

# FIFA Women's World Cup France 2019™ Ticketing General Terms and Conditions

1. Any use of FIFA Women's World Cup France 2019™ ("**Competition**") match tickets (in the form of a paper ticket or other device) ("**Tickets**") and the terms of admission to any stadium at which a specific Competition match ("**Match**") is taking place shall be subject to the following General Terms and Conditions ("**GTCs**") and such other rules, including the stadium regulations ("**Stadium Regulations**"), (collectively being the "**Rules**"), as may be established by the Fédération Internationale de Football Association ("**FIFA**"), the Local Organising Committee for the Competition ("**LOC**"), the Competition ticketing agent, police and law-enforcement officials, and the stadium owner (such parties collectively being the "**Authorities**").

2. FIFA is the sole owner of the Competition and has appointed the LOC to administer all matters relating to ticketing in respect of the Competition, including matters relating to the application, sale, allocation and distribution of Tickets.

3. By completion and submission to the LOC of an online or hard copy ticket application, each person or entity who applies for Tickets ("**Ticket Applicant**"):

- i. will be deemed to have read, understood and accepted these GTCs and the Rules; and
- ii. undertakes that each individual receiving a Ticket through the Ticket Applicant will have read, understood and accepted these GTCs and the Rules prior to receiving a Ticket.

4. Anyone who purchases, holds or uses a Ticket ("**Ticket Holder**") will be deemed to have fully and irrevocably agreed with FIFA and the LOC to accept these GTCs and the Rules. For that purpose, certain provisions of these GTCs and the Rules will be restated in a condensed format on the back of each Ticket.

5. A Ticket must be purchased for each person who wishes to attend a match regardless of age. This means that any children and adolescents, regardless of age, require a Ticket to enter the stadium to attend a Match and must be seated in their own seat.

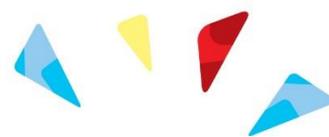
6. Ticket Applicants must apply for Tickets by submitting a ticket application in such form as made available by the LOC online at <https://tickets.fwwc19.fr> or by other such means as communicated by the LOC.

7. All Ticket sales are final. Ticket Holders cannot elect to cancel a purchase or return Tickets after conclusion of the sale. The LOC will only issue refunds in certain limited circumstances as specified by FIFA and/or the LOC or as required by applicable laws. If refunds are authorised, no other related costs or expenses will be reimbursed. Refunds shall only be made directly to the Ticket Applicant in respect of the applicable Ticket(s). Under no circumstances shall a Ticket Holder not being a Ticket Applicant be entitled to any refund or further compensation.

8. Each Ticket Holder shall be deemed to have given his or her consent to the Authorities for the use of any personal or other information appearing on the ticketing website and/or ticket application form or otherwise disclosed by such person to any of the Authorities, for the sole purposes of enabling that person to use the Ticket, including allowing him/her access to the stadium.

9. A Ticket constitutes a revocable authorisation. In addition to other available remedies (which may include legal action against any person who infringes these GTCs and/or the Rules), the Authorities shall have the right to cancel and/or require the return of Tickets, and/or refuse admission or expel a person from the stadium if he or she is in violation of these GTCs or the Rules, without any refund.

10. Ticket Applicants are prohibited from transferring Tickets to other persons except to privately invited guests of the Ticket Applicant, being family members or with whom there is a pre-existing relationship. In such cases, a Ticket may only be transferred to a Ticket Applicant's guest free of charge or for a price no greater than the price of the Ticket charged to the Ticket Applicant by the LOC. In all other cases, Ticket Holders may not return,



exchange, resell or transfer a Ticket in any way (pursuant to French law of 27 June 1919) without the specific prior written consent of FIFA and/or the LOC.

11. Tickets may not be used for advertising, sales promotion or any other commercial purposes (including, but not limited to, offers for sale, use as part of an unauthorised hospitality package, use as a premium, give-away or prize in a competition or sweepstake) without the prior written approval of FIFA. In the event that Tickets are used for such purposes without FIFA's prior written approval, such Tickets may be cancelled by FIFA and/or the LOC at its sole discretion and the Ticket Holders of those Tickets refused entry to the stadium.

12. Each Ticket Holder shall treat his or her Ticket with care and keep it in a safe location at all times. The Authorities will not replace any Tickets, irrespective of the reason for the replacement request, such as lost or stolen Tickets. Tickets will be void if falsified, modified or declared stolen. Altering or damaging a Ticket in any way may therefore result in entry to a stadium being refused. Neither FIFA nor the LOC will be liable for any lost, stolen or damaged Tickets.

13. Ticket Holders assume any and all liability and waive any and all claims for harm, loss or damage, including, but without limitation to, bodily harm and property damage or loss, that may result from attending the Competition, whether occurring before, during or after the Competition, unless the liability, harm, loss or damage is caused by the wilful misconduct or gross negligence of one (or more) of the Authorities, in which case the liability shall be limited to one (or more) of the Authorities that acted with wilful misconduct or gross negligence.

14. Except as provided herein or as expressly permitted by FIFA (for example, by way of accreditation), Ticket Holders are PROHIBITED from recording, transmitting, or in any other manner disseminating over any media (including, but without limitation to, all forms of television, radio, the internet, mobile devices, newsletters or newspapers), any image (whether in the form of still, moving or rapid sequence pictures), sound, text or description or result of any Match of the Competition, in whole or in part, and from assisting any other person(s) in the conduct of such activities. FIFA and the LOC reserve the right to prevent a Ticket Holder from bringing into, or using in any stadium where a Match is being played, any equipment or device capable of being used for any of the activities identified above.

15. Ticket Holders may undertake the activities described in paragraph 14 above for private, non-commercial use, but must not allow such activities to be commercially exploited (or to be exploited in such a way as to materially dilute the commercial rights of FIFA and/or the LOC) by any entity without the prior written approval of FIFA. All copyright, database rights and any other intellectual property rights in any recording and/or transmission that is not expressly permitted under paragraphs 14 and/or 15 is assigned (by way of present assignment of future rights) to FIFA. Ticket Holders further agree (if and whenever required to do so by FIFA) to promptly execute all instruments and do all that is necessary to vest the right, title and interest in such rights to FIFA absolutely and free of all encumbrances and other charges.

16. Each Ticket Holder shall be deemed to have given his or her unconditional, irrevocable consent (or, where the Ticket Holder is a minor, his/her representative shall be deemed to have given his/her unconditional, irrevocable consent) to the use by FIFA or its designees, in perpetuity, for commercial purposes or otherwise, free of charge or any compensation, of his or her voice, image and likeness in live or recorded video display, broadcast or other transmission or recording, photographs, or any other media now or hereafter existing, taken or recorded in connection with the Competition. Each Ticket Holder waives in advance all rights and actions seeking to oppose such use, subject to applicable laws.

17. For the purposes of security and the orderly and smooth implementation of the Competition, the Ticket Holder must at all times follow the orders of the Authorities and any other security staff, police, and stadium administration where the Competition is taking place. If requested by the Authorities, all persons shall be required to cooperate in respect of providing evidence of identity, conducting inspections of personal belongings, confiscation of prohibited items, and/or body checks.

18. Ticket Holders acknowledge that, for their security, the stadium may be equipped with a CCTV system under the control of Judicial Police Officers and likely to be used in case of criminal prosecution. A right of entry is provided for under article L253-5 of the "Code de la sécurité intérieure" (French internal security code). It is recommended to take one's seat at least 30 minutes before the start of the event. No re-entry will be allowed.





Entry to the site and/or access to numbered seats are not guaranteed after the start time of the event and this does not give individuals the right to a refund.

19. It is prohibited to take into the stadium where any Match is being played any object that could constitute a weapon or any ostensibly visible promotional, commercial, political or religious item of whatever nature including, but not limited to, banners, signs, symbols and leaflets. In accordance with articles L332-3 to L332-16 of the "Code du Sport" (French sports code), it is prohibited to take into the stadium i) any object that could constitute a weapon or any item that could impair enjoyment, comfort and safety; ii) any ostensibly visible promotional, commercial, political or religious item of whatever nature; or iii) any other items forbidden by the Stadium Regulations. Any person infringing this provision shall be liable to proceedings, including criminal proceedings. Entrance to the stadium shall be refused to inebriated persons. Animals shall not be admitted inside the stadium, apart from service and guide dogs under French law (see article 88 of law no. 87-588 of 30 July 1987).

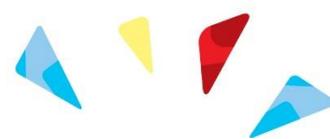
20. FIFA and the LOC reserve the right to make alterations to the times, dates and locations of any Match in the event of any unforeseen circumstances, including but without limitation to, events of force majeure, concerns over safety and security, or as a result of decisions taken by the Authorities in relation to such circumstances. In the event of an alteration to the times, dates and venues of a Match for any reason, including those mentioned above, the Ticket Holder shall be entitled to receive a Ticket, of the same category as the Ticket Holder's original Ticket, for the re-arranged Match, if possible. In the event that a Match, or a re-arranged Match, is cancelled or there is no Ticket available for the re-arranged Match, the Ticket Applicant will be reimbursed for the face value of the Ticket.

21. Should any provision(s) of these GTCs be declared unenforceable by any court of competent jurisdiction, the remainder of these GTCs shall remain in effect as if such invalid or unenforceable provision(s) had not been contained.

22. These GTCs have been prepared in English and French. In the event of any discrepancy between the English and French texts, the French text will always prevail and will always be used to solve doubts of interpretation and application.

23. To the extent allowed by applicable laws, these GTCs will be governed exclusively by, and interpreted in accordance with, the laws of France.

24. The Ticket Holder agrees that, in connection with any dispute regarding the use of a Ticket or attendance at the Competition, with respect to any Match held in France, the Ticket Holder shall seek to resolve such dispute amicably with the LOC and, if unable to do so, shall submit the dispute to the competent court of France, under the sole jurisdiction of such court for such purpose.



## Specific Conditions related to the Ticketing Agent

These Specific Conditions related to the Ticketing Agent ("**Specific Conditions**") should be read in conjunction with the General Terms and Conditions ("**GTCs**") for the FIFA Women's World Cup France 2019™ ("**Competition**").

You are using the TICK&LIVE distance selling service. These Specific Conditions apply to the online sale of tickets for the Competition to the exclusion of all other conditions, in particular those in force at partner points of sale. The activities proposed also include internal regulations specific to the Local Organising Committee for the Competition ("**LOC**" or "**organiser**") reflected in the GTCs. TICK&LIVE only intervenes through the LOC. Consequently, these Specific Conditions only concern ticketing services and not the Competition itself. They are systematically brought to the attention of each purchaser to enable him/her to place an order. Accordingly, the fact of placing an order implies the full and unreserved acceptance by the purchaser of these Specific Conditions.

For all events and whatever the venue, the spectator must comply with the internal regulations of the venue in question. Anyone who does not comply with these internal regulations may be refused entry to the stadium or be expelled without being entitled to reimbursement of their ticket. Stadium access is prohibited to persons subject to a judicial or administrative stadium ban (see article L332-16 of the "Code du Sport" (French sports code)). The ticket holder undertakes to comply with the laws and regulations applicable to safety in sports venues, and in particular the provisions of articles L.332-3 to L.332-16 of the French sports code. Any person infringing this provision shall be liable to proceedings, including criminal proceedings. The public is informed that, for its security, the stadium may be equipped with a CCTV system under the control of Judicial Police Officers and likely to be used in case of criminal prosecution. A right of entry is provided for under article L253-5 of the "Code de la sécurité intérieure" (French internal security code). It is recommended to take one's seat at least 30 minutes before the start of the event. No re-entry will be allowed. Entry to the site and/or access to numbered seats are not guaranteed after the start time of the event and this does not give individuals the right to a refund. TICK&LIVE may not be held liable for any incident related to the event.

### 1. PRICE AND NUMBER OF SEATS

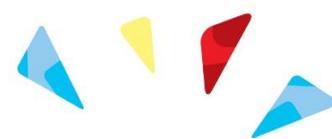
The prices of the events are shown in euros, including all taxes, excluding processing and shipping costs indicated at the time of the booking. Different types of tariffs may be offered to you depending on the event. The total number of seats in cumulative bookings permitted per person is at the discretion of the organiser and is indicated for each event. All orders, irrespective of their origin, are only payable in euros. TICK&LIVE and the organiser reserve the right to change prices at any time, but the products will be invoiced on the basis of the rates in force at the time of the registration of the order. Event tickets remain the property of the organiser of the event until the price is fully and definitively cashed in by TICK&LIVE.

### 2. AVAILABILITY

Bookings for events are made in real time. In this context, our server informs you in real time about the availability of the tickets when placing your order. In the event of unavailability, our server automatically offers you the best remaining seats. The basket allows you to check that the seats allocated to you correspond to your wish. In fact, if the desired number of seats exceeds the number of seats remaining in the chosen category, it is possible that, taking into account, above all, the number of seats requested, you will be allocated seats divided between the desired category and other categories or that the seats allocated to you are not side by side. If these seats do not suit you, you can cancel them by clicking on the corresponding "Cancel" button.

### 3. STADIUM SEAT MAP AND LOCATION OF SEATS

In the course of your booking, if your seats are numbered, they may be indicated on a stadium seat map plan, if it is available. The location of your seat on this plan is provided as an indication, in the most representative way possible. However, depending on the actual size of the stadium seat map depicted on the plan, the location could either indicate the precise seat or an area of the room in which the seats are located. The stadium seat map plan is in no way a commitment on our part to the actual location of your seats.



#### 4. PLACING ORDERS

Orders made by the customer are made via the electronic order form available online on the ticketing website. The sale is deemed to have been received upon receipt of the purchase order by TICK&LIVE. The customer agrees, prior to any order, to complete the requested information on the online form available on the website. The customer attests to the veracity and accuracy of the information transmitted. The procedure for placing orders includes the following steps: searching for and selecting the event for which the order is placed; verification of the details of the order, its total price and correction of any errors; confirmation of the order; provision of the customer's contact details; consultation and acceptance of the general terms and conditions of sale; payment of the order by the customer. The customer's order is subject to an acknowledgement of receipt.

#### 5. RECORD-KEEPING

In accordance with article L.134-2 of the "Code de la consommation" (French consumer code), TICK&LIVE shall maintain the written record of the consumer's order for an amount greater than or equal to 120 euros for a period of ten years from the date of the order and guarantee him/her access to it at any time during the same period.

#### 6. PAYMENT METHOD

The only mode of payment available is by payment card as indicated on the online order form. Use of a payment card allows you to book your tickets online definitively and immediately. Any payment by payment card is charged upon final validation of the order. The charging of the payment card is independent of the actual collection of the tickets. In any event, the tickets are paid for even if you do not collect them.

#### 7. PAYMENT AND PERSONAL DATA SECURITY

TICK&LIVE has entrusted its payment system to Adyen, a provider specialised in securing online payments. TICK&LIVE guarantees total confidentiality of your bank details, secured by SSL, which systematically checks the validity of the access rights during your payment by bank card and encrypts all exchanges in order to ensure their confidentiality. The personal information that you provide allows us to successfully carry out your transaction. In addition, this data, once stored, following the creation of your account, allows you to make faster future transactions. It also allows the organiser or TICK&LIVE to send you your tickets, and possibly contact you, in the event of a cancellation or modification of the date, time or venue of an event for which you have reserved seats. We may have to ask you, by email or by telephone, to provide additional information on the identity of the purchaser (identity card) and the identity of the holder of the bank card that has been used for payment, depending on the amount of your order and the validity of your address. At any time, you have the right to access and rectify your data by sending an email to the organiser's address: [tickets@loc2019.fr](mailto:tickets@loc2019.fr) (see article 34 of the French data protection act" of 6 January 1978).

The information requested from the customer is required for the processing of his/her order and will be communicated to TICK&LIVE. The organiser may also use such information to request that the customer complete a Competition satisfaction survey. In the absence of information, TICK&LIVE will not be able to register an order. TICK&LIVE is a subcontractor within the meaning of article 35 of French law no. 78-17 of 6 January 1978 and acts on behalf of and on the instructions of the organisers with whom the customer is placing the order. The customer is informed that all personal data collected will be processed automatically by the processing manager who is the organiser with whom the customer has placed his/her order. The customer may write to the organiser with whom he/she is placing an order, whose contact details are indicated on their website in the Legal Notices section, to exercise his/her right of access, asking questions, objection on legitimate grounds and rectification with regard to the information concerning him/her and subject to processing by the organiser concerned, under the conditions provided for by French law no. 78-17 of 6 January 1978. The customer has the right to object, free of charge, to the data concerning him/her being used for marketing, notably commercial, purposes. Cookies record certain information stored in the memory of the consumer's disk drive. In no case do cookies contain confidential information, such as the name or the bank card number of the consumer, but allow you to save the items selected during previous visits.

The information gathered during this process is collected and processed in accordance with French law no.78-17 of 6 January 1978 as amended, and Regulation (EU) 2016/679 (General Data Protection Regulation) of the European Parliament and of the Council.



## 8. CONFIRMATION

When you click on the "Confirm" button at the end of the order process, you agree to accept, by ticking the "I accept the general terms and conditions of sale" box, all the general terms and conditions of sale fully and unreservedly. The data recorded by TICK&LIVE constitutes evidence of all transactions made between TICK&LIVE and its customers.

In accordance with article L221-28-12 of the French consumer code, tickets ordered and cashed are not subject to a right of withdrawal. Any order validated is firm and final.

## 9. RESALE SERVICE

According to article 313-6-2 of the "Code pénal" (French criminal code), it is prohibited to regularly sell, provide on a selling platform, expose to sales, cede tickets or provide means to sell or cede tickets to a sports, cultural or commercial event, or a live show, without the authorisation of the producer, organiser or owner of exploitation rights of this event or show.

Without prejudice to the foregoing, only in the event where a resale service is enabled on the official ticketing website (<https://tickets.fwwc19.fr>) and as of the enabling date, any physical person who purchased tickets through TICK&LIVE on the official ticketing website (<https://tickets.fwwc19.fr>) may make use of the resale service operated by TICK&LIVE.

Only the owner of the ticketing account linked to the order can resell his/her tickets using the resale service on the same website.

Tickets can be resold in their full package or individually.

The initial purchaser (physical person who purchased tickets before putting them on the resale system) may ask for a refund from TICK&LIVE on the sole condition that the ticket was indeed successfully resold through the resale service enabled on the official website (<https://tickets.fwwc19.fr>).

The initial purchaser will be refunded the face value of his/her ticket if successfully resold (minus a commission).

## 10. OBTAINING TICKETS

The organiser shall determine the method by which you may obtain your tickets, which is linked to the period between the date of the booking and the date of the event. Immediate payment by bank card, the only payment method proposed, may make it possible, depending on the decision of the organiser, to choose between your tickets being shipped, collecting them at a point of sale and printing them at home. Shipping, where this method of obtaining the tickets is authorised by the organiser, is made by registered post (subject to shipping and administration costs determined by the organiser and indicated at the time of booking) in the case of non-numbered tickets or passes. In the case of numbered tickets, the choice between basic postage and registered postage may be offered to you at the organiser's discretion (subject to shipping and administration costs set by the organiser and indicated at the time of booking).

## 11. CONDITIONS SPECIFIC TO PRINTING TICKETS AT HOME (E-TICKETS)

Each e-ticket has a barcode allowing access to the event to a single spectator. In the event of loss, theft or reproduction of a valid ticket, only the first ticket holder will be able to access the event as he/she is presumed to be the legitimate holder of the e-ticket. The purchaser remains responsible for the use of his/her e-ticket(s). The e-ticket is only valid if it is printed in its entirety on A4 white paper, blank on front and back, without changing the print size in portrait format (vertical) with a printer or laser printer; no other medium (electronic, PC screen, mobile screen, etc.) is accepted. E-tickets must have a good print quality. Partially printed, soiled, damaged or illegible e-tickets will not be accepted and will therefore be considered invalid. In case of poor print quality, you must print out your e-ticket again in order to obtain a good print quality. TICK&LIVE declines all liability for any defects arising from your ticket printing. The e-ticket is not exchangeable or refundable. It is personal and not transferable. During checks at the entrance to the event venue, a valid official ID document can be requested to identify the e-ticket purchaser. This e-ticket is only valid for the venue, session, place, date and time specified. In





all other cases, this ticket will not be valid. You must retain this ticket for the duration of your presence at the event venue. In the event of loss or theft, TICK&LIVE declines all responsibility for the unlawful use of the ticket.

## 12. AGREEMENT ON PROOF

Records stored in the TICK&LIVE IT systems will be stored under reasonable security conditions and deemed as evidence of communications, orders and payments.

