



FIFA Club World Cup Qatar 2020™

General Terms and Conditions for the Use of Tickets

Version 1.0

1. Applicability

- 1.1** Scope: Any use of FIFA Club World Cup Qatar 2020™ (“**Competition**”) match tickets (“**Tickets**”) and the terms of admission to the Stadium at which a specific Competition match (“**Match**”) is taking place will be subject to the following General Terms and Conditions (“**GTCs**”) as established by the Fédération Internationale de Football Association (“**FIFA**”).
- 1.2** Consumer Rights: Certain laws of the state, province or country of residence of a Ticket Applicant or Ticket Holder (such as consumer protection laws), or the laws that may apply to these GTCs because the Competition will take place in the State of Qatar (collectively, “**Laws**”), may not be capable of being waived or modified by contract or may render certain provisions of these GTCs unenforceable. These GTCs do not affect a Ticket Applicant’s or Ticket Holder’s rights under any such Laws. Conversely, such Laws do not invalidate or void the application for or purchase of any Tickets and these GTCs remain fully in effect to the extent permitted by such Laws or as if any unenforceable provisions had not been contained.

2. Acceptance of GTCs and Stadium Regulations

- 2.1** Ticket Applicant: By completion and submission to Qatar 2022 Local Organising Committee LLC (the “**LOC**”) of an online order form for Tickets, each person or entity who applies for Tickets (“**Ticket Applicant**”) confirms:
- (i) to have read, understood and irrevocably accepted these GTCs, the sales regulations applicable to the respective Ticket Applicant (the “**Ticket Sales Regulations**”), applicable safety, security and other rules of conduct specified in the stadium regulations (“**Stadium Regulations**”);
 - (ii) to undertake that each individual receiving a Ticket through the Ticket Applicant (directly or indirectly and in compliance with Section 4 below) will have read, understood and accepted these GTCs, the Ticket Sales regulations where applicable, the LOC policies and procedures and the Stadium Regulations prior to receiving a Ticket and will be deemed to have fully and irrevocably agreed with FIFA and the LOC to these GTCs, LOC policies and procedures and the Stadium Regulations. For that purpose, the Ticket Applicant will have provided a copy of these GTCs, the LOC policies and procedures and the Stadium Regulations to the individuals receiving Tickets from the Ticket Applicant or will direct those individuals to the additional sources for copies of these GTCs and the Stadium Regulations that are identified in Section 12.2 below and to the LOC policies and procedures accessible via request; and
 - (iii) to be at all times responsible, in addition to the Ticket Holder (as defined below), for the Ticket Holder’s (as defined below) actions, conduct and compliance with these GTCs, the LOC policies and procedures and the Stadium Regulations. Denial of entry of the Ticket Applicant to the Stadium for failure to pass the required medical examination or for any



other reason, shall in no way release the Ticket Applicant from his/her responsibility for the Ticket Holder's (as defined below) actions, conduct and compliance with these GTCs, the LOC policies and procedures and the Stadium Regulations. The LOC reserves its right to bring any legal action against or to seek additional compensation from the Ticket Applicant in relation to any breach by the Ticket Holder (as defined below) of these GTCs, the LOC policies and procedures and/or the Stadium Regulations irrespective of the Ticket Applicant's presence in the Stadium or the Ticket's Applicant presence with the Ticket Holder (as defined below) at the time of the breach.

2.2 **Ticket Holder:** Notwithstanding Section 2.1 above, anyone who purchases, holds or uses a Ticket ("**Ticket Holder**") will be deemed to have fully and irrevocably agreed with FIFA and LOC to accept these GTCs and to abide by them at all times. For that purpose, pursuant to Section 12.5 below, certain provisions of these GTCs will be restated in a condensed format as part of the Ticket.

3. Entry to and Behaviour in the Stadium

3.1 **Tickets for Matches:** In accordance with the Ticket Sales Regulations, Tickets may be made available either as (i) individual Match Tickets, or (ii) as applicable, as double-header Tickets, being a single Ticket ("**Double-Header Ticket**") that grants access to two (2) Matches played in succession on the same Match day and within the same Stadium ("**Double-Header**").

3.2 **General Entry Provisions:** On Match days, entry into the stadium in which a Match or Double-Header takes place ("**Stadium**") requires a valid Ticket for the relevant Match and identification document (passport, ID). Only one person per Ticket can enter the Stadium. A person will only be permitted into the Stadium upon presentation of a valid Ticket and ID at the entrance, regardless of his/her age (including children) and upon successfully passing the search and screening procedures. The Ticket Holder must retain the Ticket during the entire stay in the Stadium for verification purposes. Ticket Holders leaving the Stadium will not be re-admitted unless otherwise approved by the relevant Authorities. For the avoidance of doubt, in the case of Double-Headers, Ticket Holders shall not be permitted to leave and re-enter the Stadium between Matches unless otherwise approved by the relevant Authorities.

3.3 **Permission:** Each Ticket is personalised with the identification of the Ticket Holder, unless specific terms apply to certain customer groups, and represents official evidence authorised by FIFA and LOC to indicate a personal, revocable licence to enter and stay in the Stadium on Match days during the opening hours of the Stadium subject to applicable procedures, policies and regulations. This means that a Ticket shows personal permission from LOC to enter and stay in the Stadium and entry may be refused if the Ticket Holder cannot be identified with the Ticket as the Ticket Applicant or guest of the Ticket Applicant. LOC remains at all times the owner of the Ticket.

3.4 **Compliance with Regulations:** All Ticket Holders must comply with:

- (i) these GTCs;
- (ii) the Ticket Sales Regulations;
- (iii) the Stadium Regulations, and

- (iv) any other relevant laws, by-laws, regulations, policies, procedures, ordinances or instructions given or established by FIFA, LOC, Competition ticketing agent, the Stadium management, police, law-enforcement officials, and/or public authority(-ies) responsible for safety and security in connection with the Match or Double-Header, and their respective employees, volunteers, agents, representatives, officers and directors (such parties – each being responsible for its own acts and omissions – collectively the “**Authorities**”; such rules and regulations collectively the “**Rules & Regulations**”).
- 3.5** Cancellation Scenarios: In the event of a violation of any terms of these GTCs, the Ticket Sales Regulations, the Stadium Regulations or the Rules & Regulations, the respective Ticket will be void and will be cancelled. In the event of a cancellation, the licence to enter and stay in a Stadium will be automatically revoked.
- 3.6** Authorities: The Authorities may give instructions based on these GTCs, the Ticket Sales Regulations, the Stadium Regulations and/or the Rules & Regulations. The Authorities will be entitled to carry out checks on any Ticket Holder. Each Ticket Holder is required to cooperate with the Authorities. The Ticket Holder must provide proof of his/her identity, including photographic identification, upon request, and must consent to the confiscation of items prohibited within the Stadium that may be in his/her possession or leave the Stadium.
- 3.7** Banned Individuals: Individuals who have been banned from attending football matches by competent Authorities or sports governing bodies in any country, or who are considered a security risk by the Authorities, are prohibited from receiving Tickets and entering the Stadium and will be ejected from the Stadium.
- 3.8** Substitution of Seats: In principle, each Ticket is numbered to identify a specific seat. However, the Authorities reserve the right to substitute the seat identified on the Ticket with another seat, if appropriate for security or technical reasons, even if the seat is in a different block but at least of the equivalent category. The Ticket Holder acknowledges that such substitution does not change the value of the seat and the services which a Ticket Holder is entitled to receive with the Ticket and does not entitle the Ticket Holder to any refund or further compensation.
- 3.9** Children/Adolescents: Any Ticket Holder entering the Stadium accompanied by children or adolescents must obtain, carry and present at any time, upon request of the Authorities, the necessary authorisation from the minor’s parents or legal guardians, as may be established by the local regulations. Children and adolescents must be accompanied by their parents or legal guardians at all times on the day of the Match.
- 3.10** Accessibility Tickets: The purchase and use of Tickets for disabled people and people with limited mobility (“**Accessibility Tickets**”) is limited to those being eligible for such Tickets. In addition to being able to demonstrate proof of identity, in order to enter and remain in the Stadium, Accessibility Ticket Holders must carry and present at any time upon request of the Authorities, the required official documents which evidence his/her eligibility for the purchase or use of the Accessibility Ticket.
- 3.11** Companions: Any person in possession of a companion Ticket must accompany the Accessibility Ticket Holder to whom such companion Ticket corresponds.



4. Limitations on Transfer and Resale of Tickets

4.1 Prohibited Ticket Uses: Ticket Holders may not:

- (i) sell, offer for sale, offer at auctions, resell and/or donate Tickets;
- (ii) act as commercial Ticket agent or other commercial party;
- (iii) provide a Ticket to individuals who have been banned from attending football matches by competent authorities or sports governing bodies in any country; or
- (iv) otherwise transfer a Ticket in any way that is not expressly permitted by FIFA and LOC.

4.2 Purposes for Prohibitions: The purposes for the rule limiting any Ticket transfers include, in particular, event security, consumer protection, avoidance of counterfeit tickets and protection of a fair pricing scheme.

4.3 Unauthorised Ticket Sources: Tickets may only be purchased through official sales channels authorised by FIFA, such as in the 'Ticketing' section of the Competition website, accessible via FIFA.com/tickets or partner sales points as authorised by FIFA (if available). Any Ticket obtained from any other source (for example, unauthorised intermediaries such as ticket brokers, internet auctions, internet ticket agents, internet or other unofficial ticket exchange platforms) will be cancelled once identified. Upon request from FIFA or LOC, Ticket Holders must explain how, from whom, for what consideration and from where they obtained their Tickets.

4.4 Administrative Law: Ticket Holders acknowledge that certain activities related to the unauthorised sale or use of Tickets may in addition cause administrative and/or criminal liability under the laws of Qatar. Ticket Holders are advised to obtain information about the applicable laws relating to the unauthorised sale or use of Tickets.

5. Sound and Image Recordings

5.1 Individual Rights: Each Ticket Holder acknowledges that (i) FIFA solely owns and controls all of the commercial and intellectual property rights in relation to each Match and the Competition; and (ii) it is a public Competition that is being recorded. To the greatest extent permitted by applicable laws, any person attending a Match or Double-Header unconditionally agrees that use may be made in perpetuity, for commercial purposes or otherwise, free of charge or any compensation, of his/her voice, image, photograph and likeness by means of live or recorded video display, broadcast, streaming, uploading, posting or other transmission or recording, photographs or any other current and/or future media technologies (now known or hereinafter invented and/or devised), and irrevocably consents to the use of such voice, image, photograph or likeness by FIFA or third parties authorised by FIFA to use such media. Each Ticket Holder consents to the use of image recording devices for safety and security purposes. Each Ticket Holder waives in advance all rights and actions seeking to oppose such use, subject to applicable laws. FIFA (and third parties authorised by FIFA with respect to the use of such media) will be bound by all applicable laws with respect to any use they may make of such media.

5.2 Prohibited Recordings: Unless otherwise expressly permitted by FIFA and LOC in writing:

- (i) Ticket Holders may not capture, record, upload, post or transmit any sound, moving or still image or description of any Match (or any result, data or statistic of any Match) other than for private and non-commercial use; and



- (ii) it is forbidden to disseminate, by any means and via any media whatsoever, any sound, moving or still image, description, data, result or statistic of any Match, in whole or in part, for any sort of public access and/or commercial purpose.

Ticket Holders may not assist any other person(s) to conduct such activities. FIFA and LOC reserve the right to determine, at its sole discretion, each Ticket Holder's compliance with the foregoing. Each Ticket Holder acknowledges and agrees that all copyright, database rights and any other intellectual property rights in any recording and/or transmission that is not expressly permitted under this Section 5.2 is assigned (by way of present assignment of future rights) to FIFA. Each Ticket Holder further agrees (if and whenever required to do so by FIFA and LOC) to promptly execute all instruments and do all that is necessary to ensure that the right, title and interest in such rights is vested in FIFA absolutely and free of all encumbrances and other charges.

6. Ambush Marketing and Other Marketing Activities

6.1 Prohibited Behaviour on Match Days: At the Stadium on Match days, Ticket Holders are prohibited from:

- (i) engaging in any form of activity which may facilitate a third party with any direct or indirect commercial association with FIFA, the Competition (or parts of it) or its commercial affiliates without the authorisation of FIFA, whether by way of an unauthorised use of any intellectual property rights or otherwise;
- (ii) using, wearing, possessing or holding promotional or commercial objects and materials, or offering to sell, selling, or possessing with the intent to sell, beverages, food, souvenirs, clothes, or other promotional and/or commercial items, unless this has been expressly authorised by FIFA in writing prior to such activity. Any such items may be removed or confiscated by the Authorities without any compensation payable to the Ticket Holder; and
- (iii) providing any type of commercial service or undertaking any commercial activities or handing out pamphlets or information relating to, or in any way promoting or drawing attention to, any business, cause, charity or concern, whether commercial or not, unless this has been expressly authorised by FIFA in writing prior to such activity.

6.2 Use of Tickets for Commercial Purposes: Ticket Holders may not use a Ticket for commercial purposes, such as for promotions or advertising activities or use as a prize or reward in a competition, sweepstake or incentive programme, unless this has been expressly authorised by FIFA in writing prior to such activity.

6.3 Inclusion of Tickets in other Products: Tickets may not be sold as part of, or otherwise included in, a travel package (for example combining Tickets with flights and/or a hotel room night) or an on-site or off-site hospitality package (for example combining Tickets with pre- or post-Match catering services), unless this has been expressly authorised by FIFA in writing prior to such activity.

7. Risks and Limited Liability

- 7.1** Behaviour in the Stadium: Each Ticket Holder is responsible for behaving at the Stadium in a way which safeguards his/her own personal safety and the safety of any minors or other persons with limited legal capacity using a Ticket for which the Ticket Holder is responsible (“**Dependent Individual**”) and accepts all risks and dangers which the Ticket Holder or any Dependent Individual may face or endure while attending the Match or Double-Header and waives any claims against the Authorities relating to such risks and dangers.
- 7.2** Acknowledgement of Risks: The Ticket Holder (in his/her own name and on behalf of any Dependent Individual) acknowledges and accepts the inherent risks to his/her personal safety or property loss on the way to, or from, and outside of, or within, the Stadium. Nothing in these GTCs is intended to limit or exclude any rights that may not be waived by a Ticket Holder under any applicable laws, such as:
- (i) to accept risks or dangers from, or waive rights to damages arising from, culpable acts from the Authorities; or
 - (ii) to exclude or restrict any liability for death or personal injury arising from the negligence or improper conduct by the Authorities.
- 7.3** RISKS ARISING FROM COVID-19: AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PUBLIC PLACE WHERE PEOPLE ARE PRESENT, INCLUDING THE STADIUM. WITHOUT LIMITATION TO SECTION 7.2 ABOVE, BY ENTERING THE STADIUM, TICKET HOLDERS VOLUNTARILY ASSUMES ALL RISKS RELATED TO EXPOSURE TO COVID-19. IN ORDER TO ATTEMPT TO REDUCE THE SPREAD OF OR THE RISK OF CONTRACTING COVID-19, FIFA AND/OR LOC MAY ADOPT RULES AND PROTOCOLS THAT A TICKET HOLDER MUST AGREE TO ABIDE BY IN ORDER TO ATTEND A MATCH. TICKETS HOLDERS WILL NOT BE ENTITLED TO ANY REFUNDS OR OTHER FORM OF COMPENSATION IF THEY ARE UNABLE OR UNWILLING TO ABIDE BY SUCH RULES AND PROTOCOLS.
- 7.4** No Guarantees: The Authorities cannot guarantee:
- (i) that a specific player or team will participate in any Match;
 - (ii) the duration of any Match; and
 - (iii) that the Ticket Holder will have entirely uninterrupted and/or uninhibited view of any Match from the seat provided.
- 7.5** Value of Seats: The Ticket Holder acknowledges that nothing in the above shall change the value of the seat and/or the services which a Ticket Holder is entitled to receive with the Ticket and does not entitle any Ticket Holders to any refund or further compensation.
- 7.6** Seating Complaints: Complaints concerning seating must be raised to a ticketing representative by a Ticket Holder before or during the Match or Double-Header. Any complaints made only after the conclusion of the relevant Match or Double-Header will not be considered and shall not entitle the Ticket Holder to a refund or any other compensation.
- 8. Non-compliance by Ticket Holder**
- 8.1** Cancellation Scenarios and Consequences: In the event of a violation of any terms of these GTCs, the Stadium Regulations or any of the Rules & Regulations, in addition to the other rights and remedies that the Authorities may have, the respective Ticket will be cancelled once a violation

is identified. In the event of a violation of any terms of the Ticket Sales Regulations, the respective Ticket will be cancelled. In the event of a cancellation of a Ticket, the Authorities will, as the case may be:

- (i) refuse the collection of the Ticket by the Ticket Applicant;
- (ii) refuse entry into the Stadium to the Ticket Holder;
- (iii) eject the Ticket Holder from the Stadium;
- (iv) seize the Ticket;
- (v) electronically invalidate the Ticket as well as electronically invalidate and cancel any other Tickets bearing the Ticket Holder's name if such other Tickets are determined to have also been subject of a violation;
- (vi) file suit against the Ticket Applicant and/or Ticket Holder to enforce the relevant terms, laws and regulations and claim damages, if appropriate; and/or
- (vii) notify governmental authorities of any such violation.

8.2 No Compensation: The Ticket Holder is not entitled to any refund or further compensation, subject to applicable laws, if

- (i) a Ticket is cancelled for any reason in connection with the failure of the Ticket Holder to comply with these GTCs, the Ticket Sales Regulations, the Stadium Regulations and the Rules & Regulations, including misrepresentation of eligibility for an Accessibility Ticket;
- (ii) entry to the Stadium is refused;
- (iii) the Ticket Holder enters the Stadium on the basis of wrongful conduct (such as seeking access with a Ticket obtained through any Ticket sources not authorised by FIFA), or
- (iv) a Ticket Holder is ejected from the Stadium based on a violation of these GTCs, the Stadium Regulations, the Ticket Sales Regulations or any of the Rules & Regulations;
- (v) the Ticket Holder failed to complete the required medical examinations prior to the collection of the ticket.

This Section 8.2 shall not limit the Ticket Applicant's rights pursuant to the Ticket Sales Regulations.

8.3 Revenues: In addition to the remedies identified in Sections 8.1 and 8.2 above, and other remedies permitted by law or in equity, the Ticket Holder agrees to give overall revenues or other consideration received from an unauthorised transfer of Tickets to LOC to provide these revenues to a charitable organisation identified by LOC in the event neither FIFA, or LOC, nor any designated rights holder of FIFA or LOC, has a claim to the revenue or other consideration.

8.4 Indemnification/Responsibility: Each Ticket Holder is responsible for the use of his/her Ticket to the fullest extent permitted by applicable laws. Each Ticket Holder indemnifies and holds harmless FIFA, the LOC and/or the Authorities from and against any and all claims, costs, damages and liabilities suffered and waive any and all claims for liability, costs, expenses, harm, loss and/or damage from FIFA, the LOC and/or the Authorities in connection with, arising out of or resulting from:

- (i) his/her misuse of a Ticket, or
- (ii) the misuse of a Ticket by any other third party, including Dependent Individuals, which has obtained directly or indirectly, a Ticket through the Ticket Holder; or



(iii) a violation of these GTCs, the Ticket Sales Regulations, the Stadium Regulations or any of the Rules & Regulations, ordinances of, or instructions given by, the Authorities.

Amongst other things, the above means that if a Ticket Holder violates these GTCs, the Ticket Sales Regulations, the Stadium Regulations or any of the Rules & Regulations, the Ticket Holder will have to take full financial responsibility and pay for any damage, including legal costs that FIFA, LOC, and/or the Authorities may incur, in managing or resolving the problems caused by the violation.

9. Personal Data

With regard to the use, processing, storage and transfer of personal data, reference is made to the Ticket Sales Regulations applicable to the respective Ticket Applicant.

10. Unforeseen Circumstances

10.1 Force Majeure etc.: The Ticket Holder acknowledges that FIFA and/or the referee of any Match are entitled but not obliged to entirely or partially cancel, or interrupt, or replay that Match, or change the time, date and/or the place of that Match, as a result of a Force Majeure event or for other applicable reasons. In these regards:

- (i) “*Force Majeure*” events include, for example, pandemic, epidemic, outbreaks of infectious disease or any other public health crisis, storm, heavy rain, earthquake, flood or other acts of God, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war or strife, riot, national state of emergency, scourge or other declared public health emergency, fire, explosion, act of terrorism, rebellion, theft of essential equipment, malicious damage, strikes, lock-outs or other industrial disputes, air or ground transportation traffic or route closures, court injunctions, acts of governments or other prevailing authorities, or any other similar or related event which is beyond the control of FIFA or another Authority; and
- (ii) “*Other applicable reasons*” include, for example, the protection of the integrity of the Competition or decisions based on the Laws of the Game, which are the codified rules of the sport of association football as authorised by the International Football Association Board.

10.2 Cancellation/Change/Replay of Matches: In the event a Match or Double-Header is not played as originally planned/foreseen, the following shall apply:

- (i) If a Match or Double-Header is cancelled, the Ticket shall be cancelled and the Ticket Applicant shall be entitled to a refund for such Ticket(s). In the case of a Double-Header Ticket, if only one of the two Matches of the Double-Header is cancelled, the Ticket Applicant shall not be entitled to any refund. A Ticket Holder not being a Ticket Applicant shall not be entitled to any refund or further compensation.
- (ii) If FIFA makes a change to the time or date of a Match or Double-Header, the Ticket will be valid for the re-scheduled Match or Double-Header. If FIFA changes the teams participating in any Match, the respective Ticket will be valid for the Match with the new teams. If a Match or Double-Header is relocated to another Stadium or venue, LOC may decide that



the Ticket will be valid for the relocated Match or Double-Header, or to provide a refund to the Ticket Applicant for such Ticket(s). In such case a Ticket Holder not being a Ticket Applicant shall not be entitled to any refund or further compensation.

(iii) If any completed or partially completed Match is replayed, the replay is considered a new Match and the Ticket will not be valid for the new Match and the Ticket Holder or Ticket Applicant shall not be entitled to a refund or any further compensation.

10.3 Match Attendance Arrangements: In any case pursuant to Section 10.2 above, the Ticket Holder and the Ticket Applicant are responsible for their own personal arrangements for transportation, travel, completion of required medical examinations in line with the Rules & Regulations and accommodation relating to attendance at a Match, which must be arranged separately by the Ticket Holder or the Ticket Applicant at their own risk.

10.4 Limitation of Refunds: Should a Ticket Applicant be entitled to a refund pursuant to Section 10.2 above, such refund shall be limited to the price paid to LOC for the Ticket. No interests and further costs or expenses (for example, travel or accommodation costs) shall be compensated by LOC to the Ticket Applicant as part of, or in addition to, any refund for any reason. Only the Ticket Applicant named in the Ticket Application Form (as defined in the Ticket Sales Regulations) will be eligible to apply for any refund pursuant to the relevant terms of the Ticket Sales Regulations.

11. Lost, Stolen and Damaged Tickets

11.1 Careful Ticket Treatment: The Ticket Holder shall treat the Ticket with care and keep it in a safe location at all times. FIFA, the LOC, and/or the Authorities are under no obligation to replace any Tickets, irrespective of the reason for the replacement request, such as lost or stolen Tickets.

11.2 Ticket Duplications: Altering, manipulating or damaging Tickets may result in entry to a Stadium being refused in addition to the enforcement by FIFA and/or the LOC of their other remedies and rights under these GTCs, the LOC policies and procedures, the Stadium Regulations, the Rules & Regulations and/or applicable laws with respect to such alteration and/or manipulation of Tickets. Due to security concerns, neither FIFA nor its agents will be obligated to issue duplicate Tickets because duplicate Tickets could result in more spectators entering the Stadium than the Stadium can safely accommodate.

11.3 Liability: Neither FIFA, the LOC, the Authorities nor their agents will be liable for any lost, stolen or damaged Tickets or, only as may be applicable, late delivery caused by malfunction or interruption of mail or delivery services.

12. Miscellaneous

12.1 Compensation: To the fullest extent permitted under applicable laws, except as explicitly set forth in these GTCs, no Ticket Applicant and/or Ticket Holder shall under any circumstances be entitled to any refund, damages or other compensation.

12.2 Contact: Any information relating to Tickets, and LOC contact details to address any specific or further information relating to Tickets, are available in the 'Ticketing' section of the Competition website, accessible via FIFA.com/tickets and <https://fcwc2020.com>



- 12.3** Severability Clause: Should any provision(s) of these GTCs be declared void, ineffective or unenforceable by any competent court, the remainder of these GTCs will remain in effect as if such void, ineffective or unenforceable provision(s) had not been contained.
- 12.4** Language: These GTCs have been drafted in Arabic and English. In the event of any discrepancy between the Arabic version and the English version, the English text will prevail and will be used to solve doubts of interpretation and application.
- 12.5** Abridged Version: Certain provisions of these GTCs will be restated in a condensed format so that they may be printed within the small confined space allocated on the Tickets. If there is any doubt regarding the scope or meaning of the condensed provisions on the Ticket, the terms of these GTCs will govern.
- 12.6** Choice of Law: These GTCs will be governed exclusively by, and interpreted in accordance with, the laws of Qatar.
- 12.7** Dispute Resolution/Jurisdiction: To the fullest extent permitted by applicable laws, for all disputes regarding any rights and obligations deriving from these GTCs, the Ticket Holder or Ticket Applicant (as applicable) and LOC or FIFA (as applicable) will first seek to resolve such dispute amicably. If the parties fail to reach an amicable solution:
- (i) for any dispute arising out of acts or omissions that are alleged to have occurred within the State of Qatar, the parties agree that such dispute may only be brought before and resolved by the Qatari courts (and not the courts within the Qatar Financial Centre) and each party consents to jurisdiction before such courts; and
 - (ii) for any other dispute, the parties agree that such dispute may only be brought before and resolved by the courts located in Zurich, Switzerland and each party consents to jurisdiction before such courts.

Notwithstanding the foregoing, to the fullest extent permitted by applicable laws, FIFA may bring any legal action in relation to these GTCs in the local court of the domicile or residence of the Ticket Applicant or Ticket Holder, in particular matters concerning ambush marketing and other marketing activities or the unauthorised transfer or resale of Tickets.