

CASE STUDY | QUINT

Delivering confidence for premium sports fans: How Quint elevated the VIP experience with Refund Protect

THE CHALLENGE

Quint is the industry leader in premium hospitality and VIP experiences for the world's most prestigious sporting events. But with high-value packages and complex travel plans, customers often face uncertainty. Schedules change, emergencies arise, and unforeseen circumstances make attendance impossible. Quint needed a reliable, customer-first refund solution that matched the premium quality of their offering and removed hesitation at checkout.

THE RESULTS

25%	conversion rate on Refund Protect
\$20m+	in bookings protected in 2025
\$700k	in Partner revenue generated
23hr	average refund time

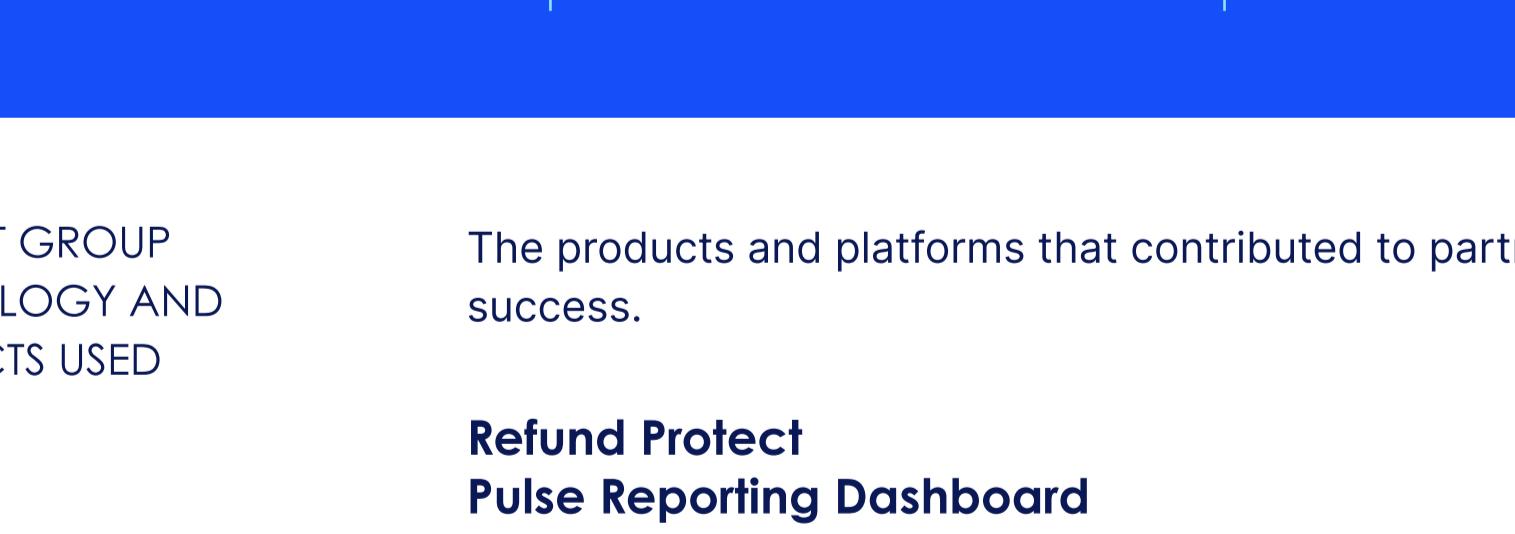
ABOUT QUINT

Founded in 2002 and headquartered in Charlotte, North Carolina, Quint is the global leader in premium sports hospitality. The company takes fans of their partners beyond the standard event ticket, providing a world-class, one-in-a-lifetime experience from start to finish.

Website	www.quint.co
Key stakeholders	Daniel Higgins
Founded	2002
Industry	Sports Hospitality
HQ	 Charlotte, North Carolina
Company size	250+

Refund protection for sporting events was a serious need. Having a partner like Protect Group enables us to directly offer customers a solution when their schedules change or unforeseen circumstances arise.

DANIEL HIGGINS
VP Guest Services & System Operations



QUINT

Quint integrated Refund Protect directly into its VIP package checkout flow, offering customers a smarter, more flexible way to secure premium event experiences. With nearly one in four customers choosing protection, the solution quickly became a valuable revenue driver and a powerful trust signal for high-value bookings.

THE SOLUTION

01. Initial consultation

Protect Group met with Quint to understand the complexities of premium event travel and the unique needs of high-value customers.

The Refund Protect widget was designed to blend seamlessly into Quint's curated checkout flow, matching their premium brand experience.

04. Integration and testing

Refund Protect was integrated efficiently, with Protect Group providing support across multiple event types and ensuring seamless performance.

02. Widget design

The Refund Protect widget was designed to blend seamlessly into Quint's curated checkout flow, matching their premium brand experience.

Both teams worked closely throughout implementation, aligning on customer expectations, refund workflows and the operational requirements of a global hospitality provider.

The launch was timed to coincide with major event sales cycles, enabling Quint to capture demand immediately from customers seeking flexibility for high-value purchases.

03. Open communication

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THE SOLUTION (SUMMARY)

Quint added Refund Protect to its premium event booking journeys, allowing fans to secure fully refundable packages at checkout. The integration was designed to complement the VIP customer experience while leveraging Protect Group's Smart Pricing to maximise adoption.

THE RESULTS (SUMMARY)

With a strong **25% conversion rate** and over **\$20 million** in bookings protected in 2025, Refund Protect has delivered a substantial financial impact for Quint. Partner revenue now exceeds **\$700,000**, supported by a fast average turnaround time of just 23 hours, which reinforces customer confidence and loyalty.

PROTECT GROUP TECHNOLOGY AND PRODUCTS USED

The products and platforms that contributed to partner success.

Refund Protect

Enabled travellers to protect their bookings against unforeseen circumstances, reducing hesitation and improving customer satisfaction.

Pulse Reporting Dashboard

Provided Quint with real-time insights into adoption and performance, supporting data-driven optimisation and reporting.

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