

NextGen Membership FAQs

Q – How many NextGen memberships can I purchase?

A – There is no limit on the number of NextGen Memberships you can purchase. Shoot for the stars!

Q – With my NextGen Club Membership, how many junior tickets can I purchase?

A – This is dependent on how many tickets are still available to members, but there is no limit to the amount per transaction if these tickets are available. More information about access to tickets will be sent ahead of each fixture and is also visible via our website.

Q - I have purchased the NextGen Club membership for £25, will my son/daughter and I be able to attend a fixture?

A- If the legal parent or guardian of the NextGen Club member is also an adult Club member of Bath Rugby, you will be able to both access priority tickets. Otherwise the adult can purchase in general sale.

Q - I have purchased NextGen Club membership for £25 or received it as part of my Season Ticket, when will I receive my welcome pack?

A – All welcome packs for Season Ticket Holders will be dispatched in the next 6 weeks. Due to reduced workforce in our shop, we kindly ask all NextGen Club customers to allow 10 working days (2 weeks) to receive your delivery from the point of purchase.

Q - I have purchased NextGen Club membership for £25, how do I redeem my 10% discount on junior coaching camps and merchandise in the store as well as the 15% off Opro mouthguards?

A- All exclusive discount codes will be shared with members within the welcome pack letter and are also located in the Members' online hub. You will need to show proof of purchase when physically in the shop, which will

Q- How do I stay up to-date with the exclusive junior content?

A- If you have opted in-to the monthly emails, parents or guardians will receive all the content within these. If you have opted out of weekly emails, you can keep up-to-date through the website – www.bathrugby.com/nextgen or social media @bathnextgen on Instagram and Twitter.

Q- I have purchased the NextGen Club membership for £25, will my son or daughter have a chance to meet the players or attend exclusive events?

A – Throughout the season, we are looking to run exclusive events and matchday experiences for our NextGen members. All these experiences will be shared via our monthly newsletter and via our social media accounts, so please keep an eye out for these.

Q- I have signed up to NextGen digital, what will I receive?

A- You will unlock access to our online members' hub, accessible via www.bathrugby.com/nextgen. If you have opted in-to the monthly emails, parents or guardians will receive all your exclusive content within these too. If you have opted out of weekly emails, you can keep up-to-date through the website or social media @bathnextgen on Instagram and Twitter.

Q – Can I receive a refund if I want to cancel the membership?

A – If you have paid for the NextGen Club membership, you will not be able to receive a refund. If you want to raise a complaint, you are able to do so by contacting nextgen@bathrugby.com

Q – Who do I contact if I have a question that does not feature within FAQ's?

A – You can contact nextgen@bathrugby.com and somebody will get back to you as soon as possible.

Q – I am not receiving the emails with all NextGen content, why is this?

A – You may have opted-out when signing up. You can opt back in via the below:

- If you are currently unsubscribed, and would like to receive emails from the club, you can resubscribe at any time by updating your eTicketing account. Once you are logged in, head to MY ACCOUNT > UPDATE PERSONAL DETAILS > NEWS DELIVERY PREFERENCES and select the relevant boxes and press save. If you have any issues you can contact seasontickets@bathrugby.com for support.