages for the Women's Rugby World Cup 2025. These agents will be listed on the RWC Experiences website in due course.

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

Can I buy RWC Experience Packages for children?

Yes, all RWC Experience Packages can be purchased for use by adults and children attending with an adult.

Please note that as per the Women's Rugby World Cup England 2025 Ticket Terms and Conditions and Experience Package Terms and Conditions access to the venue and experience area will be prohibited for minors aged 15 years and under unless accompanied (upon entry to the venue, during attendance at the match and inside the experience area) by an adult (i.e. aged 18 years or older). You can find the Experience Package Terms and Conditions [HERE](#).

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 confirmed later in 2025 and will also be displayed on your ticket.

Will RWC Experience Packages be available for customers with accessibility requirements?

Yes, if you 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 have purchased a RWC Experience Package but can 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](#).

What payment method can I use?

Our accepted methods of payment are MasterCard and VISA.

I would like to speak to someone about a large booking. Who should I contact?

Please reach out to our sales team on 0330 123 5880 who will be happy to assist you.

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.