

**2018 FIFA World Cup Russia™**

**General Terms and Conditions  
for the Use of Tickets**

**FINAL VERSION DATED 12 October 2016**

**1. Scope of Applicability**

Any use of 2018 FIFA World Cup Russia™ (“**Competition**”) match tickets (in the form of a paper ticket or other device) (“**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 FIFA Ticketing AG and/or 2018 FIFA World Cup Ticketing LLC (together with Fédération Internationale de Football Association jointly referred to as “**FIFA**”).

**2. Acceptance of GTCs and Stadium Code of Conduct**

**2.1** By completion and submission to FIFA of an online or hard copy application or order form for Tickets, each person or entity who applies for Tickets (“**Ticket Applicant**”) confirms:

(i) to have read, understood and accepted these GTCs, the sales regulations applicable to the respective Ticket Applicant (the “**Ticket Sales Regulations**”) and applicable safety, security and other rules of conduct adopted by FIFA in the stadium code of conduct, which are published and available from the sources identified in Section 12.2 below (“**Stadium Code of Conduct**”), and

(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 and the Stadium Code of Conduct prior to receiving a Ticket (in addition to the fact that any Ticket Holder (as defined in Section 2.2 below) will also be deemed to have fully and irrevocably agreed with FIFA to these GTCs and the Stadium Code of Conduct as per Section 12.2 below). For that purpose, the Ticket Applicant will provide a copy of these GTCs and the Stadium Code of Conduct 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 Code of Conduct that are identified in Section 12.2 below.

**2.2** Anyone who purchases, holds or uses a Ticket (“**Ticket Holder**”) will be deemed to have, fully and irrevocably agreed with FIFA to accept these GTCs. For that purpose, pursuant to Section 12.6 below, certain provisions of these GTCs will be restated in a condensed format on the back of the Tickets.

**3. Entry to and Behaviour in the Stadium / Personal Conditions**

**3.1** Entry into the stadium in which a Match takes place (“**Stadium**”) which, on a Match day, includes specifically indicated areas of the Stadium being under the control of the FIFA World Cup Authorities (as defined in Section 3.2 below), requires a valid Ticket. Only one person per Ticket can enter the Stadium. A person will only be permitted into the Stadium upon presentation of a valid Ticket at the entrance, regardless of his/her age (including children). 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 FIFA World Cup Authorities.

**3.2** Each Ticket is personalised with the identification of the Ticket Applicant and/or the individuals nominated by the Ticket Applicant as guests unless specific terms apply to certain customer groups and represents 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 to enter and stay in the Stadium and entry may be refused if the Ticket Holder cannot be identified with the Ticket. FIFA remains at all times the owner of the Ticket. All Ticket Holders must comply with:

(i) these GTCs,

(ii) the Ticket Sales Regulations,

(iii) the Stadium Code of Conduct, and

(iv) any other relevant laws, by-laws, regulations, ordinances or instructions given by FIFA, the FIFA World Cup Ticketing Centre (“**FWCTC**”), the FIFA Ticketing Office (“**FTO**”), 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 Match, and their respective employees, volunteers, agents, representatives, officers and directors (all together the “**FIFA World Cup Authorities**”).

**3.3** (a) In case of a violation of any terms of these GTCs, the Stadium Code of Conduct and/or any of the relevant laws, by-laws, regulations, ordinances of, or instructions given by, the FIFA World Cup Authorities, a Ticket will be automatically cancelled. In case of a violation of any terms of the Ticket Sales Regulations, FIFA may cancel a Ticket. In case of a cancellation, the license to enter and stay in a Stadium will be automatically revoked. Examples of prohibited conduct pursuant to the Stadium Code of Conduct include: to be noticeably under the influence of alcohol, narcotics or any behaviour-modifying substance; to express any offensive messages, of racist nature, xenophobic nature, or which stimulate other forms of discrimination; to promote any political, ideological messages or any charitable cause; to hinder or harass other individuals, including players and Match officials; to behave, or to show a tendency to behave violently, harmfully or in a manner likely to disrupt public order.

(b) Examples of items prohibited in the Stadium include: weapons of any kind or anything that could be used as a weapon, fireworks, flares, smoke powders, smoke canisters, smoke bombs or other pyrotechnics, commercial materials or similar items which could infringe any rights of FIFA for the Competition, and other objects which could compromise public safety and/or harm the reputation of the Competition.

(c) Examples of instructions that may be given by the FIFA World Cup Authorities include: an instruction by which a Ticket Holder is requested to leave the Stadium, move to a different seat for safety and security reasons, due to technical requirements or to ensure the orderly and smooth implementation of the Competition, and to cover or to remove any materials displaying commercial or otherwise prohibited content.

**3.4.** The FIFA World Cup Authorities may give instructions based on these GTCs, the Ticket Sales Regulations, the Stadium Code of Conduct and any other relevant laws, by-laws, regulations or ordinances. The FIFA World Cup Authorities will be entitled to carry out checks on any Ticket Holder. Each Ticket Holder is required to cooperate with the FIFA World Cup 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 in the Stadium that may be in his/her possession.

**3.5** 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 FIFA World Cup Authorities, are prohibited from receiving Tickets and entering the Stadium and may be ejected from the Stadium.

**3.6** Each Ticket is numbered to identify a specific seat. Each Ticket Holder must sit in the seat allocated to the respective Ticket. However, the FIFA World Cup 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.**

**3.7** Any Ticket Holder entering the Stadium accompanied by children or adolescents must obtain, carry and present at any time, upon request of the FIFA World Cup 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 any time after 22:00h local time of the day of the Match.

**3.8 (A) THE PURCHASE AND USE OF CERTAIN TICKETS IS LIMITED TO PERSONS BEING ELIGIBLE BY FULFILLING A SPECIFIC PERSONAL CONDITION (THE "PERSONAL CONDITION"), NAMELY:**

- (I) CATEGORY 4 TICKETS ARE RESERVED FOR RESIDENTS OF RUSSIA ONLY; OR**
- (II) SPECIAL ACCESS TICKETS ARE RESERVED FOR DISABLED PEOPLE, PEOPLE WITH LIMITED MOBILITY OR OBESE PEOPLE ONLY.**

**(B) IF THE PURCHASE OR USE OF A TICKET IS SUBJECT TO THE FULFILLMENT OF A PERSONAL CONDITION, IN ADDITION TO PROOF OF HIS/HER IDENTITY, THE TICKET HOLDER MUST CARRY AND PRESENT AT ANY TIME, UPON REQUEST OF THE FIFA WORLD CUP AUTHORITIES, THE REQUIRED OFFICIAL DOCUMENTS WHICH EVIDENCE HIS/HER FULFILMENT OF THE PERSONAL CONDITION REQUIRED FOR THE PURCHASE OR USE OF THE TICKET.**

**(C) THIS MEANS THAT, REGARDLESS OF SECTION 3.2 ABOVE, A TICKET WHICH IS SUBJECT TO A PERSONAL CONDITION DOES NOT GRANT BY ITSELF (WITHOUT THE PRESENTATION OF THE REQUIRED OFFICIAL DOCUMENTS) PERMISSION FROM FIFA TO ENTER AND REMAIN IN THE STADIUM AND SUCH PERMISSION REMAINS SUBJECT TO THE TICKET HOLDER PROVING THE PERSONAL CONDITION BY CARRYING AND PRESENTING THE REQUIRED OFFICIAL DOCUMENTS WHICH EVIDENCE HIS/HER FULFILMENT OF THE PERSONAL CONDITION.**

**3.10** These GTCs do not apply to, and do not govern, the application, issuance and use of any 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 any such personalised identification documents (Fan ID). FIFA shall incur no liability whatsoever for (i) failure to perform or improper performance of its obligations (except for the cases of willful misconduct) under the agreement for the sale of Tickets entered into between FIFA and the Ticket Applicant as set out in the Ticket Sales Regulations, 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).

#### **4. Limitation on Transfer and Resale of Tickets**

**4.1 (a) TICKET HOLDERS MAY NOT**

- (i) SELL, OFFER FOR SALE, OFFER AT AUCTIONS, RESELL, DONATE TICKETS;**

<b>(ii) ACT AS COMMERCIAL TICKET AGENT FOR ANOTHER PARTY;</b>
<b>(iii) PROVIDE A TICKET TO INDIVIDUALS WHO HAVE BEEN BANNED FROM ATTENDING FOOTBALL MATCHES BY COMPETENT AUTHORITIES OR SPORTS GOVERNING BODIES IN ANY COUNTRY;</b>
<b>(iv) CONDUCT ANY OF THE ABOVE ACTIVITIES ON A REGULAR AND/OR CONTINUING BASIS; OR</b>
<b>(v) OTHERWISE TRANSFER A TICKET IN ANY WAY WITHOUT THE SPECIFIC PRIOR WRITTEN CONSENT OF FIFA.</b>
<p>(b) FIFA will only give its consent to transfer a Ticket in case a Ticket Applicant (i) wishes to transfer a guest Ticket to a privately invited guest with whom there is a pre-existing relationship or a family member for free or for the price charged to the Ticket Holder by FIFA, (ii) the guest is seriously ill, unable to obtain a valid visa to travel to Russia or has died, (iii) there is an event of force majeure, (iv) due to a change in personal circumstances or (v) any other reasons which may be defined by FIFA in the Ticket transfer and resale policy available on <a href="http://www.fifa.com/tickets">www.fifa.com/tickets</a> ("<b>Ticket Transfer and Resale Policy</b>"). A Ticket Applicant may not transfer its own Ticket. A Ticket cannot be transferred by a guest of the Ticket Applicant.</p>
<p>(c) The process for selling, offering for sale, reselling, donating or otherwise transferring a Ticket through FIFA's official Ticketing platform, and obtaining FIFA's consent, is described in the Ticket Transfer and Resale Policy.</p>
<p>(d) The purposes for the rule limiting any Ticket transfers include: (i) event security, (ii) consumer protection, (iii) avoidance of counterfeit tickets and (iv) protection of a fair pricing scheme as described in greater detail on <a href="http://www.fifa.com/tickets">www.fifa.com/tickets</a>.</p>
<p><b>4.2</b> Tickets may only be purchased through official sales channels authorised by FIFA, such as via <a href="http://www.fifa.com/tickets">www.fifa.com/tickets</a>, any official ticketing centres or any official sales agents. 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 automatically cancelled once identified. Upon request from FIFA, Ticket Holders must explain how, from whom, for what consideration and from where they obtained their Tickets.</p>
<p><b>4.3</b> Ticket Holders acknowledges that certain activities related to the undue sale or use of Tickets may cause an administrative liability under the laws of Russia, in particular under the effective Administrative Offences Code and other applicable legislation. Ticket Holders are advised to obtain information about the applicable laws relating to the undue sale or use of Tickets.</p>
<p><b>5. <u>Sound and Image Recordings</u></b></p>
<p><b>5.1</b> Any Ticket Holder attending the Match or collecting a Ticket acknowledges that (i) FIFA solely owns and controls all of the commercial and intellectual property rights in relation to the 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 the Match 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. Any Ticket Holder attending a Match or person collecting a Ticket consents to the use of image recording devices for safety and security purposes. Each Ticket</p>

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, and comply with, all applicable laws with respect to any use they may make of such media.

**5.2** Ticket Holders may not record, upload, post or transmit any sound, moving or still image or description of the Match (or any result, data or statistic of the Match) other than for private use. It is strictly forbidden to disseminate any sound, moving or still image, description, data, result or statistic of the Match, in whole or in part, for any sort of public access, irrespective of the transmission form, whether over the internet, radio, television, computer, mobile phone, data accessory or via any media or platform, other digital technology, networks for distribution, display, communication or further functionality such as social media platforms or blogs, websites, apps or similar media tools, or any other current and/or future media (now known or hereinafter invented and/or devised). Ticket Holders may not assist any other person(s) to conduct such activities.

## **6. Prohibitions Regarding Ambush Marketing and Other Marketing Activities**

**6.1** At the Stadium on Match days, Ticket Holders may not engage 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 logos or otherwise (“**Ambush Marketing**”)

**6.2** At the Stadium on Match days, Ticket Holders are strictly prohibited from 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. All such items may be removed or confiscated by the FIFA World Cup Authorities without any compensation payable to the Ticket Holder, who may receive back such items immediately after the Match at the dedicated locations.

**6.3** At the Stadium on Match day, Ticket Holders are strictly prohibited from 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.

**6.4** 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 program, unless this has been expressly authorised by FIFA in writing prior to such activity.

**6.5** Tickets may not be sold as part of a, or otherwise included in, 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. Acceptance of Risk and Limited Liability**

**7.1 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 WITHOUT OR 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 AND WAIVES ANY CLAIMS AGAINST THE FIFA WORLD CUP AUTHORITIES RELATING TO SUCH RISKS AND DANGERS. THE TICKET HOLDER (IN HIS/HER OWN NAME AND ON BEHALF OF ANY DEPENDENT INDIVIDUAL) ACKNOWLEDGES THAT THERE ARE 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 FIFA WORLD CUP AUTHORITIES; OR

(ii) TO EXCLUDE OR RESTRICT ANY LIABILITY FOR DEATH OR PERSONAL INJURY ARISING FROM THE NEGLIGENCE OR IMPROPER CONDUCT BY THE FIFA WORLD CUP AUTHORITIES.

7.2 (a) The FIFA World Cup Authorities 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 Holder will have entirely uninterrupted and/or uninhibited view of the Match from the seat provided.

**(B) THE TICKET HOLDER ACKNOWLEDGES THAT ANY OF THE ABOVE DOES NOT 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 OF THE TICKET HOLDERS TO ANY REFUND OR FURTHER COMPENSATION.**

7.3 Each of the respective entities referred to as a FIFA World Cup Authority have independent roles and responsibilities in connection with the Competition. Each of the FIFA World Cup Authorities is responsible for its own acts and omissions.

#### **8. Orders of FIFA World Cup Authorities and Non-compliance by Ticket Holder**

8.1 In the event of a violation of any terms of these GTCs, the Stadium Code of Conduct or any of the relevant laws, by-laws, regulations, ordinances of, or instructions given by, the FIFA World Cup Authorities, in addition to the other rights and remedies that the FIFA World Cup Authorities may have, a Ticket will be automatically cancelled once a violation is identified. In the event of a violation of any terms of the Ticket Sales Regulations, a Ticket may be cancelled. In case of a cancellation of a Ticket, the FIFA World Cup Authorities will, as the case may be,

(a) refuse to deliver the Ticket to the Ticket Applicant;

(b) refuse entry into the Stadium to the Ticket Holder;

(c) eject the Ticket Holder from the Stadium;

(d) seize the Ticket;

(e) 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;

(f) file suit to enforce the relevant terms, laws and regulations and claim damages, if appropriate; and/or

(g) notify governmental authorities of any such violation.

8.2 The Ticket Holder is not entitled to any refund or further compensation, subject to applicable laws, if (i) a Ticket is cancelled by any reason, including misrepresentation of a Personal Condition, (ii) entry 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 Code of Conduct, the Ticket Sales Regulations or any of the relevant laws, by-laws, regulations, ordinances of, or instructions given by, the FIFA World Cup Authorities. This Section 8.2 shall not limit the Ticket Applicant's rights pursuant to the Ticket Sales Regulations.

**8.3** 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 FIFA to provide these revenues to a charitable organisation identified by FIFA in the event neither FIFA nor any FIFA designated rights holder has a claim to the revenue or other consideration.

**8.4 (A) EACH TICKET HOLDER IS RESPONSIBLE FOR THE USE OF HIS/HER TICKET AND TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS, ANY TICKET HOLDER INDEMNIFIES AND HOLDS HARMLESS THE FIFA WORLD CUP AUTHORITIES FROM AND AGAINST ANY AND ALL CLAIMS, COSTS, DAMAGES AND LIABILITIES SUFFERED AND/OR INCURRED IN CONNECTION WITH, ARISING OUT OF OR RESULTING FROM:**

**(i) HIS/HER MISUSE OF A TICKET; OR**

**(ii) THE MISUSE OF A TICKET BY A DEPENDENT INDIVIDUAL IF THE TICKET WAS PURCHASED BY THE TICKET HOLDER; OR**

**(iii) THE MISUSE OF A TICKET BY ANY OTHER THIRD PARTY WHICH HAS OBTAINED, DIRECTLY OR INDIRECTLY, A TICKET THROUGH THE TICKET HOLDER; OR**

**(iv) A VIOLATION OF THESE GTCs, THE TICKET SALES REGULATIONS, THE STADIUM CODE OF CONDUCT OR ANY OF THE RELEVANT LAWS, BY-LAWS, REGULATIONS, ORDINANCES OF, OR INSTRUCTIONS GIVEN BY, THE FIFA WORLD CUP AUTHORITIES.**

**(B) AMONGST OTHER THINGS, THIS MEANS: IF A TICKET HOLDER VIOLATES THESE GTCs, THE TICKET SALES REGULATIONS, THE STADIUM CODE OF CONDUCT OR ANY LAWS, BY-LAWS, REGULATIONS OR ORDINANCES OF THE FIFA WORLD CUP AUTHORITIES, THE TICKET HOLDER WILL HAVE TO TAKE FULL FINANCIAL RESPONSIBILITY AND PAY FOR ANY DAMAGE, INCLUDING LEGAL COSTS THAT THE FIFA WORLD CUP AUTHORITIES MAY INCUR, IN MANAGING OR RESOLVING THE PROBLEMS CAUSED BY THE VIOLATION.**

## **9. Data**

The personal data that the Ticket Applicant and/or the Ticket Holder, directly or indirectly, provide to FIFA pursuant to the Ticket Sales Regulations and/or the Ticket Transfer and Resale Policy 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 Ticket sales and allocation procedures, any relevant safety and security measures and/or rights protection measures in connection with the Competition.

## **10. Unforeseen Circumstances**

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

(b) “**Force Majeure**” events include, for example, 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 FIFA World Cup Authority.

(c) 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** (a) If a Match is cancelled, the Ticket shall be cancelled and the Ticket Applicant shall be entitled to a refund for such Tickets. A Ticket Holder, not being a Ticket Applicant shall not be entitled to any refund or further compensation.

(b) If FIFA makes a change to the time or date of a Match, the Ticket will be valid for the re-scheduled Match. If FIFA changes the teams participating in a Match, the Ticket will be valid for the Match with the new teams. If a Match is relocated to another Stadium or venue, FIFA may decide that the Ticket will be valid for the relocated Match or to provide a refund to the Ticket Applicant for such Tickets. In such case a Ticket Holder, not being a Ticket Applicant shall not be entitled to any refund or further compensation.

(c) If a Match is replayed, the replay match 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.

(d) In any case described in Sections 10.2 (a) to (c) above, the Ticket Holder and the Ticket Applicant are responsible for their own personal arrangements for transportation, travel 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.

**10.3** 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 FIFA for the Ticket. 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 eligible to apply for any refund pursuant to the relevant terms of the Ticket Sales Regulations.

## **11. Lost, Stolen and Damaged Tickets**

**11.1 THE TICKET HOLDER SHALL TREAT THE TICKET WITH CARE AND KEEP IT IN A SAFE LOCATION AT ALL TIMES.** The FIFA World Cup Authorities will not replace any Tickets, irrespective of the reason for the replacement request, such as lost or stolen Tickets.

**11.2** Altering or damaging Tickets may result in entry to a Stadium being refused. 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 could safely accommodate.

**11.3** Neither FIFA nor its agents will be liable for any lost, stolen or damaged Tickets or late delivery caused by malfunction or interruption of mail or delivery services.

## **12. Miscellaneous**



**12.1 TO THE FULLEST EXTENT PERMITTED UNDER APPLICABLE LAWS, EXCEPT AS EXPLICITLY SET FORTH IN THESE GTCs, NONE OF THE TICKET HOLDERS SHALL UNDER ANY CIRCUMSTANCES BE ENTITLED TO ANY REFUND, ANY DAMAGES OR ANY OTHER COMPENSATION.**

**12.2** Any information relating to Tickets is available on [www.fifa.com/tickets](http://www.fifa.com/tickets). Any specific or further information requests relating to Tickets should be addressed to FIFA through the FWCTC. The postal 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.

**12.3** 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** These GTCs have been drafted in Russian and English language. Other translations of these GTCs are available through [www.fifa.com/tickets](http://www.fifa.com/tickets). In the event of any discrepancy between the Russian and the English texts or any other translated texts, the English text will always prevail and will always be used to solve doubts of interpretation and application.

**12.5** 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 back of the Tickets. If there is any doubt regarding the scope or meaning of the condensed provisions on the Ticket backs, the terms of these GTCs will govern.

**12.6** To ensure continuity of application and clarity, to the extent allowed by applicable laws, these GTCs will be governed exclusively by, and interpreted in accordance with the laws of the Russian Federation.

**12.7** To the fullest extent allowed by applicable laws, for all disputes regarding and in connection with any rights and obligations deriving from these GTCs, the parties will seek to resolve such dispute amicably. If FIFA and the Ticket Holder, and/or its successor, fail to reach such amicable solution, the exclusive place of jurisdiction shall be Moscow, Russia to the extent legally possible. Irrespective hereof and subject to applicable laws, FIFA reserves the right to bring any legal action in relation to these GTCs in the local court of the domicile or residence of the Ticket Holder, in particular matters concerning ambush marketing and other marketing activities or the unauthorised transfer or resale of Tickets.