

Version
31 January 2017

FIFA Confederations Cup 2017

Group Sales

Frequently Asked Questions

Table of Contents

- I. General Event Information**
- II. General Ticketing Information**
- III. Ticket Application**
- IV. Customer Information / Personal Data**
- V. Sales Phases / Sales Process**
- VI. Ticket Categories**
- VII. Special Access Tickets**
- VIII. Seating Aspects**
- IX. Ticket Prices**
- X. Payment Process**
- XI. Ticket Confirmation**
- XII. Cancellation of Tickets**
- XIII. Consequences of Violation of Ticketing Rules**
- XIV. Ticket Delivery and Collection**
- XV. Entry to the Stadium**
- XVI. Ticket Transfer and Resale**
- XVII. General Enquiries**
- XVII. Important Documents for the Purchase and Use of Tickets**
- XIX. Other**

List of Questions

I. General Event Information

1. Where and when is the FIFA Confederations Cup 2017 being held?
2. Which teams are taking part?
3. What is the Match schedule?

II. General Ticketing Information

1. What is the FIFA Ticketing Office?
2. Is it necessary to apply for any documents other than a Ticket to access a Stadium?
3. Is FIFA responsible or involved in the application, issuance or use of other personalised identification documents (Fan ID) required by the Russian authorities?

III. Ticket Application

1. For how many Tickets can the Ticket Applicant submit a Ticket Application?
2. How do I request the purchase of Tickets online?

3. Is it possible to cancel or change a Ticket Application?
4. What happens if the Application Form is inaccurate, late or incomplete?
5. Does the information stated at TIMS represent a public offer by FIFA?
IV. Customer Information / Personal Data
1. What customer information needs to be provided along with the Ticket Application?
2. Why is it necessary to provide passport or National ID references for all Guests?
3. If one of the Guests does not have a passport or National ID, what should be done?
4. What happens to the data once the process is complete? Will the personal details be kept even if my application isn't successful?
V. Sales Phases / Sales Process
1. When is it possible to request the purchase of Tickets?
VI. Ticket Categories
1. Which Ticket Categories are in principle offered by FIFA?
2. How does FIFA in general decide which seats belong to which category?
3. Where is category 1, category 2, category 3 and category 4 located in the stadium in Kazan?
4. Where is category 1, category 2, category 3 and category 4 located in the stadium in Spartak Stadium in Moscow?
5. Where is category 1, category 2, category 3 and category 4 located in the stadium in Saint Petersburg?
6. Where is category 1, category 2, category 3 and category 4 located in the stadium in Sochi?
VII. Special Access Tickets
1. Are there Tickets available for disabled people, people with limited mobility and obese people?
2. Is it possible to apply for a Special Access Ticket?
3. Is it possible to apply for a Ticket for an accompanying person together with the application for a Special Access Ticket?
4. Which document for the proof of my eligibility is to be submitted for the purchase of Special Access Tickets?
5. What happens in case of a misrepresentation of the eligibility for a Special Access Tickets?
VIII. Seating Aspects
1. How does FIFA decide which seats belong to which category?
2. Where are category 1, category 2, category 3 and category 4 seats located in the respective Stadium?
3. Is it possible to receive information on the location of the seats in the Ticket Application process?
4. Is it possible to change seats after the allocation?
5. Is it possible to cancel a purchase and give back Tickets if a Ticket Applicant does not like the position of the seats?
IX. Ticket Prices
1. What are the currencies of the Ticket prices?
2. What are the prices for Individual Match Tickets?
X. Payment Process
1. What methods of payment are accepted?

2. What happens if FIFA does not receive full payment from the Ticket Applicant by the relevant due date?
3. Can a Group Sale Customer pay for Tickets in instalments?
4. What is the Exceptional Payment Procedure (EPP)?
XI. Ticket Confirmation
1. What is the Ticket Confirmation?
2. Is it possible to reject the purchase of Tickets upon receipt of the Ticket Confirmation?
3. How is a Ticket Confirmation sent?
4. How is a Ticket Applicant informed that a Ticket Application was not successful?
5. If the Ticket Applicant has received a notification from my payment card issuer, is this a valid Ticket Confirmation?
6. Is it possible to be granted access to the Stadium upon presentation of the Ticket Confirmation?
7. Is the Ticket Confirmation the same as the personalised identification document (Fan ID) required by the Russian authorities?
XII. Cancellation of Tickets
1. Once Tickets are purchased, is it possible to cancel the Tickets and give back the Tickets to FIFA?
2. Once Tickets are purchased; can FIFA cancel the Tickets?
XIII. Consequences of Violation of Ticketing Rules
1. Where can a Ticket Applicant find the Ticketing Rules?
2. What is the consequence of my violation of the Ticketing Rules?
3. Why is an amount to be paid if a Ticket is cancelled by FIFA?
4. Is the Ticket Applicant responsible for the behaviour of its Guests?
XIV. Ticket Delivery and Collection
1. How and when does the Ticket Applicant receive the Tickets?
2. Who can collect the Tickets?
3. What does the Ticket Applicant have to present for Ticket Collection?
XV. Entry to the Stadium
1. How long before the kick-off of a Match should a Ticket Holder arrive at the Stadium?
2. Will there be any restriction for items which a Ticket Holder can bring to the Stadium?
3. Is there a minimum age for children? Can my child sit on my lap?
4. Does the Ticket Holder need any authorisation to enter a Stadium with children or adolescents?
5. Can children or adolescents enter the Stadium alone without parents or guardian?
6. Is it possible to be granted access to the Stadium upon presentation of a Ticket Confirmation?
7. Is it possible to be granted access to the Stadium upon presentation of my personalised identification documents (Fan ID) issued by the Russian authorities?
XVI. Ticket Transfer and Resale
1. Is it possible to transfer or resell Tickets to somebody else?
2. Is it possible to use Tickets for commercial purposes?
3. Is it permitted to buy or source Tickets from any third party other than the official FIFA sales outlets?
XVII. General Enquiries

1. What if a Ticket is lost, destroyed or stolen?
2. Will the cost of travel be included with the Tickets I purchased?
3. Will there be public parking at the Stadiums?
4. Are Special Access Ticket customers entitled to obtain a parking pass?
5. I have a Special Access Ticket customer and plan to drive a car to the stadium. How can I find out about parking?
6. What is FIFA doing about hooligans?
XVIII. Important Documents for the Purchase and Use of Tickets
1. What are the Ticket Sales Regulations?
2. What are the General Terms and Conditions for the Use of Tickets?
3. What is the Stadium Code of Conduct?
XIX. Other
1. Unable to find what you were looking for?
I. General Event Information
1. Where and when is the FIFA Confederations Cup Russia 2017 being held?
The FIFA Confederations Cup Russia 2017 will take place in Russia from 17 th June to 2 nd July 2017. There are 4 FIFA Confederations Cup venues. For further information, please click on the link below: http://www.fifa.com/confederationscup/destination/index.html
2. Which teams are taking part?
There will be a total of 8 national teams participating in the FIFA Confederations Cup 2017 including Russia (the host nation) and Germany (winner of the 2014 FIFA World Cup Brazil™). The remaining 6 teams will be the winners of the continental championships organized by the 6 Confederations.
3. What is the Match schedule?
The Match Schedule is the schedule according to which all Matches of the FIFA Confederations Cup 2017 will be played. Please note that the match schedule may be modified from time to time, should this happen the updated information will be reflected on the website. Please click on the link below to connect you to the official Match Schedule: http://resources.fifa.com/mm/document/tournament/competition/02/66/71/78/fcc2017_matcheschedule_28112016_en_neutral.pdf
II. General Ticketing Information
1. What is the FIFA Ticketing Office (FTO)?
FIFA has appointed a service provider for the servicing of the ticketing project which will operate on behalf of FIFA under the trading name FIFA Ticketing Office (FTO) for the provision of services (including the sale of Tickets) to group customers in relation to the sale of Tickets.
2. Is it necessary to apply for any documents other than a Ticket to access a Stadium?
Yes, other personalised identification documents (Fan ID) are required by the Russian authorities for safety and security reasons in connection with the FIFA Confederations Cup 2017 pursuant to Federal Law No. 108-FZ of 7 June 2013 including as a precondition for the access of a Stadium (together with the Ticket). For further information concerning Fan ID matters, please contact your nominated Fan ID account support at Partners@fan-id.ru.

<p>3. Is FIFA responsible or involved in the application, issuance or use of other personalised identification documents (Fan ID) required by the Russian authorities?</p>
<p>No, FIFA is not at all involved in the application, issuance or use of any other personalised identification documents (Fan ID) as required by the Russian authorities. Such application and issuance process is entirely independent from FIFA and the FIFA Ticketing Office (FTO). The personalised identification documents (Fan ID) cannot be collected at the Stadium Ticketing Centres or the FIFA Venue Ticketing Centres. FIFA and the FIFA Ticketing Office (FTO) do 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). For further information concerning Fan ID matters, please contact your nominated Fan ID account support at Partners@fan-id.ru.</p>
<p>III. Ticket Application</p>
<p>1. For how many Tickets can the Ticket Applicant submit a Ticket Application?</p>
<p>The Ticket Applicant may submit a Ticket Application based on the Ticket purchase rights granted by FIFA on an individual agreement concluded with FIFA. This agreement stipulates the Ticket allocation which may be purchased by the Ticket Applicant as a group customer.</p>
<p>2. How do I request the purchase of Tickets online?</p>
<p>The Ticket application form made available on TIMS is the only means through which an individual or a corporate entity may request to purchase a specified number and category of Tickets for Matches in accordance with the terms and conditions of the Ticket Allocation Agreement and the Ticket Application Form.</p>
<p>3. Is it possible to cancel or change a Ticket Application?</p>
<p>In principle this is not possible as all sales are final. Anyone who purchases, holds or uses a Ticket, including Guests 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 TIMS at a later stage. The Ticket Application Form may however 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.</p>
<p>4. What happens if the Ticket Application Form is inaccurate, late or incomplete?</p>
<p>If the Ticket Application Form is inaccurate, late or incomplete, a Ticket Application will be rejected. If FIFA detects this after a Ticket Confirmation has been provided, FIFA may terminate the purchase and cancel the Tickets allocated. Therefore, a Ticket Applicant should ensure to have filled a Ticket Application Form as carefully as possible.</p>
<p>Please note, the misrepresentation of the fulfilment of a personal condition (please refer to sections "Special Access Tickets" and "Ticket Categories") required for the purchase or use of a Ticket by the Ticket Applicant or any of its guests represents a material breach and FIFA may cancel any Tickets reflected in the relevant Ticket Confirmation.</p>
<p>Should FIFA detect, even after the purchase confirmation, any breach or circumvention of the Ticket Sales Regulations or the General Terms and Conditions for the Use of Tickets, the purchase may be terminated and all Tickets allocated to the Ticket Application will be cancelled. In such case, pursuant to section 15 of the Ticket Sales Regulations, the Ticket Applicant will be required to pay either an amount of 20% or, in case the termination takes place within 48 hours prior to the scheduled day of the</p>

Match, an amount of 100% of the aggregate Price of the cancelled Tickets. FIFA reserves any additional rights.

5. Does the information stated at TIMS represent a public offer by FIFA?

No, the information stated in TIMS does not represent a public offer by FIFA in respect of a purchase of Tickets. None of the information stated in TIMS shall be regarded or construed as a public offer by FIFA in respect of a purchase of Tickets.

IV. Customer Information / Personal Data

1. What customer information needs to be provided along with the Ticket Application?

Each group customer shall collect and provide to FIFA upon request the following information for each user of a Ticket:

First Name

Full Surname

Date of Birth

Nationality

Passport / ID number

Phone Number

2. Why is it necessary to provide passport/ National ID references for all Guests?

If requested, the data is required for purposes relating to Ticket allocation procedures, relevant safety and security measures and rights protection measures in connection with the FIFA Confederations Cup 2017.

3. If one of the Guests does not have a passport or National ID, what should be done?

If a Ticket Applicant does not have a passport or National ID, it would be necessary to obtain such document in case it will be requested after submission of a Ticket Application.

4. What happens to the data once the process is complete? Will the personal details be kept even if my application isn't successful?

The personal data will be used, processed, stored and transferred to third parties designated by FIFA (located both within and outside of Russia) due to operational, safety and security measures in connection with the FIFA Confederations Cup 2017, in compliance with the applicable laws. The data may also be requested by the Russian authorities in connection with the application and issuance of other personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013. If a Ticket Application is unsuccessful or rejected, the Ticket Applicant may request deletion of the personal data provided by contacting the FIFA Ticketing Office (FTO).

V. Sales Phases / Sales Process

1. When is it possible to request the purchase of Tickets?

In order to ensure a fair and transparent allocation of Tickets, the procedure for Ticket allocation for the FIFA Confederations Cup 2017 has been divided into different sales phases. The dates of the sales phases applicable for the group customers are set out in the Ticket Allocation Agreement.

VI. Ticket Categories

1. Which Ticket Categories are in principle offered by FIFA?

There will be four price categories offered for the FIFA Confederations Cup 2017.

Category 1	This is the highest priced and located in prime areas within the Stadium.
Categories 2 and 3	These are located outside of the Category 1 area.

Category 4	This is the most affordable and is reserved exclusively for members of the General Public whom are residents of Russia.
------------	---

2. How does FIFA in general decide which seats belong to which category?

FIFA determines the categorisation of each seat in the Stadium on a Match-by-Match basis. This means that (i) the Ticket Category may vary from Match to Match; (ii) all Ticket Categories may include Stadium seats of the lower and upper tier, (iii) the Ticket Categorisation remains unaffected from any conditions on the Match day, such as weather conditions; and (iv) Ticket Category boundaries 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.

3. Where is category 1, category 2, category 3 and category 4 located in the Stadium in Kazan?

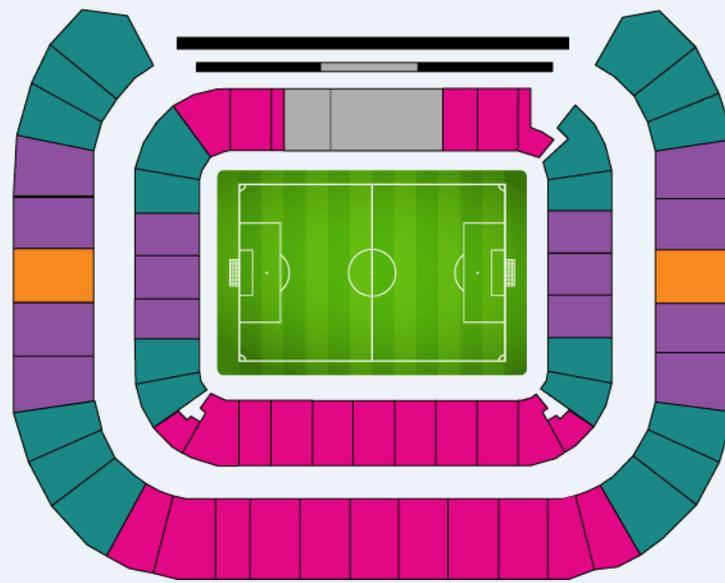


Please refer to the Stadium illustrations in order to better understand the location of your Ticket (subject to price category). Please note that the colours in the Stadium Map illustrate the areas in which seats of a certain Ticket Category may regularly be located. In order to make as many Tickets as possible available for fans and at the same time to ensure that the global media and other stakeholders are properly serviced, FIFA may redesign the areas in which seats of a certain Ticket Category are located. Therefore, FIFA reserves the right to assign specific seats to a different Ticket Category on a Match-by-Match basis. If you have purchased a certain Ticket Category, your seat will be located in such area as indicated in the Stadium Map for such category, or in an area depicted on the map as included in a higher-priced category. In no instances, your seat will be located in an area as indicated in the Stadium Map for a lower priced Ticket Category.

Please note that the colours used in the above Stadium Map are entirely unrelated to the colours indicated on your Ticket and the Stadium signage. The corresponding colours on your Ticket and the Stadium signage serve the sole purpose of directing spectators to the correct Stadium entrance to support a smooth Stadium operation on Match days.

4. Where is category 1, category 2, category 3 and category 4 located in the Spartak Stadium in Moscow?

Moscow- Spartak Stadium



KEY

- Category 1
- Category 2
- Category 3
- Category 4
- Sky Box
- Complimentary
(not for public sale)

Please refer to the Stadium illustrations in order to better understand the location of your Ticket (subject to price category). Please note that the colours in the Stadium Map illustrate the areas in which seats of a certain Ticket Category may regularly be located. In order to make as many Tickets as possible available for fans and at the same time to ensure that the global media and other stakeholders are properly serviced, FIFA may redesign the areas in which seats of a certain Ticket Category are located. Therefore, FIFA reserves the right to assign specific seats to a different Ticket Category on a Match-by-Match basis. If you have purchased a certain Ticket Category, your seat will be located in such area as indicated in the Stadium Map for such category, or in an area depicted on the map as included in a higher-priced category. In no instances, your seat will be located in an area as indicated in the Stadium Map for a lower priced Ticket Category.

Please note that the colours used in the above Stadium Map are entirely unrelated to the colours indicated on your Ticket and the Stadium signage. The corresponding colours on your Ticket and the Stadium signage serve the sole purpose of directing spectators to the correct Stadium entrance to support a smooth Stadium operation on Match days.

5. Where is category 1, category 2, category 3 and category 4 located in the Stadium in Saint Petersburg?

Saint Petersburg- Saint Petersburg Stadium



Please refer to the Stadium illustrations in order to better understand the location of your Ticket (subject to price category). Please note that the colours in the Stadium Map illustrate the areas in which seats of a certain Ticket Category may regularly be located. In order to make as many Tickets as possible available for fans and at the same time to ensure that the global media and other stakeholders are properly serviced, FIFA may redesign the areas in which seats of a certain Ticket Category are located. Therefore, FIFA reserves the right to assign specific seats to a different Ticket Category on a Match-by-Match basis. If you have purchased a certain Ticket Category, your seat will be located in such area as indicated in the Stadium Map for such category, or in an area depicted on the map as included in a higher-priced category. In no instances, your seat will be located in an area as indicated in the Stadium Map for a lower priced Ticket Category.

Please note that the colours used in the above Stadium Map are entirely unrelated to the colours indicated on your Ticket and the Stadium signage. The corresponding colours on your Ticket and the Stadium signage serve the sole purpose of directing spectators to the correct Stadium entrance to support a smooth Stadium operation on Match days.

6. Where is category 1, category 2, category 3 and category 4 located in the Stadium in Sochi?

Sochi- Fisht Stadium



Please refer to the Stadium illustrations in order to better understand the location of your Ticket (subject to price category). Please note that the colours in the Stadium Map illustrate the areas in which seats of a certain Ticket Category may regularly be located. In order to make as many Tickets as possible available for fans and at the same time to ensure that the global media and other stakeholders are properly serviced, FIFA may redesign the areas in which seats of a certain Ticket Category are located. Therefore, FIFA reserves the right to assign specific seats to a different Ticket Category on a Match-by-Match basis. If you have purchased a certain Ticket Category, your seat will be located in such area as indicated in the Stadium Map for such category, or in an area depicted on the map as included in a higher-priced category. In no instances, your seat will be located in an area as indicated in the Stadium Map for a lower priced Ticket Category.

Please note that the colours used in the above Stadium Map are entirely unrelated to the colours indicated on your Ticket and the Stadium signage. The corresponding colours on your Ticket and the Stadium signage serve the sole purpose of directing spectators to the correct Stadium entrance to support a smooth Stadium operation on Match days.

VII. Special Access Tickets

1. Are there Tickets available for disabled people, people with limited mobility and obese people?

Yes, in each Stadium and for all Matches FIFA will offer for purchase a dedicated allocation of Tickets for disabled people, people with limited mobility and obese people. These so called Special Access Tickets (SATs) will be offered in four types:

“Wheelchair User” (for wheelchair users),

“Easy Access Standard” (for disabled people, people with limited mobility and people with other medical conditions),

“Easy Access Amenity” (for people with guide dogs or people with a medical condition with assistance dogs and people that need additional leg space due to limited mobility) or

“Obese Persons (Easy Access Extra-Width seats) (for people with a BMI that is equal to or exceeds 35 kg/m²)

The location of the available seats for disabled customers varies from Stadium to Stadium.
2. Is it possible to apply for a Special Access Ticket?
All Ticket Applicants applying for a Special Access Ticket may contact the FIFA Ticketing Office (FTO).
3. Is it possible to apply for a Ticket for an accompanying person together with the application for a Special Access Ticket?
With the sole exception of obese people, successful disabled Ticket Applicants for Special Access Tickets in the types “Wheelchair Users”, “Easy Access Standard” or “Easy Access Amenity” will be offered the opportunity to receive on a complimentary basis one additional Ticket for a companion to assist and accompany them to the Match. The companion will be seated as close as possible to the Special Access Ticket customer, however, the exact location of the seat cannot be guaranteed. FIFA cannot ensure that the seat for the companion will be adjacent to that of the Special Access Ticket customer. Please note that it is not possible to request more than one complimentary Ticket per Special Access Ticket.
Customers applying for a Special Access Ticket for the type “Obese People” will not have the right to receive a complimentary Ticket for a companion.
4. Which document for the proof of my eligibility is to be submitted for the purchase of Special Access Tickets?
Customers who apply for and purchase Special Access Tickets are required to provide the required document to the FTO in such form as advised and must provide proof of eligibility upon Ticket collection (if applicable) and, upon request, at the entrance to the Stadium. Failure to provide proof of eligibility may result in the cancellation of the Tickets. Please be courteous to the other fans, and only apply for these Tickets if you truly require them. They are limited in number due to Stadia configuration.
Acceptable proof of eligibility include: <ul style="list-style-type: none"> • Russian Customers (i.e. persons being a resident of Russia): Certificate of degree of disability or medical certificate • International Customers (i.e. persons not being a resident of Russia): Medical certificate or proof that is commonly and widely accepted in their country of residence • Obese People: Russian Customers/ International customers: Signed doctor’s note stating BMI, Minimum BMI: 35kg/m2. <p>In case of any question in relation to the proof of eligibility, please contact the FIFA Ticketing Office (FTO).</p>
5. What happens in case of a misrepresentation of the eligibility for a Special Access Tickets?
The misrepresentation represents a material breach of the Ticket Sales Agreement and FIFA may cancel the Tickets. In such case the Ticket Applicant will be required to pay either an amount of 20% or, in case the termination takes place within 48 hours prior to the scheduled day of the Match, an amount of 100% of the aggregate price of the cancelled Tickets. FIFA reserves any additional rights.
VIII. Seating Aspects
1. How does FIFA decide which seats belong to which category?
FIFA determines the categorisation of each seat in the Stadium on a Match-by-Match basis. This means that (i) the Ticket Category may vary from Match to Match; (ii) all Ticket Categories may include 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 ensure that the maximum number of tickets can be made available to football fans.

2. Where are category 1, category 2, category 3 and category 4 seats located in the respective stadium?
The location of the Ticket Categories is indicated in the Stadium Maps of each Stadium. Please refer to section (“Ticket Categories”) in order to better understand the location of your ticket (subject to price category).
With respect to this, please note that the colours in the Stadium Map illustrate the areas in which seats of a certain Ticket Category may regularly be located. In order to make as many Tickets as possible available for fans and at the same time to secure that the global media and other stakeholders are properly serviced, FIFA may redesign the areas in which seats of a certain Ticket Category are located. Therefore, FIFA reserves the right to assign specific seats to a different Ticket Category on a Match-by-Match basis. If a Ticket Applicant has purchased a certain Ticket Category, the seat will be located in such area as indicated in the Stadium Map for such category, or in an area depicted on the map as included in a higher-priced category. In no instances, the seat will be located in an area as indicated in the Stadium Map for a lower priced Ticket Category.
3. Is it possible to receive information on the location of the seats in the Ticket Application process?
No. A Ticket Applicant will select the category of the required Ticket, but FIFA will only assign the Ticket Applicant to a specific seat within the chosen category after the conclusion of the purchase.
4. It is possible to change seats after the allocation?
No. It is not possible to request the change of a seat allocated.
5. Is it possible to cancel a purchase and give back Tickets if a Ticket Applicant does not like the position of the seats?
No. The position of a seat does not give reason to cancel and return the Ticket. However, a Ticket Applicant may put all Tickets up for resale on the official platform provided by FIFA subject to the applicable conditions. Those conditions are explained in the Transfer and Resale Policy, available on TIMS.
IX. Ticket Prices
1. What are the currencies of the Ticket prices?
Tickets sold to residents of Russia and customers purchasing a Ticket in a FIFA Venue Ticketing Centre in Russia during the Last Minute Sales Phase will be made available for purchase in Russian Roubles (RUB). Tickets sold to any other customers will be made available for purchase in US Dollars (USD).
2. What are the prices for Individual Match Tickets?
All prices shown below are in Russian Roubles and in US Dollars (USD) and include respectively all applicable taxes.

PRICE IN RUB*									
MATCH	CATEGORY 1	CATEGORY 2	CATEGORY 3	WHEELCHAIR USER	EASY ACCESS STANDARD	EASY ACCESS AMENITY	OBESE PERSONS CATEGORY 1	OBESE PERSONS CATEGORY 2	OBESE PERSONS CATEGORY 3
OPENING MATCH (No.1)	11400	8000	5700	5700	5700	5700	11400	8000	5700
GROUP MATCHES (No.2 to 12)	9000	5700	4700	4700	4700	4700	9000	5700	4700
SEMI-FINALS (No.13 to 14)	10700	8400	5700	5700	5700	5700	10700	8400	5700
3 rd /4 th PLACE MATCH (No.15)	9000	5700	4700	4700	4700	4700	9000	5700	4700
FINAL (No.16)	16400	10700	7700	7700	7700	7700	16400	10700	7700

*only for Russian residents and customers purchasing a Ticket in a FIFA Venue Ticketing Centre in Russia during the Last Minute Sales Phase.

PRICE IN USD									
MATCH	CATEGORY 1	CATEGORY 2	CATEGORY 3	WHEELCHAIR USER	EASY ACCESS STANDARD	EASY ACCESS AMENITY	OBESE PERSONS CATEGORY 1	OBESE PERSONS CATEGORY 2	OBESE PERSONS CATEGORY 3
OPENING MATCH (No.1)	170	120	85	85	85	85	170	120	85
GROUP MATCHES (No.2 to 12)	135	85	70	70	70	70	135	85	70
SEMI-FINALS (No.13 to 14)	160	125	85	85	85	85	160	125	85
3 rd /4 th PLACE MATCH (No.15)	135	85	70	70	70	70	135	85	70
FINAL (No.16)	245	160	115	115	115	115	245	160	115

X. Payment Process

1. What methods of payment are accepted?

The payment should be processed before the deadline stated in the Ticket Allocation Agreement. You will be invoiced by FIFA and will be required to pay by bank wire transfer.

The bank wire transfer payment details of how and when to pay will be fully detailed on the sales invoice. Please note ALL charges involved in the transfer must be covered by your remittance. This should include all bank charges, including sending and receiving. The invoice number must be quoted on the bank wire transfer so that it shows which invoice is being paid for.

For invoices that fall below the threshold of USD 17,000 (RUB 1,140,000) payment can be processed online in TIMS by payment card. In recognition of Visa's valued sponsorship, FIFA prefers Visa.

VISA



worldwide partner

FIFA Confederations Cup prefers Visa

FIFA accepts also other payment cards.
2. What happens if FIFA does not receive full payment from the Ticket Applicant by the relevant due date?
In case the payment is not fully received from the Ticket Applicant by the relevant due date, FIFA may cancel the Tickets allocated to the Ticket Applicant with immediate effect. In case of partial payments, FIFA may cancel all Tickets allocated to the Ticket Applicant with immediate effect. In such case, FIFA will refund the payment received from the Ticket Applicant. In any case of cancellation of Tickets, 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.
3. Can a Group Sale Customer pay for Tickets in instalments?
No. All Tickets must be paid in full by the payment date set out in the invoice.
4. What is the Exceptional Payment Procedure (EPP)?
This is only relevant for the Participating Member Associations (PMAs). The FTO will issue the Exceptional Payment Procedure documents, or EPPs, to the PMAs as form of payment for the ticket requests made for Second Round Matches. The EPP is a system of payment particular to PMAs whereby Tickets purchased for Second Round Matches are paid for directly by FIFA and then deducted from the prize money payment made by FIFA to the PMA. The EPP documentation must be duly signed by two duly representatives of the PMA and should be returned by post and received no later than the date stipulated in the Ticket Allocation Agreement.
XI. Ticket Confirmation
1. What is the Ticket Confirmation?
The Ticket Confirmation is the official communication by FIFA confirming that Tickets have been allocated to the Ticket Applicant. The Ticket Confirmation will specify the quantity of Tickets or Ticket products allocated to the Ticket Applicant but will not provide the Ticket Applicant with specific seating information. The issuance of the Ticket Confirmation represents FIFA's partial or full acceptance of the Ticket Applicant's offer to purchase Tickets and constitutes the conclusion of the Ticket Sales Agreement.
2. Is it possible to reject the purchase of Tickets upon receipt of the Ticket Confirmation?
No, the Ticket Confirmation represents FIFA's partial or full acceptance of your offer to purchase Tickets and constitutes the conclusion of the Ticket Sales Agreement. Once concluded, the Ticket Applicant may not terminate the Ticket Sales Agreement. However, the Ticket Applicant may put all your Tickets up for resale on the official platform provided by FIFA subject to the applicable conditions. Those conditions are explained in the Transfer and Resale Policy, available on TIMS.
3. How is a Ticket Confirmation sent?
All successful and partially successful Ticket Applicants, who apply for Tickets online on TIMS will receive a written notification or confirmation message by e-mail from the FIFA Ticketing Office (FTO) or FIFA, advising them of the Tickets that they have been successfully awarded.
4. How is a Ticket Applicant informed that a Ticket Application was not successful?
All unsuccessful Ticket Applicants for Tickets applying online on TIMS will receive a written confirmation or notification, advising that they have been unsuccessful in their Ticket Application. Applicants can also check the status of their account at any time by checking online in TIMS.

<p>5. If the Ticket Applicant has received a notification from my payment card issuer, is this a valid Ticket Confirmation?</p>
<p>No, notifications by the Ticket Applicants payment card issuer, bank or further third party are not attributable to FIFA and, in particular, do not represent a Ticket Confirmation and do not entitle the Ticket Applicant to receive a Ticket. Please note that FIFA is not responsible for any type of notification (e.g. a SMS or e-mail) sent to the Ticket Applicant by the payment card issuer, bank or further third party informing the Ticket Applicant of the payment for the purchase of Tickets or requesting the Ticket Applicants approval of any expenditure on his/her payment card.</p>
<p>6. Is it possible to be granted access to the Stadium upon presentation of the Ticket Confirmation?</p>
<p>No, access to the Stadium will only be granted upon presentation of a valid Ticket as well as such personalised identification documents (Fan ID) as required by Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013. Therefore, it is necessary to have the Tickets as well as such personalised identification documents (Fan ID) as required by Russian authorities in good time before the Match. For further information concerning Fan ID matters, please contact your nominated Fan ID account support at Partners@fan-id.ru.</p>
<p>7. Is the Ticket Confirmation the same as the personalised identification document (Fan ID) required by the Russian authorities?</p>
<p>No, any other personalised identification documents (Fan ID) as required by the Russian authorities are entirely independent from FIFA and are not to be confused with the Ticket Confirmation. FIFA is not at all involved in the application, issuance or use of any other personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013. For further information concerning Fan ID matters, please contact your nominated Fan ID account support at Partners@fan-id.ru.</p>
<p>XII. Cancellation of Tickets</p>
<p>1. Once Tickets are purchased, is it possible to cancel the Tickets and give back the Tickets to FIFA?</p>
<p>This is not possible as all sales are FINAL. The Ticket Sales Agreement (which is concluded by the Ticket Confirmation provided by FIFA to the Ticket Applicant) for the purchase of Tickets is final and constitutes a binding contract between you and FIFA, acting through its dedicated sales outlets for the FIFA Confederations Cup 2017, being FIFA Ticketing AG or the 2018 FIFA World Cup Ticketing LLC. If a Match cannot be attended, the Ticket Applicant may return all Tickets for possible resale subject to the applicable conditions. Those conditions are explained in the Transfer and Resale Policy, available on TIMS.</p>
<p>2. Once Tickets are purchased; can FIFA cancel the Tickets?</p>
<p>Yes, FIFA has the right to fully or partially cancel the Tickets purchased by the Ticket Applicant in case of any violation of the Ticket Sales Regulations (these documents are accessible on TIMS), in particular including the unauthorised transfer of Tickets, any misrepresentation during the sales process, failures in the payment process or misbehavior inside the Stadium. FIFA may exercise such cancellation right regardless of the time when FIFA detects such violation. In such case, the Ticket Applicant will be required to pay either an amount of 20% or, in case the termination takes place within 48 hours prior to the scheduled day of the Match, an amount of 100% of the aggregate price of all cancelled Tickets. Furthermore, in case the Ticket Applicant violates the General Terms and Conditions for the Use of Tickets or the Stadium Code of Conduct, the Ticket will be automatically cancelled by FIFA, which means the Ticket Applicant would not be admitted to the Stadium or you will be ejected from the Stadium if you have entered already. In any case of a violation by the Ticket Applicant, FIFA reserves any additional rights.</p>
<p>Finally, FIFA is entitled to fully or partially cancel the Ticket Applicant's Tickets in unforeseen circumstances like the cancellation of a Match. In such circumstances the Ticket Applicant will be</p>

entitled to a refund for the price paid to FIFA for the cancelled Tickets. No interest, refund or compensation for any other costs or expenses (e.g. travel or accommodation costs) will be paid to the Ticket Applicant by FIFA. Any refund must be requested by the Ticket Applicant for himself/herself and his/her Guests. A refund may not be requested by a Guest.

XIII. Consequences of Violation of Ticketing Rules

1. Where can a Ticket Applicant find the Ticketing Rules?

All rules regarding the purchase and use of Tickets as well as the conduct and items permitted inside the Stadium are contained in the Ticket Sales Regulations, the General Terms and Conditions for the Use of Tickets and the Stadium Code of Conduct (these documents are an annex to the Ticket Allocation Agreement and are also accessible on TIMS). As part of the Ticket Application, it is required to carefully read and accept the Ticket Sales Regulations, the General Terms and Conditions for the Use of Tickets and the Stadium Code of Conduct.

2. What is the consequence of my violation of the Ticketing Rules?

In case of any violation of the Ticket Sales Regulations (these documents are accessible on TIMS), in particular including the unauthorised transfer of Tickets, any misrepresentation during the sales process, failures in the payment process or misbehavior inside the Stadium, FIFA has the right to fully or partially cancel the Tickets purchased by the Ticket Applicant. FIFA may exercise such cancellation right regardless of the time when FIFA detects such violation. In such case, the Ticket Applicant will be required to pay either an amount of 20% or, in case the termination takes place within 48 hours prior to the scheduled day of the Match, an amount of 100% of the aggregate price of all cancelled Tickets.

In case the Ticket Applicant violates the General Terms and Conditions for the Use of Tickets or the Stadium Code of Conduct, the Ticket will be automatically cancelled by FIFA, which means the Ticket Applicant would not be admitted to the Stadium or you will be ejected from the Stadium if the Ticket Applicant has entered already. In any case of a violation by the Ticket Applicant, FIFA reserves any additional rights.

3. Why is an amount to be paid if a Ticket is cancelled by FIFA?

The Ticket Applicant has to pay either an amount of 20% or, in case the cancellation takes place within 48 hours prior to the scheduled day of the Match, an amount of 100% of the aggregate price of all cancelled Tickets in order to reimburse FIFA for any administration costs incurred as a result of the cancellation of the allocated Tickets, 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. In addition, FIFA reserves additional rights due to the possibility of other potential damages incurred by FIFA as a result of violations of the General Terms and Conditions for the Use of Tickets, the Stadium Code of Conduct or the Ticket Sales Regulations.

4. Is the Ticket Applicant responsible for the behaviour of its Guests?

Yes, the Ticket Applicant is responsible for the behaviour of its Guests. This means that, in case any of the Guests violate the Ticket Sales Regulations, the General Terms and Conditions for the Use of Tickets or the Stadium Code of Conduct, FIFA may not only cancel the Ticket of the guests, but also all or some of the Ticket Applicant's other Tickets. In such case, the Ticket Applicant will be required to pay either an amount of 20% or, in case the cancellation takes place within 48 hours prior to the scheduled day of the Match, an amount of 100% of the aggregate price of all cancelled Tickets. FIFA reserves any additional rights.

For this reason, the Ticket Applicant is required to ensure that its guests have read, understood and accepted the Ticket Sales Regulations, the General Terms and Conditions for the Use of Tickets and the Stadium Code of Conduct.

XIV. Ticket Delivery and Collection

1. How and when does the Ticket Applicant receive the Tickets?

Unless otherwise stipulated in the Ticket Allocation Agreement, Tickets allocated by FIFA will be delivered by courier to the address.

If permitted pursuant to the terms of the Ticket Allocation Agreement, Tickets may also be collected at such locations as determined by FIFA.

Ticket delivery by courier will not be possible for the following Tickets:

- I. Tickets purchased after 05 April 2017;
- II. Tickets for which delivery may not be possible in time due to operational and/or Stadium related reasons.

The delivery of tickets will start in April 2017 at the earliest.

2. Who can collect the Tickets?

Tickets may only be collected by the Ticket Applicant or an authorized representative of the Ticket Applicant. Such person must be duly authorized by means of a notarized power of attorney specific for the collection of the Tickets and copies of the third party's identification documents with embedded photographs.

3. What does the Ticket Applicant have to present for Ticket Collection?

The Ticket Applicant needs to present an identification document (passport or ID) with embedded photo. Customers who have purchased Category 4 tickets will need to present their proof of Russian residency. In case of payment by bank wire transfer, the Ticket Applicant should also bring the Ticket notification or confirmation (manifest).

In case of a Special Access Ticket, it is required to present such official documents or notarized copies thereof which evidence the eligibility for the selected type of Special Access Ticket. For the collection of a Wheelchair User, an Easy Access Standard or an Easy Access Amenity Ticket, it will be required to present the following documents:

- Russian Customers (i.e. persons being a resident of Russia): Certificate of degree of disability or medical certificate;
- International Customers (i.e. persons not being a resident of Russia): a proof that is commonly and widely accepted in your country of residence. Further details will be provided at a later stage; or
- Obese People: Russian Customers/ International customers: Signed doctor's note stating BMI, Minimum BMI: 35kg/m2.

XV. Entry to the Stadium

1. How long before the kick-off of a Match should a Ticket Holder arrive at the Stadium?

Stadium gates open generally at least 3 hours prior to the Kick Off of a Match, so a Ticket Holder should consider planning ahead, traveling early and relaxing once you arrive at the Stadium so that a Ticket Holder can enjoy the Match. Please note, that during the FIFA Confederations Cup 2017, public transport systems will be under increased pressure and only limited parking space will be available close to the Stadium. At certain times and locations, high demand will increase the time it takes to make a journey. We recommend that Ticket Holders allows plenty of time to travel to venues.

Please also take into account that in addition to the Ticket, personalised identification documents (Fan ID) are required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013 to access the Stadium. The application and issuance on Match day (if applicable) and control of such personalised identification documents (Fan ID) may take additional time. FIFA is not at all involved in the application, issuance or use of any other personalised identification documents (Fan ID) as required by the Russian authorities and such personalised identification documents (Fan ID) cannot be collected at the Stadium

Ticketing Centres or the FIFA Venue Ticketing Centres. For further information concerning Fan ID matters, please contact your nominated Fan ID account support at Partners@fan-id.ru.

2. Will there be any restriction for items which a Ticket Holder can bring to the stadium?

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, promotional or commercial materials or similar items which could infringe any rights of FIFA for the FIFA Confederations Cup 2017, and other objects which could compromise public safety and/or harm the reputation of the FIFA Confederations Cup 2017. For further information on prohibited items, please refer to the "Stadium Code of Conduct", which is an annex to the Ticket Allocation Agreement and is also accessible on TIMS.

3. Is there a minimum age for children? Can my child sit on my lap?

There is no minimum age for children. A Ticket must be purchased for each person who wishes to attend a Match, regardless of age.

However, please note that any Ticket Holder entering the Stadium accompanied by children or adolescents must obtain, carry and present, in addition to their Ticket, at any time, upon request of the FIFA Confederations Cup Authorities, the necessary authorization from the minor's parents or legal guardians, as established by the local regulations.

4. Does the Ticket Holder need any authorisation to enter a Stadium with children or adolescents?

Any Ticket Holder entering the Stadium accompanied by children or adolescents must obtain, carry and present in addition to their Ticket and their personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013, at any time, upon request of the FIFA Confederations Cup Authorities, the necessary authorization from the minor's parents or legal guardians, as established by the local regulations. Please note that children and adolescents must be accompanied by their parents or legal guardians at any time after 22:00 (local time) of the day of the Match.

5. Can children or adolescents enter the Stadium alone without parents or guardian?

Local regulations apply, but in any event children and adolescents must be accompanied by their parents or legal guardians at any time after 22:00 (local time) of the day of the Match.

6. Is it possible to be granted access to the Stadium upon presentation of a Ticket Confirmation?

No, access to the Stadium will only be granted upon presentation of a valid Ticket, together with personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013 to access the Stadium. Therefore, it is necessary to collect the Tickets in good time before the Match.

7. Is it possible to be granted access to the Stadium upon presentation of my personalised identification documents (Fan ID) issued by the Russian authorities?

No, access to the Stadium will only be granted upon presentation of a valid Ticket, together with personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013 to access the Stadium. Therefore, it is necessary to collect the Tickets in good time before the Match. FIFA is not at all involved in the application, issuance or use of any other personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013. For further information concerning Fan ID matters, please contact your nominated Fan ID account support at Partners@fan-id.ru.

XVI. Ticket Transfer and Resale

1. Is it possible to transfer or resell Tickets to somebody else?
No, a Ticket Holder may not sell, offer for sale, resell, offer at auctions, donate Tickets, act as a commercial Ticket agent for another party or otherwise transfer a Ticket in any way without the specific prior written consent of FIFA.
Please note that according to Russian Laws, it is an administrative offense to transfer or resell without FIFA's consent.
2. Is it possible to use Tickets for commercial purposes?
As stated in the General Terms and Conditions for the Use of Tickets, Tickets may only be used for commercial purposes, such as for promotions or advertising activities or used as a price or reward in a competition, sweepstake or incentive programme if agreed by FIFA in writing.
3. Is it permitted to buy or source Tickets from any third party other than official FIFA sales outlets?
No, all Tickets available for the purchase by group customers are exclusively available on TIMS and by the general public on www.fifa.com/tickets or any official FIFA sales outlets such as the FIFA Venue Ticketing Centres as well as any further official sales agents (if appointed).
On http://hospitality.fifa.com/hospitality2017 , it is possible to also find the webpage of the official hospitality rights holder appointed by FIFA for the FIFA Confederations Cup 2017 where you may purchase Ticket-inclusive official hospitality packages.
Please note that any Tickets 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 and do not entitle the Ticket Holder to access the Stadium or any refund or further compensation. Upon request from FIFA, Ticket Holders must explain how, from whom, for what consideration and from where they obtained their Tickets.
In such case, the Ticket Applicant or Ticket Holder is not entitled to any refund or further compensation. Upon request from FIFA, it is required to explain how, from whom, for what consideration and from where Tickets were obtained.
XVII. General Enquiries
1. What if a Ticket is lost, destroyed or stolen?
Treat the Tickets with care and keep them in a safe location at all times. Due to security concerns, duplicate Tickets will not be issued, because duplicate Tickets could result in more spectators entering the Stadium than the Stadium could safely accommodate. If the Ticket Applicant knows that a Ticket has been lost or stolen, please report any theft to the police and contact the FIFA Ticketing Office (FTO) immediately. The FTO contact details can be found on TIMS.
2. Will the cost of travel be included with the Tickets purchased?
No. However, within Russia, in some Host Cities, the appropriate authorities may provide free access to (i) public transportation systems that connect the main Host City areas and Stadium on Match days and (ii) public intercity train that connect some Host Cities on Match days, for individuals who hold a Ticket and have made appropriate arrangements.
Detailed information of each Host City and intercity network, if applicable, will be available in the Host City Spectator Guides and on www.fifa.com/tickets in due course.
3. Will there be public parking at the Stadiums?
No, public parking will not be available within the Stadium grounds. A limited allocation of parking spaces may be available to Special Access Ticket holders for each Stadium.
4. Are Special Access Ticket customers entitled to obtain a parking pass?
Information related to parking passes will be available at a later point in time.

5. I have a Special Access Ticket customer and plan to drive a car to the stadium. How can I find out about parking?
Information related to parking passes will be available at a later point in time.
6. What is FIFA doing about hooligans?
FIFA is working closely with all participating National Football Member Associations and international authorities to ensure that individuals who have been banned from attending football Matches are not able to purchase Tickets. If a successful applicant is later found to be included in a National / Member Association's list of banned individuals, that person's application will be cancelled.
XVIII. Important Documents for the Purchase and Use of Tickets
1. What are the Ticket Sales Regulations?
The Ticket Sales Regulations are the regulations applying to, and governing, the sale of Tickets by FIFA to individuals. The Ticket Sales Regulations are an annex to the Ticket Allocation Agreement and also accessible on TIMS.
2. What are the General Terms and Conditions for the Use of Tickets?
The General Terms and Conditions for the Use of Tickets are regulating any use of Tickets and the terms of admission to the Stadium at which a specific Match is taking place. The General Terms and Conditions for the Use of Tickets are an annex to the Ticket Allocation Agreement and also accessible on TIMS.
3. What is the Stadium Code of Conduct?
The Stadium Code of Conduct describes the applicable safety and security measures and policies for the conduct and items prohibited within a Stadium on Match days. The Stadium Code of Conduct is an annex to the Ticket Allocation Agreement and also accessible on TIMS.
XIX. Other
1. Unable to find what you were looking for?
You can request information not contained in the FAQ via the FIFA Ticketing Office (FTO).