

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. There are currently three packages available for both the opening match at the Stadium of Light and the final match day at Twickenham: Private Suites, Hemisphere and Union. If you would like to purchase additional premium experiences you can visit our [website](#) or contact our team on info2025@rwcexperiences.com.

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.

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.

TICKET 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 confirmed later in 2025 and will also be displayed on 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. 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.

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.

MY ACCOUNT

How do I change my address and/or contact details?

If you would like to update your account details you can do this by logging in to your account via the following link: [Welcome to RWC 25 Premium Experiences – RWC Experiences](#). Once logged in, please click on 'Account' and then 'Profile and payment methods' and follow the instructions to change your address and contact details.

RWC EXPERIENCE

Will the opening match have an opening ceremony?

We will update on this in due course, but we are anticipating an occasion that will get the tournament off to a spectacular start.

Is there a dress code?

There is no strict dress code – smart casual is recommended and rugby apparel is welcome.

Can I bring luggage?

It is advised that only essentials are brought on match-days. Every stadium and RWC Experience facility will have a list of prohibited items and policies on luggage size, which will be advised closer to the Tournament.

Is there parking at the stadiums?

World Rugby are in the process of confirming parking facilities at each stadium. Please note parking is not guaranteed. We will provide further information on all transport options for each venue in due course.

When does my RWC Experiences venue open and close?

The exact opening and closing times of all RWC Experiences venues will be confirmed nearer to the start of the Tournament.

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

In the Summer of 2025 our Customer Relations team will reach out to you to gather your booking requirements.

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.