

FAQs | MRSC MEMBERS

What is happening with the current season, and my 2019/20 Season Ticket?

Following the IRFU's confirmation of the return to play roadmap submitted to government, any proposed rescheduled 2019/20 Guinness PRO14 fixtures will take place behind closed doors.

The province had four remaining home games this season – v Benetton Rugby, Cardiff Blues, Glasgow, and Connacht – and these games are no longer going ahead.

We have developed a number of options for MRSC members to use their credit to pay for 2020/21 membership and future ticket purchases, or to request a refund.

What are my MRSC payment options for membership for 2020/21?

- Your MRSC account will be credited with the amount owed from the cancelled 2019/20 fixtures. You can then use some of this credit to pay for your MRSC membership for 2020/21 (€50) and leave the balance in your account to pay for future ticket purchases.
- You can leave the entire amount owed in your account to use for future ticket purchases and pay for your 2020/21 MRSC membership separately.
- You can choose to pay for your 2020/21 MRSC membership with your credit and leave the remaining balance, if any, to the club. *This option is to facilitate supporters who expressed a desire to support the club at this time.*
- You can choose to leave the amount owed from the 2019/20 season with the club and pay for your 2020/21 MRSC membership separately. *This option is to facilitate supporters who expressed a desire to support the club at this time.*
- You can request a refund for the 2019/20 cancelled fixtures and not take up the option of renewing your 2020/21 MRSC membership at this time

Will there be season tickets for season 2020/21?

At this stage, the proposed return to play plans will see games initially played behind closed doors, and in terms of spectator access there are no confirmed details for the 2020/21 season.

Future ticket purchasing opportunities will be primarily offered to our priority groups including MRSC members.

We are working to develop the best format possible for season tickets under government guidelines and we will continue this work through the various stages of the government's roadmap to ease restrictions

How much will I be credited/refunded per game for the cancelled fixtures?

You will be refunded the value of the category of your season ticket for that individual game minus the 25% saving you make on a season ticket.

Here is a full breakdown of amounts:

Season Ticket Type	Credit/Refund Due
14 Game Cat A	€112.67
14 Game Cat B	€90.00
14 Game Cat C	€118.25
14 Game E/W Terrace	€60.17

10 Game Cat A	€90.17
10 Game Cat B	€67.50
10 Game Cat C	€56.34
10 Game E/W Terrace	€45.17
7 Game Cat A	€22.50
7 Game Cat B	€22.50
7 Game Cat C	€22.50
7 Game E/W Terrace	€18.00

How will I be refunded if I choose to do so?

You will receive a refund into the credit/debit card associated with your MRSC account in the amount that you are entitled to.

If you paid in cash, please note there will be delays for processing cash refunds due to the current situation with all Munster Rugby staff working from home. We appreciate your understanding at this time.

If I don't wish to avail of a refund, what are my options?

You can request a credit into your MRSC account and use that to pay for MRSC membership for 2020/21 and for future ticket purchases. You can also choose to not avail of a refund as a gesture of support for the club during these uncertain times.

If I sign up for membership for 2020/21, is my current seat/terrace location secure for season 2021/22?

Yes, by signing up as a member and retaining your membership from 2020/21 into 2021/22, your current seat/terrace location will stay allocated to you.

How long do I have to renew my membership, or avail of the credit option?

In order to retain your membership and current ticket location for the 2020/21 season the renewal period for membership will remain open until 5pm on June 25th. If you do not renew during this period, your membership will cease.

If I avail of the credit option, how long will it remain in my account?

Credit will remain in your account for 24-months.

What measures will apply if any games in 2020/21 season are affected by the COVID-19 crisis?

All measures will be reviewed should any games be disrupted next season and will be communicated to members, but we are planning and anticipate a full Guinness PRO14 and Heineken Champions Cup campaign in 2020/21.

When is the 2020/21 season expected to commence?

It is envisaged that the 2020/21 season will commence at the beginning of October. We will continue to follow the advice and measures set out by the government and local authorities.

When can I renew my associate membership?

Renewal of the associate membership will be available for members at a later date once the current renewal period closes on June 25th at 5pm. We will communicate with all Associate Members closer to the time with their next step details.

Where and how do I log in to renew my Membership?

1. Go to www.mrsc.ie
2. Click on "Member Login"
3. Login using your **Membership ID Number/Email and Password**

What do I do if I have forgotten my password?

Your password is the same password that you have always logged in with. However, if you have forgotten your password, please click Forgotten Password and enter your email address. A temporary password will be sent to you automatically.

If I don't renew my membership during the retain period what happens?

The renewal MRSC membership period closes on June 25th at 5pm. If you do not renew your MRSC membership your current tickets are released, and you can choose to sign up as an Associate Member at a later date.

I did not renew last year; can I now renew my old ID number?

No, unfortunately the opportunity to regain your old membership number is gone. You can join as a new member following the renewal period as a new Associate Member. Details will be communicated on how to sign up to the MRSC at the end of June.

I wasn't a member of the Munster Rugby Supporters Club before – when can I join?

New members can join the Munster Rugby Supporters Club once we have completed our renewal period. You can email mrsc@munsterrugby.ie to be put on a list to be reminded closer to the date.

I have more than one membership, why do I need a unique email address per membership?

In order to avoid duplicate accounts, the system requires that an email address can only be registered once. Therefore, where a member has their email registered to multiple membership accounts, you must provide a unique email address for each member.

Who do I contact if I have a question about my membership or season tickets?

Please email mrsc@munsterrugby.ie

Phone: As we are working remotely the following numbers will be operational from June 4th at 9AM and will be accessible from 9AM-5PM on weekdays - 061-421179; 061-421173; 061-421174.

Thank you for your continued support. It is the lifeblood of our club and will ensure we can come through this difficult time and once again enjoy great days in red.

S.U.A.F