

**FIFA CONFEDERATIONS CUP RUSSIA 2017**  
**TICKET SALES REGULATIONS FOR GENERAL PUBLIC**  
**FIFA Ticketing AG**

**1. Purpose of these Ticket Sales Regulations**

1.1 These Ticket Sales Regulations shall apply to, and govern, the sales of tickets by FIFA (“**Tickets**”) to individuals, being members of the general public and (i) not being a resident of Russia or (ii) not purchasing a Ticket in a FIFA Venue Ticketing Centre in Russia (as defined in Section 12.3 below) for match(es) (“**Matches**”) of the FIFA Confederations Cup Russia 2017 (“**Competition**”) that may be made available by FIFA Ticketing AG, which is a subsidiary of Fédération Internationale de Football Association (collectively, “**FIFA**”).

1.2 FIFA is the sole owner of the Competition and has the exclusive right to determine all matters relating to Tickets. In particular, FIFA has the right to determine for each of the Matches (i) the total number of Tickets made available in a stadium in which a Match takes place (“**Stadium**”); (ii) the allocation of all Tickets to customer groups and the recipient of each Ticket; (iii) the pricing of all Tickets; (iv) the assignment of Stadium seats to Tickets; and (v) the creation of ticketing products containing other benefits, products and/or services in addition to the Tickets, such as, but not limited to, transport, parking and/or catering services.

1.3 Due to temporary media facilities, Ticket allocations reserved by FIFA for customer groups other than the general public, as well as further security or other organisational needs, which may all vary for each Match, the number of Tickets will vary from Match to Match and will never be equivalent to the total number of seats in the Stadium. During the Competition on any given Match day, the Stadium is under the control of FIFA, the FIFA World Cup Ticketing Centre (“**FWCTC**”), the local organizing committee for the 2018 FIFA World Cup™ (Organizing Committee Russia-2018)(“**LOC**”), the Stadium management and/or the Russian public authority(ies) responsible for safety and security in connection with the Matches, and their respective employees, volunteers, agents, representatives, officers and directors (all together “**FIFA World Cup Authorities**”).

1.4 The sale of Tickets by 2018 FIFA World Cup Ticketing LLC (i) to individuals being a resident of Russia or purchasing a Ticket in a FIFA Venue Ticketing Centre within Russia (as defined in Section 12.3 below), if established by FIFA or (ii) to customer groups other than the general public or (iii) that are part of a ticketing product containing other benefits, products and/or services in addition to the Tickets, such as, but not limited to, parking and/or catering services will be governed by specific sales regulations applicable for these forms of sale of Tickets.

**1.5 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.

1.6. These Sales Regulations do not apply to, and do not govern, the application, issuance and use of other personalised identification documents (Fan ID) which, pursuant to Federal Law No. 108-FZ of 7 June 2013 are required by the Russian authorities in connection with the Competition, such as for the purpose of entering or exiting the Russian Federation or access to a Stadium. FIFA does not assume any liability or responsibility in respect of the application, issuance and use of such identification documents (Fan ID). FIFA shall incur no liability whatsoever for (i) failure to perform or improper performance of its obligations under the Ticket Sales Agreement (except for the cases of willful misconduct) and/or (ii) any damage incurred by the Ticket Holder in case where such failure to perform or improper performance of obligations took place

or the damage was incurred as a result of or in connection with the Fan ID operation (including, without limitation, the development, issuance, support, operation, delivery, verification and use of such Fan IDs irrespective of the person actually performing such operations).

## 2. Ticket Application Form

2.1 The Ticket application form made available by FIFA, the FWCTC or any other third party authorised by FIFA, is the only means through which an individual may request to purchase a specified number and category of Tickets for Matches in accordance with the terms and conditions of the Ticket application form, including, without limitation, these Ticket Sales Regulations (“**Ticket Application Form**”).

2.2 The individual completing and submitting the Ticket Application Form (“**Ticket Applicant**”) will be solely responsible for the accurate content of the Ticket Application Form and its submission in a timely and complete manner pursuant to these Ticket Sales Regulations and the Ticket Application Form. Inaccurate, late or incomplete Ticket Application Forms will be rejected by FIFA. Additional notes, requests, attachments, appeals, changes or further alterations to the standard offer by the Ticket Applicant will not be considered or accepted by FIFA. Any acceptance by FIFA is based on the assumption that all information provided by the Ticket Applicant is fully accurate and correct. In the event that, at any time subsequent to FIFA’s partial or full acceptance of the Ticket Applicant’s offer, FIFA detects in the content provided by the Ticket Applicant any inaccuracy or deviation from the standard offer, such acceptance shall not be deemed nor construed as FIFA’s acceptance of such inaccuracy or deviation from the standard offer and FIFA may, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement, pursuant to the FIFA Confederations Cup Russia 2017 General Terms and Conditions for the Use of Tickets (“**GTCs**”) and these Ticket Sales Regulations.

## 3. Selection of Ticket Categories

3.1 Under these Ticket Sales Regulations, FIFA sells Tickets for all Matches to the general public in three (3) different price categories, defined as Ticket category 1 to 3 (“**Ticket Category**”), with Ticket Category 1 representing the highest price category and Ticket Category 3 the lowest price category sold by FIFA Ticketing AG.

**3.2 FIFA DETERMINES THE CATEGORISATION OF EACH SEAT IN THE STADIUM TO ONE OF THE FOUR TICKET CATEGORIES ON A MATCH-BY-MATCH BASIS FOR EACH STADIUM INDIVIDUALLY.** The Ticket Categories for each Stadium are in detail explained in the Ticket Application Form and further sales material made available by FIFA at [www.fifa.com/tickets](http://www.fifa.com/tickets) and in further Ticket sales materials which FIFA may choose to publish from time to time. **THE TICKET APPLICANT ACKNOWLEDGES 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 OF THE STADIUM;**

**(iii) THE TICKET CATEGORISATION REMAINS UNAFFECTED FROM ANY CONDITIONS ON THE MATCH DAY, WHICH MAY HAVE AN IMPACT ON THE USE OF THE SEATS, SUCH AS WEATHER CONDITIONS; AND**

**(iv) TICKET CATEGORY BOUNDARIES IN A STADIUM MAY VARY FROM MATCH TO MATCH.**

**SUCH DIFFERENTIATION IS NECESSARY TO SECURE THAT THE MAXIMUM NUMBER OF TICKETS CAN BE MADE AVAILABLE TO FOOTBALL FANS AND AT THE SAME TIME THE GLOBAL MEDIA AND FURTHER STAKEHOLDERS ARE SERVICED.**

3.3 The Ticket Applicant must indicate in the Ticket Application Form the Ticket Category requested for each Match. The Ticket Applicant may only apply for one (1) Ticket Category per Match unless otherwise permitted under Section 3.4 below or the Ticket Applicant also applies for Special Access Tickets.

3.4 If the Ticket Applicant has duly indicated his/her consent in the Ticket Application Form to be allocated Tickets in a lower Ticket Category than that Ticket Category specified as his/her first choice, the Ticket Application Form completed and submitted for his/her first choice shall be deemed to implicitly contain the Ticket Applicant's offer to purchase Tickets in such lower Ticket Category (subject to availability).

#### **4. Sales Restrictions**

**4.1 THE TICKET APPLICANT CAN ONLY APPLY FOR A MAXIMUM OF SIX (6) SINGLE TICKETS FOR UP TO TEN (10) MATCHES PER HOUSEHOLD (I.E. A TOTAL OF 60 TICKETS) AND ONLY FOR ONE SINGLE MATCH ON ANY GIVEN MATCH DAY.** Therefore, if the Ticket Applicant wishes to purchase more than one (1) Ticket for a Match, the Ticket Applicant may nominate in the Ticket Application Form up to five (5) individuals nominated as his/her guests in the Ticket Application Form ("Guest").

#### **4.2 INTENTIONALLY OMITTED**

**4.3 ALL TICKET APPLICATION FORMS RECEIVED FROM A TICKET APPLICANT WILL BE AUTOMATICALLY REJECTED BY FIFA IF THE TICKET APPLICANT**

- (i) APPLIES FOR MORE TICKETS OR MORE TICKET CATEGORIES THAN PERMITTED PER MATCH OR FOR MORE MATCHES THAN PERMITTED PURSUANT TO THESE SALES REGULATIONS;**
- (ii) APPLIES FOR MORE THAN ONE SINGLE MATCH ON THE SAME CALENDAR DAY;**
- (iii) INTENTIONALLY OMITTED**
- (iv) SUBMITS MULTIPLE TICKET APPLICATIONS FOR THE SAME MATCH;**
- (v) HAS BEEN BANNED FROM ATTENDING FOOTBALL MATCHES BY COMPETENT AUTHORITIES OR SPORTS GOVERNING BODIES IN ANY COUNTRY OR IS CONSIDERED AS A SECURITY RISK BY THE FIFA WORLD CUP AUTHORITIES; OR**
- (vi) BY ANY MEANS CIRCUMVENTS, OR SEEKS TO CIRCUMVENT, THE SALES RESTRICTIONS ESTABLISHED HEREIN, INCLUDING BY USING THE SAME PAYMENT CARD IN DIFFERENT TICKET APPLICATIONS OR BY ANY MEANS MANIPULATING THE TICKET SALES PROCESS.**

**4.4 THE SALES RESTRICTIONS SET FORTH IN SECTIONS 4.1 to 4.3 ABOVE SHALL APPLY TO ALL PERSONS IRRESPECTIVE OF WHETHER A PERSON APPLIES HIMSELF/HERSELF AS TICKET APPLICANT OR IS NAMED AS GUEST IN OTHER TICKET APPLICATION FORMS. THEREFORE, A TICKET APPLICATION MAY BE AUTOMATICALLY REJECTED FOR THE PERSON IN VIOLATION OF ANY OF THESE SALES RESTRICTIONS AS TICKET APPLICANT AND/OR GUEST.**

4.5 Any acceptance by FIFA is based on the assumption that the Ticket Applicant has fully observed all sales restrictions set forth in this Section 4. In the event that, at any time subsequent to FIFA's partial or full acceptance of the Ticket Applicant's offer, FIFA detects any violation of the sales restrictions, such acceptance shall not be deemed or construed as FIFA's acceptance of such violation of the sales restrictions and FIFA may, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement (as defined in Section 7.2 below) pursuant to the GTCs and these Ticket Sales Regulations.

#### **5. Availability of Tickets**

5.1 Tickets will be made available in different sales phases. FIFA has the right to determine the number of Tickets made available for sale to the general public and other customer groups in each of the sales phases. The sales phases are described in the Ticket Application Form and further Ticket sales materials which FIFA may publish and update from time to time.

5.2 Tickets are only available within such Ticket allocations determined by FIFA for the customer groups. FIFA's ability to satisfy a request for Tickets as specified by the Ticket Applicant in the Ticket Application Form depends on the total number of Tickets (i) allocated to the general public in a sales phase, (ii) requested

by Ticket Applicants for a Match and a Ticket Category, and (iii) the results of the random selection draws for oversubscribed Matches as applicable in certain sales phases.

5.3 In order to secure that the maximum number of Tickets can be made available to football fans, the number of Tickets available for sale to the general public for a Match may vary throughout the Ticket sales process and in each of the sales phases. In particular, FIFA may release additional Tickets for sale to the general public from Ticket allocations reserved for other customer groups from time to time. As a result, Tickets may become available on a later stage of the Ticket sales process regardless of whether FIFA has indicated a lower probability of a successful Ticket Application at an earlier stage of the Ticket sales process.

## 6. Ticket Purchase Offer

6.1. None of the information stated at [www.fifa.com/tickets](http://www.fifa.com/tickets) may or will be regarded as a public offer by FIFA in respect of Tickets. Completion and submission of the Ticket Application Form to FIFA, the FWCTC or any other third party authorised by FIFA constitutes an irrevocable and binding offer to FIFA by the Ticket Applicant to purchase the Tickets identified in the Ticket Application Form. The Ticket Applicant is solely responsible for the accuracy of the content provided by the Ticket Applicant in the Ticket Application Form. However, the Ticket Applicant's offer for a certain quantity of Tickets for a Match shall be deemed to implicitly contain the Ticket Applicant's offer to purchase (i) Tickets for a lower number of Matches; (ii) a lower number of Tickets for a Match; or (iii) Tickets in a lower Ticket Category as described in Section 3.4 above.

6.2 The Ticket Applicant must have turned 18 years of age at the time when he/she submits to FIFA a binding offer for the purchase of a Ticket.

**6.3 THE TICKET APPLICANT ACKNOWLEDGES THAT, AT THE TIME OF SUBMISSION OF THE TICKET APPLICATION FORM, (I) THE PARTICIPATING TEAMS OF A MATCH CHOSEN BY THE TICKET APPLICANT MAY NOT BE KNOWN; (II) IT MAY ONLY BE POSSIBLE TO SELECT A TICKET CATEGORY, BUT NOT A SPECIFIC SEAT OR STADIUM SECTOR; AND/OR (III) THE KICK-OFF TIME OF A MATCH CHOSEN BY THE TICKET APPLICANT MAY BE SUBJECT TO CHANGES.**

**6.4 THE TICKET APPLICATION FORM MAY BE CHANGED OR CANCELLED BY THE TICKET APPLICANT AFTER SUBMISSION UNTIL SUCH DATES AS INDICATED IN THE TICKET APPLICATION FORM FOR CERTAIN SALES PHASES, BUT IN ANY CASE NO LATER THAN PROVISION OF THE TICKET CONFIRMATION TO THE TICKET APPLICANT AS DEFINED BELOW.**

**6.5 NEITHER COMPLETION NOR SUBMISSION OF THE TICKET APPLICATION FORM BY THE TICKET APPLICANT, NOR FIFA'S ACKNOWLEDGEMENT OF RECEIPT OF THE TICKET APPLICATION FORM GUARANTEES THE AVAILABILITY OF TICKETS FOR THE TICKET APPLICANT, OR THE ACCEPTANCE OF THE TICKET PURCHASE OFFER BY FIFA. IN ORDER TO BE SUCCESSFUL A TICKET APPLICATION FORM MUST BE PROCESSED BY FIFA PURSUANT TO SECTION 7 BELOW.**

**6.6 BY COMPLETING AND SUBMITTING THE TICKET APPLICATION FORM, THE TICKET APPLICANT ACKNOWLEDGES THAT THE TICKET PURCHASE OFFER MUST BE MADE UNCONDITIONALLY.** In particular, the Ticket Applicant is solely responsible in relation to himself/herself and his/her Guests for (i) the arrangement of travel and accommodation, (ii) the timely arrival at the Stadium on the Match day, (iii) obtaining and holding any further personalised identification documents (Fan ID) as required by Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013; and (iv) holding a valid Ticket to obtain access to the Stadium.

## 7. Acceptance by FIFA

7.1 If Tickets are available and FIFA partially or fully accepts the Ticket purchase offer identified in the Ticket Application Form by allocating Tickets to the Ticket Applicant, the Ticket Applicant will be provided with a

dedicated confirmation issued by FIFA or the FWCTC of the transaction by e-mail, post, personal delivery or otherwise (“**Ticket Confirmation**”).

7.2 The issuance or remittance of the Ticket Confirmation represents FIFA’s partial or full acceptance of the Ticket Applicant’s offer and constitutes the conclusion of the agreement for the sale of Tickets (“**Ticket Sales Agreement**”). FIFA will notify unsuccessful Ticket Applicants.

7.3 The Ticket Confirmation will specify the quantity of Tickets allocated to the Ticket Applicant, the Ticket Category, the Stadium and the Match (i.e. the number of the Match according to the Match schedule comprised in the Ticket Application Form). **THE TICKET CONFIRMATION MAY NOT IDENTIFY THE PARTICIPATING TEAMS OF A MATCH AND/OR A SPECIFIC SEAT OR STADIUM SECTOR, WHICH MAY ONLY BE DETERMINED AT A LATER STAGE, PURSUANT TO SECTION 11 BELOW.**

**7.4 OTHER THAN THE TICKET CONFIRMATION, NO COMMUNICATION BY FIFA, THE FWCTC OR ANY THIRD PARTY SHALL BE DEEMED OR CONSTRUED AS TICKET CONFIRMATION. IN PARTICULAR, NO THIRD PARTY NOTIFICATIONS AS PART OF THE PAYMENT PROCESS PURSUANT TO SECTION 10 BELOW SHALL BE DEEMED OR CONSTRUED AS ACCEPTANCE BY FIFA OF THE TICKET APPLICANT’S OFFER.**

7.5 (A) The Ticket Applicant acknowledges that FIFA cannot guarantee:

(i) that a specific player or team will participate in the Match;

(ii) the duration of the Match; and

(iii) that the Ticket Applicant or his Guests will have entirely uninterrupted and/or uninhibited view of the Match from the seat provided.

**(B) THE TICKET APPLICANT ACKNOWLEDGES THAT ANY OF THE ABOVE DOES NOT CHANGE THE VALUE OF THE SEAT AND/OR THE SERVICES WHICH A TICKET APPLICANT IS ENTITLED TO RECEIVE WITH THE TICKET AND DOES NOT ENTITLE THE TICKET APPLICANT TO ANY REFUND OR FURTHER COMPENSATION.**

## **8. No Cancellation of Purchase by Ticket Applicant**

8.1 All Ticket sales are final. Anyone who purchases, holds or uses a Ticket, including Guests (“**Ticket Holder**”) cannot elect to cancel a purchase or return Tickets after conclusion of the sale, provided however, that certain third party transfers or resales by a successful Ticket Applicant may be permitted in limited circumstances pursuant to FIFA’s Ticket Transfer and Resale policy, which will be defined by FIFA and made available on [www.fifa.com/tickets](http://www.fifa.com/tickets)

**8.2 EXCEPT FOR THE SPECIAL CASES SET FORTH ABOVE IN SECTION 8.1, THE TICKET APPLICANT IS NOT ENTITLED TO CANCEL A PURCHASE OR TERMINATE THE TICKET SALES AGREEMENT OR RETURN TICKETS AFTER CONCLUSION OF THE SALE.**

**8.3 THE TICKET APPLICANT IS NOT ENTITLED TO CANCEL A PURCHASE OR TERMINATE THE TICKET SALES AGREEMENT OR RETURN TICKETS AFTER CONCLUSION OF THE SALE DUE TO THE TICKET APPLICANT OR ANY OF HIS/HER GUESTS FAILING TO OBTAIN ANY PERSONALISED IDENTIFICATION DOCUMENTS (FAN ID) AS REQUIRED BY RUSSIAN AUTHORITIES PURSUANT TO FEDERAL LAW NO. 108-FZ OF 7 JUNE 2013.**

8.4 FIFA may, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement in the cases described in the GTCs and these Ticket Sales Regulations.

## **9. Price; Taxes; Fees; Currency; Delivery Fees**

9.1 The price for Tickets is determined by FIFA and will be set out in the Ticket Application Form. Ticket prices will depend on (i) the Ticket Category and (ii) the stage of the Competition (i.e. group stage, semi-

finals, third place Match and final). In addition, the price of Tickets for the opening Match is higher than the price of Tickets for the other group stage Matches. The prices determined by FIFA for the Ticket Categories depending on the stage of the Competition shall remain the same throughout all sales phases. All prices include all applicable taxes and delivery fees related to the delivery of Tickets to the Ticket Applicant.

9.2 The price printed on the face of each Ticket sold by 2018 FIFA World Cup Ticketing LLC in Russia is fixed in Russian Roubles and the price printed on the face of each Ticket sold by FIFA Ticketing AG is fixed in US Dollars. The prices determined by FIFA shall remain the same throughout all sales phases, regardless of currency exchange fluctuation.

9.3 In any and all Ticket transactions in other currencies, which need to be converted into US Dollars, currency exchanges will be determined by the Ticket Applicant's payment card company during the billing process. Further information on applicable currency exchange rates may be obtained from the Ticket Applicants' payment card company. In case of wire transfers, the currency exchange rate will be based upon the exchange rate offered by the bank where the Ticket Applicant requests the wire transfer, as determined on the date that the wire transfer is requested by the Ticket Applicant.

## 10. Payment Process

10.1 FIFA will accept such means of payment as indicated in the Ticket Application Form. Any and all bank or other charges incurred as a result of the payment with a payment card or currency conversion will be the sole responsibility of the Ticket Applicant.

10.2 If the Ticket Applicant chooses to pay for the Tickets by payment card, the nominated payment card must be registered in the name of the Ticket Applicant and must not be used by multiple Ticket Applicants. Any Ticket Application Form nominating a payment card (i) not registered in the name of the Ticket Applicant, or (ii) used by multiple Ticket Applicants may be rejected by FIFA.

Any acceptance by FIFA is based on the assumption that the payment card used (i) is registered in the name of the Ticket Applicant, and (ii) is not used by multiple Ticket Applicants. In the event that, at any time subsequent to FIFA's partial or full acceptance of the Ticket Applicant's offer, FIFA detects the use of a payment card not registered in the name of the Ticket Applicant or the use of the same payment card by multiple Ticket Applicants, such acceptance shall not be deemed or construed as FIFA's acceptance of such violation of these Ticket Sales Regulations and FIFA shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

10.3 The Ticket Applicant must ensure that his nominated payment card is valid for the duration of the applicable Ticket sales phase, that all required information is provided and confirmed, and there is sufficient credit for the transaction requested. In case of a successful Ticket application, FIFA will charge the nominated payment card prior to issuance or remittance of the Ticket Confirmation and without any specific notification being required. If FIFA is not able to charge the nominated payment card, the Ticket application may be rejected by FIFA in its entirety.

10.4 Due to the nature and operational structure of the sale of Tickets simultaneously on a worldwide basis in separate sales phases, in particular the time constraints related thereto and to secure that the maximum number of Tickets can be made available to football fans, **FULL AND TIMELY PAYMENT OF ALL TICKETS TO FIFA IS OF ESSENCE AND A MATERIAL OBLIGATION OF THE TICKET APPLICANT.** Any acceptance by FIFA is based on the assumption that payment was received, or will be received, in a timely manner and in full.

As a result, the following shall apply:

(i) If FIFA only receives partial payment from the Ticket Applicant, the payment is not received on time, or the payment is, completely or partially, withdrawn following receipt of the money by FIFA, the Ticket Application may be rejected by FIFA in its entirety;

(ii) FIFA will reject payment by the Ticket Applicant if such payment is made after the payment dates set forth in Section 10.3 above or informed by FIFA in the Ticket Application Form or through any other means of disclosure; and

(iii) no additional period of time to cure the full or partial non-payment will be granted to the Ticket Applicant by FIFA.

In the event that, at any time subsequent to FIFA's partial or full acceptance of the Ticket Applicant's offer, FIFA detects partial or delayed payment, such acceptance shall not be deemed or construed as FIFA's acceptance of such violation of these Ticket Sales Regulations and FIFA shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

## 11. Seating

11.1 FIFA will assign a specific seat to each Ticket. FIFA will endeavour, but cannot guarantee, that all seats assigned to Tickets for a Match which are allocated to a successful Ticket Applicant will be located adjacent to one another. Seats assigned to a Ticket Applicant may be located in different sections, rows or blocks of seats in the Stadium. FIFA cannot provide adjacent seats to persons submitting separate Ticket Application Forms.

**11.2 THE SPECIFIC LOCATION OF A SEAT WITHIN A TICKET CATEGORY DOES NOT CHANGE THE PRICE OF THE TICKET AND THAT SEATS WITHIN A CATEGORY CAN HAVE DIFFERENT CHARACTERISTICS AND THAT A SEAT MAY BE LOCATED ADJACENT TO THE BOUNDARIES OF A STADIUM SECTOR OR A SEAT OF ANOTHER TICKET CATEGORY.**

## 12. Delivery and Collection of Tickets

12.1 Except for such case listed in Section 12.8 below, Tickets will be delivered by courier to the Ticket Applicant's address indicated in the Ticket Application Form.

12.2 In case Tickets will not be delivered pursuant to Section 12.8 below, Tickets will be made available for collection pursuant to the terms set out in Section 12.3 to 12.7.

12.3 Tickets will be made available for collection by the Ticket Applicant at the ticketing centres operated by FIFA in all host cities of the Competition prior and during the Competition ("FIFA Venue Ticketing Centres") at such times and places as described in the Ticket Application Form, at [www.fifa.com/tickets](http://www.fifa.com/tickets) or in further Ticket Sales materials which FIFA may choose to publish from time to time.

**12.4 THE TICKET APPLICANT IS SOLELY RESPONSIBLE IN RELATION TO HIMSELF/HERSELF AND HIS/HER GUESTS FOR THE TIMELY COLLECTION OF THE TICKET.** Once made available for collection, **FIFA STRONGLY RECOMMENDS THAT TICKET APPLICANTS COLLECT THEIR TICKETS AS EARLY AS POSSIBLE, BUT IN ANY CASE BEFORE THE MATCH DAY.** In order to ensure the highest possible level of security, **FIFA WILL NOT MAKE TICKETS AVAILABLE FOR COLLECTION AT THE STADIUM ON MATCH DAYS.**

**12.5 ALL TICKETS COMPRISED IN A SUCCESSFUL TICKET APPLICATION NOT DELIVERED BY COURIER MUST BE PERSONALLY COLLECTED BY THE TICKET APPLICANT OR BY AN AUTHORISED THIRD PARTY.** Proper identification with embedded photo and/or the payment card used in the transaction must be presented at the FIFA Venue Ticketing Centres as specified in the Ticket Application Form.

In case the Ticket Applicant wishes the Tickets to be collected by a third party, such third party must be duly authorised by the Ticket Applicant by means of a notarized power of attorney specific for collection and notarized copies of both the Ticket Applicant's and the attorney's identification documents with embedded photographs.

12.6 In case of Special Access Tickets, when collecting Tickets, the Ticket Applicant will be required to present such official documents or notarized copies thereof which evidence the eligibility for a Special Access Ticket that entitles the Ticket Applicant or any of his/her Guest to the purchase of a Special Access Ticket. **IN CASE THE TICKET APPLICANT WISHES SUCH TICKETS TO BE COLLECTED BY A THIRD PARTY, SUCH THIRD PARTY MUST PRESENT NOTARIZED COPIES OF ALL DOCUMENTS WHICH EVIDENCE THE ELIGIBILITY FOR A SPECIAL ACCESS TICKET.**

In any case, on Match day, in order to enter or remain in the Stadium, each Ticket Holder must carry and, upon request of the FIFA World Cup Authorities, present the documents which evidence the eligibility for a Special Access Ticket.

**12.7 THE PRESENTATION OF PROPER IDENTIFICATION AND THE PAYMENT CARD USED IN THE TRANSACTION PURSUANT TO SECTION 10.2 AND THE EVIDENCE OF ELIGIBILITY FOR A SPECIAL ACCESS TICKET REPRESENTS A MATERIAL OBLIGATION OF THE TICKET APPLICANT.**

12.8 The delivery of Tickets will not be possible for:

- (i) Tickets purchased after 5 April, 2017;
- (ii) Tickets purchased in the last minute sales phase;
- (iii) Tickets for which delivery may not be possible in time due to operational and/or Stadium-related reasons (and in such cases, FIFA will arrange for the refund of the applicable delivery fee).

The details of the Ticket delivery are described at [www.fifa.com/tickets](http://www.fifa.com/tickets).

**12.9 TICKETS MAY ONLY BE COLLECTED OR DELIVERED AFTER RECEIPT OF FULL PAYMENT BY FIFA. IT IS THE SOLE RESPONSIBILITY OF THE TICKET APPLICANT TO PAY FOR THE TICKETS TIMELY AND IN FULL AND IN CASE THE TICKET APPLICANT HAS NOT PAID FOR THE TICKETS IN FULL AND COLLECTION OR DELIVERY IS REJECTED BY FIFA, THE TICKET APPLICANT OR HIS GUESTS MAY NOT CLAIM ANY RIGHTS AGAINST FIFA, INCLUDING TO TERMINATE THE TICKET SALES AGREEMENT.**

### **13. Misrepresentation of Identity**

13.1 Each Ticket is personalised with the identity of the Ticket Applicant and/or his/her Guests and represents an official evidence authorised by FIFA to indicate a personal, revocable license to enter and stay in the Stadium on a Match day during the opening hours of the Stadium. This means that a Ticket shows personal permission from FIFA for the Ticket Applicant and his/her Guests to enter and stay in the Stadium subject to the conditions identified in these Ticket Sales Regulations, the GTCs, the Stadium Code of Conduct ("**Stadium Code of Conduct**") and the applicable laws. FIFA remains at all times the owner of the Ticket.

13.2 The misrepresentation by the Ticket Applicant or a Ticket Holder in relation to the identity, and therefore personal permission to enter and stay in the Stadium on a Match day represents a material breach of the Ticket Sales Agreement. In such case, FIFA shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

In the event that, at any time subsequent to FIFA's partial or full acceptance of the Ticket Applicant's offer, FIFA detects the misrepresentation in relation to the identity, and therefore the personal permission, FIFA shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

### **14. Special Access Tickets**

14.1 FIFA will make available a limited number of Tickets exclusively for disabled people, people with limited mobility and obese people ("**Special Access Tickets**") as described in the Ticket Application Form.

14.2 In case the Ticket Applicant or any of his/her Guests fulfils the personal condition of being eligible to purchase a Special Access Ticket, the Ticket Applicant will be required to provide any such information



and/or to present any such official documents as required in the Ticket Application Form, the GTCs and these Ticket Sales Regulations, in order to prove, and to allow FIFA to verify, the eligibility.

14.3 With the sole exception of obese people, successful Ticket Applicants for Special Access Tickets will be offered the opportunity to receive on a complimentary basis one additional Ticket for a companion as described in the Ticket Application Form. The companion is only permitted to enter the Stadium together with the person eligible to purchase and use a Special Access Ticket.

14.4 The misrepresentation by the Ticket Applicant of the eligibility for a Special Access Ticket of the Ticket Applicant or any of his/her Guests as described in the Ticket Application Form represents a material breach of the Ticket Sales Agreement. In such case, FIFA shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

## **15. Cancellation and Termination Consequences**

15.1 If FIFA cancels all or some of the Tickets allocated to the Ticket Applicant, such cancellation shall be deemed a termination of the Ticket Sales Agreement with respect to the cancelled Tickets. If FIFA terminates the Ticket Sales Agreement with respect to all or some of the Tickets allocated to the Ticket Applicant, such termination shall be deemed a cancellation with respect to such Tickets.

15.2 Save for other specific consequences applicable under the GTCs, in the event of a termination of the Ticket Sales Agreement pursuant to these Ticket Sales Regulations, in order to reimburse FIFA for any administration costs incurred as a result of the cancellation of the Tickets allocated to the Ticket Applicant and the termination of the Ticket Sales Agreement, the necessary re-allocation and re-issuance of the Ticket for the sale to the general public or another customer group and to compensate FIFA for the reduced opportunity to re-sell the Tickets, the Ticket Applicant shall be obliged to pay to FIFA an amount equivalent to

(i) twenty per cent (20%) of the total aggregate amount of the price printed on the face of all Tickets cancelled by FIFA (including for the Tickets for his/her Guests) in case the cancellation or termination takes place (a) at the time of or prior to the Ticket collection by or delivery to the Ticket Applicant or (b) after Ticket collection, but the Ticket Applicant returns the collected or delivered Ticket to FIFA in a FIFA Venue Ticketing Centre, provided, however, that cancellation or termination takes place no later than forty-eight (48) hours prior to the scheduled day of the Match; or

(ii) the total aggregate amount of the price printed on the face of all Tickets cancelled by FIFA (including for the Tickets for his/her Guests) in case the cancellation or termination takes place within forty-eight (48) hours prior to the scheduled day of the Match, including at the time of intended entry to the Stadium by the Ticket Holder.

15.3 In any such case, the amounts set forth in clause 15.2 may be set off by FIFA against any payments already made by the Ticket Applicant to FIFA.

15.4 Should the Ticket Applicant be entitled to a refund pursuant to these Ticket Sales Regulations, FIFA will refund the payment received from the Ticket Applicant for the cancelled Tickets and/or terminated Ticket Sales Agreement, less any eventual amount due to FIFA. Such refund is envisaged to take place within thirty (30) days after the end of the Competition and FIFA will inform the Ticket Applicant in case of any delay of such refund payment. Such refund shall always be limited to the amounts received by FIFA. No interests and further costs or expenses (for example, travel or accommodation costs) shall be compensated by FIFA 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 will be entitled to any refund.

## **16. Personal Data**

16.1 The Ticket Applicant is obliged to provide such personal data of himself/herself and his/her Guests as described in the Ticket Application Form for the application for, and payment and collection of, the Tickets.

16.2 Ticket Applicants will be given the opportunity to update their personal data and the personal data of their Guests in such manner as described at [www.fifa.com/tickets](http://www.fifa.com/tickets). The Ticket Applicant shall ensure that the personal data initially provided by the Ticket Applicant is up-to-date at all times until the day of the Match for which a Ticket has been allocated.

16.3 If a Ticket application is unsuccessful or rejected, the Ticket Applicant may request deletion of the personal data provided by contacting the FWCTC (for contact details please see Section 20).

16.4 The Ticket Applicant agrees and acknowledges that the personal data provided to FIFA pursuant to these Ticket Sales Regulations will, subject to applicable laws, be used, processed, stored and transferred to third parties designated by FIFA (located both within and outside of Russia) for purposes relating to (i) Ticket sales and allocation procedures, (ii) any relevant safety and security measures, and (iii) rights protection measures in connection with the Competition. The Ticket Applicant shall be responsible to obtain the consent of each of his/her Guest identified in the Ticket Application Form to use their personal data to the same extent, and for the same purposes.

16.5 In addition, provided that consent has been specifically given by the Ticket Applicant in the Ticket Application Form, the Ticket Applicant agrees and acknowledges that the personal data about the Ticket Applicant provided to FIFA pursuant to these Ticket Sales Regulations may also be used to inform the Ticket Applicant about other FIFA products and future FIFA Events as well as about products and services of FIFA's commercial affiliates and other third parties contracted to FIFA.

## **17. Acceptance of Ticket Sales Regulations, GTCs and Stadium Code of Conduct**

**17.1 BY COMPLETING AND SUBMITTING THE TICKET APPLICATION FORM, THE TICKET APPLICANT IRREVOCABLY AGREES, ACKNOWLEDGES, AND UNDERTAKES TO FULLY COMPLY WITH, THESE TICKET SALES REGULATIONS,** the GTCs and the applicable safety and security measures adopted by any of the FIFA World Cup Authorities, which shall be reflected in the Stadium Code of Conduct. The Stadium Code of Conduct will be made available at [www.fifa.com/tickets](http://www.fifa.com/tickets) and will be posted at the Stadium. Anyone who uses a Ticket to enter the Stadium will be deemed to have fully and irrevocably agreed to accept, and comply with, the Stadium Code of Conduct.

17.2 Each Ticket Applicant shall be fully responsible for ensuring that each Ticket Holder who, directly or indirectly, receives a Ticket allocated to the Ticket Applicant has read, understood, accepted and is bound by the GTCs and the Stadium Code of Conduct. For that purpose, the Ticket Applicant will provide such Ticket Holder with a copy of the GTCs and the Stadium Code of Conduct or will direct such Ticket Holder to where the GTCs and the Stadium Code of Conduct are made available.

## **18. Liability of Ticket Applicant**

18.1 The Ticket Applicant shall be fully liable for any acts and omissions not in compliance with the GTCs and the Stadium Code of Conduct by any Ticket Holder who, directly or indirectly, receives a Ticket allocated to the Ticket Applicant.

18.2 In case of any violation of these Ticket Sales Regulations, the GTCs and/or the Stadium Code of Conduct by the Ticket Applicant and/or any Ticket Holder who, directly or indirectly, receives a Ticket allocated to the Ticket Applicant, FIFA reserves all rights in addition to the rights specifically described under these Ticket Sales Regulations, including the right to file for criminal charges or to seek additional compensation in case the amounts set forth in Section 15.2 above are not sufficient to indemnify FIFA for the suffered damages, including loss of profits.

## **19. Limitation of Liability of FIFA World Cup Authorities**

**THE FIFA WORLD CUP AUTHORITIES SHALL NOT BE HELD LIABLE FOR ANY:**

**(I) INCORRECT OR INCOMPLETE COLLECTION, INPUTTING, TRANSFER OR HANDLING OF DATA AND FURTHER INFORMATION OR MANAGEMENT THEREOF, INCLUDING FOR ANY LOST, INCORRECT OR INCOMPLETE TICKET APPLICATION FORMS;**

**(II) TECHNICAL MALFUNCTIONS, SUCH AS ANY FAILURE OF COMPUTER HARDWARE OR SOFTWARE OR ANY INTERNET OR PRINTING MALFUNCTIONS;**

**(III) FAILURE TO COMMUNICATE WITH ANY TICKET APPLICANT BY E-MAIL, POST, SMS OR OTHERWISE, INCLUDING THE FAILURE TO DELIVER, OR DELAYED DELIVERY OF, THE TICKET CONFIRMATION VIA THE TICKET APPLICANTS' EMAIL, PHONE OR THROUGH ANY OTHER SERVICE PROVIDERS; OR**

**(IV) DELAY, OR FULL OR PARTIAL FAILURE, TO MAKE PAYMENT TO, OR RECEIVE PAYMENT FROM, FIFA BY THE TICKET APPLICANT PURSUANT TO THESE TICKET SALES REGULATIONS FOR WHATSOEVER REASON.**

## **20. Contact Information**

Any information requests relating to Tickets, these Ticket Sales Regulations and/or the Ticket Application Form should be addressed to FIFA through the FWCTC. The address of the FWCTC will be made available on [www.fifa.com/tickets](http://www.fifa.com/tickets), in the Ticket Application Form and further Ticket sales materials which FIFA may choose to publish from time to time.

## **21. Miscellaneous**

21.1 Should any provision(s) of these Ticket Sales Regulations and/or the Ticket Application Form be declared void, ineffective or unenforceable by any competent court, the remainder of these Ticket Sales Regulations and/or the Ticket Application Form will remain in effect as if such void, ineffective or unenforceable provision(s) had not been contained.

21.2 These Ticket Sales Regulations and the Ticket Application Form have also been translated into Russian language and other languages. In the event of any discrepancy between the English version and the Russian language version or any other translated texts, the English text will always prevail and will always be used to solve doubts of interpretation and application.

21.3 To ensure continuity of application and clarity, to the extent allowed by applicable laws, these Ticket Sales Regulations and the Ticket Application Form will be governed exclusively by, and interpreted in accordance with, the laws of the Russian Federation.

21.4 To the fullest extent allowed by applicable laws, for all disputes regarding and in connection with any rights and obligations deriving from these Ticket Sales Regulations and the Ticket Application Form, the parties will seek to resolve such dispute amicably. If FIFA and the Ticket Applicant or Ticket Holder, or its successor, fail to reach such amicable solution, to the extent allowed by applicable laws the exclusive place of jurisdiction shall be Moscow, Russia. Irrespective hereof and subject to applicable laws, FIFA reserves the right to bring any legal action in relation to these Ticket Sales Regulations and the Ticket Application Form 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.