



Men's Quarter-Final Venue Change: FAQs

Why has the venue changed from Bolton to Warrington?

The University of Bolton Stadium can no longer host the scheduled Men's Quarter-Final fixture due to a clash of events booked in at the venue on the 6th November. Warrington's Halliwell Jones Stadium has been identified as the best option for hosting the fixture.

Will my ticket auto-transfer to the new venue in Warrington?

Yes. If you are still able to attend the fixture at the new venue of Warrington's Halliwell Jones Stadium, your ticket will automatically transfer and you do not need to do anything further.

Your tickets will be made available for download/delivered to you between 4 to 6 weeks ahead of the tournament. Further information will be made available at www.RLWC2021.com/tickets

Will the kick-off date and time remain the same?

Yes, the match will still kick-off on 6th November at 14:30.

Can I transfer my ticket to a different game?

Unfortunately, we are not able to transfer your tickets to a different match.

How do I redeem the merchandise voucher which has been offered to ticket holders who can still attend the fixture?

In recognition of any disruption this change of venue may cause to ticket holders, RLWC2021 are offering a £10 voucher for RLC2021 merchandise for those who do not request a refund on their tickets.

Ticket holders will be communicated with directly with more information.

Can I request a refund on these tickets?

If the change in venue means you are no longer able to attend the Men's Quarter-Final fixture, then you can contact RLWC2021@ticketmaster.co.uk to arrange a full refund.

Please note the deadline to request a refund is 13th May 2022.

The money will be refunded within 30 days of the refund window closing.



I bought my Men's Quarter-Final ticket as part of a bundle – is anything else affected?

The ticket for the Men's Quarter-Final will be automatically transferred to the Halliwell Jones Stadium in Warrington, and all other tickets within the bundle remain unaffected.

If you are unable to attend due to the change in venue, please request a refund – see above for how to request a refund.

If you are still able to attend the Men's Quarter-Final, then you will receive a £10 voucher for RLWC2021 merchandise – see above for more information.

I'd booked transport and accommodation for Bolton; can you reimburse me for this?

Unfortunately, we are unable to assist those customers that have booked travel and/or hotels with a supplier another than via RLWC2021 Squad Trips.

We advise that you contact the provider you booked with directly to assess any options that maybe available to you.

How do I claim a refund/transfer group sales tickets?

Your group tickets will be automatically transferred to the Men's Quarter-Final in Warrington. You do not need to do anything further.

If you wish to claim a refund for your groups booking, please contact GroupSales@rlwc2021.com

If you have **paid** and require a refund, please provide the following details in your email:

- Full Name
- Organisation Name (if applicable)
- Email address used for booking
- Account Name
- Sort Code
- Account number

If you have been **invoiced and not yet paid** and require a refund, please provide the following details in your email:

- Full Name
- Organisation Name (if applicable)
- Email address used for booking

Subject to approval by RLWC2021, your refund will be processed after the refund window has closed. You may withdraw your request for a refund at any point during the refund window.

How do I claim a refund/transfer tickets purchased via the RFL?

Your tickets will be automatically transferred to the Men's Quarter-Final in Warrington. You do not need to do anything further.

If you purchased tickets from the RFL during the priority window (between September and October 2020) and would like a refund, please email ticketing@rlwc2021.com and provide the following details:



- Full Name
- Email address used for booking
- Reference number

Subject to approval by RLWC2021, your refund will be processed after the refund window has closed. You may withdraw your request for a refund at any point during the refund window.

How do I claim a refund/transfer tickets, accommodation and experiences purchases via Squad Trips?

You will receive an email regarding the status of your squad trip bookings. We are liaising with all suppliers to ensure any activity or accommodation bookings will rollover in line with the 2022 schedule. For specific queries relating to your squad trips package, please contact enquiries@rlwc2021.com detailing your booking reference numbers and the team will be able to advise and support.

How do I amend/review my Hospitality tickets and packages?

You should contact experiences@rlwc2021hospitality.com or +44 161 785 7820 to discuss your specific experiences. Your booking will be automatically transferred to the Men's Quarter-Final in Warrington with no action required from yourself.

If you made your booking through an approved hospitality agent, they will be able to provide further information and you should contact them direct.