TO THE MEMBERS OF FIFA

Circular no. 1377

Zurich, 13 August 2013
DSGI/ den

Member association ticketing information

Dear Sir or Madam,

FIFA welcomes all member associations to the 2014 FIFA World Cup™ that will take place in Brazil.

The 2014 FIFA World Cup™ will be a very special experience with football communities coming together from all over the world to witness their favourite teams and celebrate the biggest football spectacle.

To maximise their experience, FIFA has enhanced a Ticket Sales & Distribution System to assist you upon qualification and your supporters with the purchase of Team Specific Tickets.

This brochure describes this system in detail and other ticketing arrangements that have been made for the benefit of the 209 FIFA member associations.

Yours faithfully,

FÉDÉRATION INTERNATIONALE DE FOOTBALL ASSOCIATION

Markus Kattner
Deputy Secretary General

cc: - FIFA Executive Committee
    - Confederations
2014 FIFA World Cup Brazil™

Member Association
Ticketing Information
Introduction

The FIFA Secretariat General is responsible for the executive oversight of all FIFA Constituent Group matters, including the development and effective implementation of the respective policy.

MATCH Services AG ("MATCH") has been appointed by FIFA to provide a complete ticketing operations and systems solution to FIFA for the 2014 FIFA World Cup Brazil™. On behalf of FIFA, MATCH will provide ticketing services required for all ticket customers, including ticket ordering, sales, printing, distribution and administration.

The FIFA Ticketing Office ("FTO") is a division of MATCH that will be responsible for handling the ticket requirements of all the FIFA Ticketing Constituent Groups, including a dedicated team responsible for the FIFA Member Associations. This booklet has been produced by MATCH in order to provide all FIFA Member Associations with all relevant information regarding FIFA's ticket sales distribution plans for the 2014 FIFA World Cup Brazil™, to be played in Brazil from 12 June to 13 July 2014.

Previous Participating Member Association's Ticketing Programmes

Following operational complexities in previous FIFA World Cup™ events, for the 2010 FIFA World Cup South Africa™ FIFA took the decision that all Member Associations participating in that edition were to implement a standard model ticketing website branded according to each Member Association's corporate image, that was managed directly by the FTO (on behalf of FIFA and in consultation with the Member Association) in a similar fashion to the FIFA general public ticketing website available on FIFA.com.

The PAMAS website successfully administered and managed the PMA Supporters ticket inventory, managed the ticket request and financial transactions with the PMA project on the whole also providing the support and customer services to PMAs and their PMA Supporters.

Due to the success and the positive feedback from PMAs in 2010, FIFA has decided to once more implement the PAMAS Ticket Sales and Distribution System ("PAMAS websites") for the 2014 FIFA World Cup Brazil™.
The 2014 FIFA World Cup™

PMA Ticketing Programme

FIFA has established arrangements for the benefit of those Member Associations that will qualify for the final competition of the 2014 FIFA World Cup Brazil™ ("PMAss“ or “Participating Member Associations“) in relation to tickets as described below.

3.1 PMA TICKET ALLOCATION

PMAs will have access to the following allocation of tickets for their own use:

- PMA Football Community Tickets: A purchasable allocation of 700 tickets per match played by the PMA, which will not be managed through the PAMAS websites, but instead will be managed through the Ticket Inventory Management System ("TIMS") at the direction of the PMA and handled as a group order directly from the PMA to the FTO, thus allowing each PMA to determine the allocation and distribution arrangements of these tickets to the PMA officials, friends, family, guests and/or staff or its sponsors.
- Complimentary Tickets: A pre-determined allocation of tickets made available by FIFA to the PMAs on a complimentary basis for their own internal use.
- Technical Seat Tickets: An allocation of 15 seats located behind the Team’s bench, for each match played by the PMA, to accommodate the technical delegation of the team who are not required to be seated on the bench.
- Allocation for the 2014 FIFA World Cup™, the FIFA Ticketing AG Board has confirmed the re-implementation of the PAMAS websites for the PMA Supporters that wish to follow their team during the 2014 FIFA World Cup™.

Allocation

PMA Supporters and PMA Ticket Allocation Groups will have access to an allocation of eight per cent (8%) of the purchasable quota in the respective stadiums where each PMA’s Group Stage match will be played, in Categories 1, 2 and 3.

The allocation of the PMA ticket quota for Second Round Matches is conditional upon the participation of the PMA in each of the applicable Second Round Matches. PMAs will have access to an allocation of a fixed number of tickets, which will represent eight percent (8%) of the average number of Purchasable Tickets for all of the stadiums involved at each Second Round Match, also in Categories 1, 2 and 3.

Ticket applications will be accepted for PMA Supporters with disabilities, although these are not part of the allocation and shall be processed on an individual case by case basis subject to availability. Please refer to section 'Currency and Discounts applicable to PMA Supporters' below.

The PAMAS Ticket Sales and Distribution System

The PAMAS websites have been developed with the following points:

- Simplifying the PMA Ticketing process in a manner that is intended to assist the PMA and its supporters in the purchase of PMA tickets;
- Promoting the goodwill of the PMA and FIFA;
- Reserving a certain quota of tickets exclusively for internal use by the PMA’s and FIFA providing transparency to ensure that FIFA’s goal for a fair and equitable distribution of tickets is assured and evident among football supporters.

The PAMAS website has been developed with the following concept:

- Provide a standard model website to each PMA that is managed directly by the FTO on behalf of FIFA.
- Integrate the websites within the FIFA.com structure.
- Provide general information relating to the request processes, in addition to providing frequently asked questions and 2014 FIFA World Cup™ Ticketing information.
- Include PMA specific content on each website.
- Provide a website in the 4 official FIFA languages plus Portuguese; additional translations into other PMA languages (at PMA cost).

The PAMAS website has been developed with the following functionalities:
- Ticket Sales to PMA Supporters:
  - Submission of ticket application directly to the FTO.
  - Collection of required PMA Supporter’s personal and payment information.
  - Facilitation of Conditional Team Specific Ticket sales in addition to tickets for the three Group Stage Matches.
  - Process sales in Brazilian Real (only for PMA Supporters resident in Brazil) or US Dollar (for PMA Supporters residing throughout the rest of the world) as specified below.
  - Ticket Transfer and Resale Platform.
  - Random Selection Draws for oversubscribed matches.
  - Customer service options via a customer service help area.

Ticket Sales to PMA Supporters

PMAs will be invited to make an application for tickets from their PMA quota via the PAMAS websites. The PMA Supporters will request their tickets directly from FIFA through the website however their request will be through a FIFA branded website ensuring that PMA Supporters will see their benefits as coming from the PMA. Through the PAMAS websites, the FTO will manage the entire ticket sales and distribution process to the PMA Supporters including ticket application, confirmation, payment and collection.

Centralling the sales and distribution of tickets by FIFA ensures that the PMA Supporters have direct access to the overall Ticketing infrastructure. In collaboration with FIFA, the PMAs will be better positioned to ensure that all tickets are purchased by genuine football fans and PMA Supporters.

A ticket applicant will qualify as a PMA Supporter if they satisfy any one or more of the following criteria:

- If they have the nationality of the respective country of the PMA.
- If they are resident of the respective country of the PMA.
- If they are a member of the official PMA Supporters’ Club or a member of a Ticket Allocation Group designated by the PMA and approved by FIFA.

Football fans will have the ability to access those tickets that have been made available to their PMA by FIFA. The FTO will work closely with those PMAs that have a PMA Supporters’ Club and/or fidelity programmes in order to ensure that PMA Supporters will be awarded tickets in accordance with FIFA’s Ticketing Policy as well as the existing membership rules that apply for each of the respective PMA Supporters’ Clubs.

Currency and Discounts applicable to PMA Supporters

The PAMAS website will require the applicants to identify their nationality and country of residence. Depending on the country of residence submitted, the characteristics of the application will differ in relation to the currency, categories and discounts available to the applicant.

Currency

The following currencies will be made available in order to sell tickets to the PMA Supporters:

- Tickets will be sold to PMA Supporters who are residents of Brazil, in Brazilian Real, regardless their nationality or the team they are supporting.
- Tickets will be sold to PMA Supporters who are residents outside of Brazil, in US Dollars, regardless their nationality or the team they are supporting.

Ticket Products

The PMA Supporters will be given access to the following two kind of Ticket product:

- Fixed Team Specific Tickets for Group Stage Matches: Available for each of the 3 Group Stage Matches played by the PMA (three matches between Match 1 and Match 48 following the 2014 FIFA World Cup™ Final Draw).
Categories and Discounts

In respect of tickets sold to residents of Brazil, the following categories will be made available:

- Categories 1, 2 and 3 (category 4 tickets will not be available to PMA Supporters residing in Brazil)
- Wheelchair, Obese and Mobility Impaired

In accordance with the legal requirements contained in Brazilian laws with respect to Federal Discounts for Elderly Persons any individual resident in Brazil being of the age of 60 or older at the day of the 2014 FIFA World Cup™ Final has the legal right to get an official ticket discount of 50% off the face value of a ticket and handling fee (where applicable).

PMA Supporters who apply for and purchase Disabled Access Tickets must provide proof of eligibility upon Ticket collection and entrance to the Stadium. Failure to provide proof of eligibility may result in the cancellation of the Tickets. They are limited in number due to Stadia configuration.

Acceptable proof of eligibility include a medical certificate that includes the doctor's CRM as well as an ICD code: a parking pass for disabled people or people with limited mobility, a national “Pass Livre” or municipal transportation card for disabled people or a disability pension letter from the Ministry for Social Security and Welfare. In order to qualify for an obese person’s ticket, a medical certificate signed by a medical professional should be provided which states that your BMI (Body Mass Index) is over 30 kg/m².

Tickets sold to international PMA Supporters who reside outside of Brazil, will be made available in the following categories:

- Categories 1, 2 and 3.
- Wheelchair

International customers will not be eligible for discount for any ticket category.

### Ticket Sales to Ticket Allocation Groups

The Ticket Allocation Group ("TAG") concept was successfully adopted for the first time during the implementation of the PAMAS project for the 2010 FIFA World Cup™. Tickets from within the PMA Supporters Ticket Allocation can be provided by FIFA to various groups identified by each respective PMA as priority groups.

A group will qualify as a TAG if it satisfies ALL of the following criteria:

- The individuals within the TAG must be identifiable.
- The group must be a football related entity.
- The group cannot be a commercial or corporate entity.
- The individuals within the group agree to be bound by the household restrictions.
- The group must be validated by FIFA.

Once the respective PMA has provided the details of each entity to FIFA, their acceptance as a TAG will then be subject to FIFA validation.

A maximum of 70% of the PMA supporter allocation can be provided by FIFA to the TAGs. TAG Members who are residents of Brazil will not be entitled to benefit from ticket discounts.

### Payment Methods

- All PMA Supporters not resident in Brazil purchasing online via the PAMAS website may purchase their tickets via payment card. In recognition of Visa's valued sponsorship, FIFA prefers Visa. PMA Supporters who are not able to pay via payment card may be apply for tickets using a Hard Ticket Application Form ("HTAF") and pay via bank transfer. HTAFs will only be made available upon the PMA's request.
- PMA Supporters resident in Brazil purchasing online via the PAMAS website may purchase their tickets via payment card and will be given the opportunity to pay via Boleto. In recognition of Visa’s valued sponsorship, FIFA prefers Visa.

3.3 THE ROLE OF THE PMAS AND ITS RESPONSIBILITIES

A summary of the roles and responsibilities of the PMAs includes (but is not limited to) the following terms:

- Manage the PMA Football Community Ticket Allocation correctly.
- Define the TAGs (if applicable).
- Support the creation of the PAMAS website: PMA specific content including certified translations where necessary, branding, procedures, etc.
- Promote the availability of the Tickets to the PMA Supporters so that they are aware of and can seek access to the PMA allocation.
- If the PMA has an official website, include a link which directs the user to the PAMAS website.
- Provide local market overview of previous ticket sales programmes (promotions, local methods of payment, distribution, etc.).
- Work closely with FIFA and the FTD to ensure the correct information is made available to the Media.
- Provide lists with names of banned supporters (for anti-social behaviour) from attending football matches.
- Provide all relevant contact details of the PMA (email, phone, website, address, etc.)
- Supply all required stationery, brochures, cards, etc.

3.5 TICKET PRICE CATEGORIES

There will be four (4) Ticket price categories for the 2014 FIFA World Cup™, as per previous events:

- Category 1 is the highest priced and is typically located in the areas identified in pink in the stadium diagram represented below.
- Categories 2 and 3 are located outside of the Category 1 area, identified in purple and orange respectively in the stadium diagram represented below.
- Category 4 (identified in green in the diagram represented below) is the most affordable and will be provided exclusively to the PMA of Brazil, as part of their ticket allocation assigned by FIFA as Host Member Association.

FIFA determines the categorisation of each seat in the stadium on a match-by-match basis. This means that (i) the ticket category to which a specific stadium seat is assigned may vary from match to match; (ii) all ticket categories, including ticket category 1, may comprise stadium seats of the lower and upper tier; (iii) the ticket categorisation remains unaffected from one match to the next, such differentiation is necessary to secure that the maximum number of tickets can be made available to football fans.

3.4 HANDLING FEES / PMA FEES

PMA Supporters Fees

The following handling fees are payable by the PMA Supporters purchasers of a Ticket from the PMA allocation through the PAMAS website:

- Orders for Group Stage Matches: No fee applicable. All tickets will be sold at face value.
- Orders for Second Round Matches (Conditional Team Specific Tickets): 10% Handling Fee due to the conditionality of the tickets. No other fee of any kind will be applicable to these tickets.

Please note: When a PMA is eliminated, the PMA Supporter will be refunded for any Second Round Match ticket purchased and not played by the PMA due to elimination, minus a small handling charge deducted by FIFA equivalent to U$S10 per customer/seat (up to a maximum of $40 per order), equivalent to BR$20 (up to a maximum of BR$80 per order), regardless of the number of Second Round Matches the PMA Supporter may have covered through their request.

**Handling Fee paid by FIFA to PMAs**

FIFA will pay a handling fee to each of the PMAs to cover their costs to promote and support FIFA’s sales efforts via the PAMAS website and to give an incentive to promote the 2014 FIFA World Cup™ sales.

**3.5 TICKET PRICE CATEGORIES**

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4 The 2014 FIFA World Cup™ NPMA Ticketing Programme

FIFA has established arrangements in relation to tickets for the benefit of those Member Associations that unfortunately have not qualified for the final competition of the 2014 FIFA World Cup Brazil™.

4.1 NPMA Ticket Allocation

NPMA will have access to the following allocation of tickets from FIFA through the FTO:

- PMA Football Community Tickets: A purchasable allocation of tickets determined by FIFA, subject to availability and managed through TIMS, allowing each NPMA to determine the allocation and distribution arrangements of those tickets to its sponsors, NPMA officials, friends, family, guests, and/or staff (for sale or on a complimentary basis). All tickets will be subject to the requirements of a Ticket Allocation Agreement to be signed by the NPMA and FIFA, with restrictions on re-sales and commercial uses, as was the case for the 2010 FIFA World Cup™.

5 Timeline & The Member Association’s Sales Phase

5.1 Participating Member Associations

The standard Ticketing operation’s timeline of a PMA contains the following phases and milestones:

- Qualification Period: Time frame during which the remaining 31 teams who will compete are identified. It is expected that the 2014 FIFA World Cup™ Qualifiers Matches will be completed between August 2013 and November 2013.
- Ticket Application (Request Gathering Sales Phase): Immediately following the Final Draw (between 08 December 2013 and 07 February 2014), ticket applications will be gathered. During this time:
  - PMAs will apply for their PMA Football Community Tickets via TIMS.
  - Through the PAMAS website:
    - PMA Supporters will apply for their tickets. All ticket requests submitted will be gathered and will remain in pending status.
    - PMAs will submit for consideration their TICs and will allocate quota to them.
- Random Selection Draw for PMA Supporters Applications: A Random Selection Draw will take place immediately following the closure of the sales period for those matches which are over-subscribed.
- Confirmation of Tickets and Payment Process:
  - All successful PMA Supporters will be notified of the outcome of the Random Selection Draw/allocation in mid-February and the payment process will be initiated immediately after.
  - PMA Football Community Tickets will be invoiced accordingly in February and payment will be required immediately. Conditional ticket requests are to be paid for via Exceptional Payment Procedure (which will be further described in the applicable Ticket Allocation Agreement). Note payment can also be made by payment card; in this case, FIFA prefers Visa.
- Ticket Release: All inventory reserved for the PMAs, but not ordered as of 08 February 2014 will be released for sale through all sales channels.
- Random Selection Draw for NPMA Applications: All applications are subject to availability. A Random Selection Draw will take place immediately following the closure of the sales period for those matches which are over-subscribed.
- Confirmation and Payment: All successful NPMA applications are subject to the outcome of the Random Selection Draw and invoiced accordingly. Payment will be due immediately and can be processed via bank wire transfer or via payment card; in this case, FIFA prefers Visa.

5.2 Non-Participating Member Associations

The standard Ticketing operation’s timeline of a NPMA contains the following phases and milestones:

- Ticket Application Period (Request Gathering Sales Phase): Immediately following the Final Draw (between 08 December 2013 and 07 February 2014), ticket applications will be gathered from all NPMA via TIMS.
- Random Selection Draw for NPMA Applications: All applications are subject to availability. A Random Selection Draw will take place immediately following the closure of the sales period for those matches which are over-subscribed.
- Confirmation and Payment: All successful NPMA applications are subject to the outcome of the Random Selection Draw and invoiced accordingly. Payment will be due immediately and can be processed via bank wire transfer or via payment card; in this case, FIFA prefers Visa.
- Ticket Release: All inventory reserved for the NPMA, but not ordered as of 08 February 2014 will be released for sale through all sales channels.
- Random Selection Draw for NPMA Applications: All applications are subject to availability. A Random Selection Draw will take place immediately following the closure of the sales period for those matches which are over-subscribed.
- Confirmation and Payment: All successful NPMA applications are subject to the outcome of the Random Selection Draw and invoiced accordingly. Payment will be due immediately and can be processed via bank wire transfer or via payment card; in this case, FIFA prefers Visa.

6 Member Associations’ Approach to Affiliated Tour Operators

Historically, some PMAs have worked with Tour Operators in their countries to assist with the sale and distribution of the tickets which are allocated to them by FIFA. For the 2014 FIFA World Cup™, Tour Operators are not authorized to have any direct involvement in the sale of PMA tickets, create or promote ticket-inclusive packages and/or to promote themselves by association with the Competition.

Tour Operators have the opportunity to create travel and accommodation packages for PMA Supporters who have been awarded tickets through the PAMAS website, and PMAs will have the right to ask FIFA to include information about their preferred Tour Operator promoted/displayed within the PAMAS website to promote exclusively travel and accommodation services related to the 2014 FIFA World Cup™.

FIFA has already taken the decision that it will not operate a Tour Operator Programme for the 2014 FIFA World Cup Brazil™. Therefore, no tour operators or travel agents are permitted to offer ticket-inclusive packages at all. Should any PMA learn about a tour operator or travel agent offering ticket-inclusive packages, they are asked to report the company to FIFA via enforcement@match-aq.com.
7 Frequently Asked Questions

Will the PMA Ticketing website look like an existing Member Association website?

- The website provided by the FTO will be developed as per the requirements of FIFA, and therefore the website look & feel will primarily reflect the look & feel of FIFA.com.
- Certain sections will be customised to reflect the PMA's look & feel.
- The content and look & feel will need to be discussed and agreed between the FTO, FIFA New Media and the Member Association.

How will the PMA Ticketing website be accessed?

- The PMA Ticketing websites will be incorporated into FIFA.com.
- If the PMA has an official website, a link to the PAMAS website will be required to be included on it.

How will the FTO handle the website text translations of content in all official FIFA languages?

- The FTO will ensure that all websites will be available in the four official FIFA languages (English, Spanish, French and German) plus Portuguese.
- In order to present the website in other languages, it will be the responsibility of the PMA to provide a certified translation to the FTO, the cost of which shall be covered by the PMA.
- The FTO will define the format that needs to be completed by the PMA for all official accredited translations.

How can the PMA maintain oversight of the progress of their ticket sales?

- The PMA will be provided with access to a web-based reporting module which enables the PMA to generate reports and monitor demand from their supporter base.

How many tickets can I make available to TAGs from the PMA Supporters allocation?

- All PMAs must ensure that at least 30% of the PMA inventory allocated to them by FIFA (for each match played) is made available directly to individual PMA Supporters via the PAMAS website. Up to 70% can be allocated to approved TAGs.

To which bank accounts will ticket payments be remitted?

- Ticket payments will be received and held within a FIFA bank account.

In which currency will PMA Supporters sales be processed?

- The currency in which a PMA Supporter can purchase tickets through the PAMAS website will be determined by their country of residence. All ticket sales will be conducted in US Dollars, with the exception of PMA Supporters who reside in Brazil, who will purchase tickets in Brazilian Real regardless of the PMA for which they are applying for tickets.

Will PMA Supporters have to pay any Conditional Team Specific Ticket fee?

- Tickets for Group Stage Matches will be sold at face value.
- Tickets for the Round Match Rounds (from Round of 16 onwards) will be subject to a ten percent (10%) administration fee due to the conditionality of the product.

What about last minute ticket sales to PMA supporters should their progress to the Round of 16 or later stages?

- Any PMA Supporter wishing to purchase tickets will be able to do so via the Last Minute Sales Phase operated via FIFA.com, subject to availability.
- Additionally, the FTO will operate sales of Individual Match Tickets over the counter through the FIFA Venue Ticketing Centres in Brazil, subject to availability.

How will PMA Supporters pay for their tickets within the PAMAS websites?

- The residents of Brazil will be able to pay by Boleto and by payment card.
- The PMA Supporters who do not reside in Brazil will be able to pay by payment card.

In recognition of Visa’s valued sponsorship FIFA prefers Visa.

My Member Association runs a Fidelity Programme / Fan Club. What can the FTO do to ensure its members are recognised?

- All Member Associations operating fidelity programmes or fan clubs must get in contact with the FTO without delay in order to discuss its possible implementation within the PAMAS websites, such as the creation of TAGs.

Will the FTO provide all the necessary personnel to field specific questions, complaints, service issues, etc. from PMA Supporters, and in their native language?

- The Customer Service Operation will be a joint responsibility of both the FTO and the PMA as they will both be contacted by PMA Supporters with enquiries.
- The FTO will provide information in the 4 official languages as well as Portuguese and will endeavour to communicate in other languages as required.

What party is responsible for the delivery of PMA Supporters' tickets and the organisation of Team Ticket Collection points for PMAs during the tournament?

- The FTO will be responsible for distributing the tickets to successful applicants as well as those tickets ordered immediately before the FIFA World Cup™ or during the Event through FIFA Venue Ticketing Centres located in each venue city in Brazil.

What can the FTO do to ensure its members are recognised?

- All Member Associations operating fidelity programmes or fan clubs must get in contact with the FTO without delay in order to discuss its possible implementation within the PAMAS websites, such as the creation of TAGs.

How many tickets can a PMA apply for once it is allocated?

- All FTOs have the right to ask FIFA to include information about their preferred Tour Operator promoted/ displayed within the PAMAS website to promote exclusively travel and accommodation services related to the 2014 FIFA World Cup™.

Will there be available Tour Operators packages including tickets for the 2014 FIFA World Cup™?

- For the 2014 FIFA World Cup™, Tour Operators are not authorised to have any direct involvement in the sale of PMA tickets, create or promote ticket-inclusive packages and/or to promote themselves by association with the Competition.

What is the provision of Conditional Team Specific Ticket products also be fulfilled at the FIFA Venue Ticketing Centres in Brazil?

- Additional services have the right to ask FIFA to include information about their preferred Tour Operator promoted/ displayed within the PAMAS website to promote exclusively travel and accommodation services related to the 2014 FIFA World Cup™.

FIFA Ticketing Office
Contact & Information

The FTO has created a team exclusively dedicated to the FIFA Member Associations.

All Member Associations qualified or with solid chances to qualify to participate in the 2014 FIFA World Cup™ should contact the FTO to discuss any existing Ticketing arrangements it may have for its Supporters such as Fan Clubs or Fidelity Programmes.

If your Member Association has any queries related to Ticketing and wishes to contact the Member Associations Ticketing Team, please use any of the contact details below:

Contact: Fernando Abellan
Title: Member Associations Ticketing Manager
Email: MemberAssociations@2014FTO.com.br
Tel: +44 (0)161 492 1901
Fax: +44 (0)161 492 1902
Glossary of Terms

Complimentary Tickets
Tickets that are made available to a Member Association by FIFA without any separate consideration being paid to FIFA for the ticket.

Conditional Team Specific Ticket
Means a Team Specific Tickets series for Second Round Matches that are conditional upon the qualification and participation of the specific Member Association team for the Second Round Match covered by the Ticket, which are sold to PMA Supporters.

Federal Discounts for Elderly Persons
In respect of Tickets sold to residents of Brazil, any individual resident in Brazil being of the age of 60 or older on the day of the 2014 FIFA World Cup Final will be entitled to 50% off the face value of a ticket and handling fee (where applicable) in accordance with the legal requirements contained in Brazilian laws.

FIFA Venue Ticketing Centres or FIFA VTCs
The office where the FIFA Ticketing Office manages the Ticketing Operation for each specific Venue. There will be areas open to the public in order to collect and purchase Tickets.

FIFA Ticketing AG
FIFA Ticketing AG, a company fully owned by FIFA, which has been transferred by FIFA certain global and exclusive rights in relation to Ticketing for the 2014 FIFA World Cup, including the responsibility for the effective implementation of the FIFA Ticketing Policy and directives from FIFA relating to Ticketing.

FIFA Ticketing Brazil
FIFA Ticketing has established a Brazil-based subsidiary, 2014 FWC Venda de Ingressos Ltda which is responsible for sales of Tickets to individuals (i) being a resident of Brazil or (ii) purchasing a Ticket in a Venue Ticketing Centre.

First-Come-First-Served
A ticket request policy whereby requests are attended to in the order that they were submitted, without bias or preference.

Fixed Team Specific Ticket
A Team Specific Ticket series for Group Stage Matches of a specific Member Association team, which are sold to PMA Supporters (i.e. 3 matches between matches 1 and 48).

FTO or FIFA Ticketing Office
FTO are the initials of the FIFA Ticketing Office which will be appointed by FIFA as its service provider for certain services to FIFA in relation to the distribution of Tickets, and the provision of certain Ticketing services, to the Ticketing Association Groups.

Group Stage Match
The first rounds of matches of the FIFA World Cup in which groups of four teams play against one another on a round robin basis in six separate matches. The best qualified teams from each group pass through to the next round.

Individual Match Ticket
A ticket product composed of a single ticket for an individual match. The two teams that will play such match may or may not be known at the time of purchase.

NPMA or Non-Participating Member Association
Any affiliated Member Association of FIFA whose national team has not qualified to participate in the 2014 FIFA World Cup Brazil.

PAMAS Ticket Sales and Distribution System
The project specifically designed for its implementation during the FIFA World Cup for the PMA’s, that has been developed with the objective of: (a) simplifying the PMA Ticketing process in a manner that is intended to assist the PMA and its supporters in the purchase of PMA tickets; (b) promoting the goodwill of the PMAs and FIFA; (c) reserving a certain quota of tickets exclusively for internal use by the PMAs; and (d) providing transparency to ensure that FIFA’s goal for a fair and equitable distribution of tickets is assured and evident among football supporters.

PAMAS Website
A standard model website developed for each PMA that is managed directly by the FTO on behalf of FIFA intended for the sale of PMA Supporters Ticket Allocation. Through the PAMAS websites, the FTO will manage the entire ticket sales and distribution process to the PMA Supporters including ticket application, confirmation, payment and collection.

PMA or Participating Member Association
Any affiliated Member Association of FIFA whose national team has qualified to participate in the 2014 FIFA World Cup Brazil.

PMA Football Community Ticket Allocation
The allocation of tickets that FIFA makes available to the Member Association in which the national team affiliated to it for further distribution amongst the PMA officials, friends, family, guests and/or staff or its sponsors.

PMA Supporter
Are the supporters of the Participating Member Associations, which are entitled to apply for the purchase of Tickets from the PMA Supporters Ticket Allocation according to such criteria as set forth for the respective PMA allocation.

PMA Supporters Ticket Allocation
The allocation of tickets that FIFA makes available for sale to the Member Associations affiliated to it for further distribution amongst the Member Association’s Supporters via the PAMAS websites.

Purchasable Ticket
A Ticket made available to a third party by FIFA Ticketing AG or FIFA Ticketing Brazil in consideration for the payment of the Ticket Price and any related Handling Fee, if applicable, by the Ticket Purchaser.

Random Selection Draw
A method of allocating Tickets for oversubscribed Matches to Ticket Applicants by process of random selection.

Sales Phase
A period of time during which the Ticket applications are collected and Tickets are allocated and sold to Ticket Applicants.

Second Round Match
The rounds of matches of the FIFA World Cup after the Group Stage in which teams compete in pairs in single straight knockout matches. The winner of each match qualifies for the next round, and the loser of each match is eliminated from the tournament.

Supporters Club or Fidelity Programme
An organization registered with a Member Association, or managed by the Member Association itself, with a restricted membership scheme in place. May be a Fidelity programme organized by the Member Association or other qualifications as defined by the Member Association.

TAG Members
The group of PMA Supporters that compose a Ticket Allocation Group or TAG.

Ticket Allocation Agreement
The Ticket Allocation Agreement or “TAA” is a binding contract or agreement between the Member Associations and FIFA Ticketing who is a fully-owned subsidiary of FIFA, being responsible for the sale of tickets for the matches of the Event.

Ticket Allocation Group or “TAG”
An identifiable group of PMA Supporters that follow a PMA and which:
• have to be a football related entity;
• could not be a commercial or corporate entity, unless approved by FIFA;
• membership of which could not be dependent upon or impacted by a commercial or promotional matter;
• had to be validated by FIFA.

Ticket Category Mobility Impaired
The category of tickets designated to PMA Supporters residing in Brazil that due to their disability require to be accommodated in dedicated seating areas of the stadium and a Complimentary Ticket for a companion.

Ticket Category Obese
The category of tickets designated to PMA Supporters residing in Brazil that have a BMI of over 30kg/m² requiring to be accommodated in dedicated seating areas of the stadium and a Complimentary Ticket for a companion.

Ticket Category Wheelchair
The category of tickets designated to PMA Supporters that due to their disability require the use of a wheelchair to access the stadium. Potentially eligible to be provided special and dedicated seating accommodation within the stadium and a Complimentary Ticket for a companion.

Ticket Transfer and Resale Platform
The functionality made available to the PMA Supporters which makes possible the ticket resale and the ticket transfer in an official manner by FIFA.

Tour Operators
A travel services company which typically combines tour and travel components, and other services, to create a holiday.