

FIFA Women's World Cup Australia & New Zealand 2023™

Ticket Terms of Sale for General Public

effective from 6 October 2022

1. Purpose and applicability of these Ticket Terms of Sale

- 1.1. These Ticket Terms of Sale (“**Terms of Sale**”) apply to the purchase of any official ticket (“**Ticket**”) for an official match (“**Match**”) of the FIFA Women's World Cup Australia & New Zealand 2023™ football tournament (“**Competition**”) organised by Fédération Internationale de Football Association, having its domicile in Zurich, Switzerland (“**FIFA**”), which are made available for purchase to members of the general public on FIFA's online ticketing platform at [FIFA.com/tickets](https://www.fifa.com/tickets) (“**Ticketing Website**”).
- 1.2. Any individual (“**Ticket Applicant**”) who applies to purchase one or more Tickets by completing the applicable form and following the steps on the Ticketing Website (“**Ticket Application**”) unconditionally and irrevocably agrees to be legally bound by and comply with these Terms of Sale and the Ticketing Website terms of service. The use of Tickets is governed separately by the FIFA Women's World Cup Australia & New Zealand 2023™ Ticket Terms of Use (“**Terms of Use**”) and by the rules and regulations governing behaviour and prohibited items applicable to each Stadium (“**Stadium Code of Conduct**”). Each of these documents is available to review on the Ticketing Website. PLEASE READ THESE DOCUMENTS CAREFULLY BEFORE PURCHASING ANY TICKETS.
- 1.3. All Tickets are sold by FWWC2023 Pty Ltd, an entity established by FIFA in Australia and New Zealand for the operational delivery of the Competition (“**FIFA AUS/NZL**”).

2. Ticket Categories

- 2.1. Tickets are assigned to and sold in different price categories (“**Ticket Category**”). Each Ticket Category is determined based on the location of the seat or standing area in the official Match stadium (“**Stadium**”) to which the Ticket corresponds and the characteristics of the section in which the seat or standing area is located. Seats/standing areas are assigned within each Stadium to a Ticket Category on a Match-by-Match basis. The number of seats/standing areas allocated to each Ticket Category and the boundaries of each Ticket Category within a Stadium may change from Match to Match and are determined by FIFA AUS/NZL at its sole discretion.
- 2.2. A particular Ticket Category may comprise seats/standing areas in different tiers of a Stadium (such as lower and upper tiers). Seats/standing areas within a Ticket Category may also be located adjacent to seats/standing areas of another Ticket Category. Any visual representations of Ticket Categories on the Ticketing Website or other sales material issued or approved by FIFA AUS/NZL, such as Stadium maps and illustrations, are for guidance purposes only and may not reflect the actual layout and boundaries of a particular Stadium.

3. Sales Phases

- 3.1. Tickets are made available for purchase in multiple sales phases. The characteristics of each sales phase may differ, including with respect to accepted payment method and ticket allocation procedures, and will be described on the Ticketing Website and in other Ticket sales materials published by FIFA AUS/NZL from time to time.
- 3.2. The price of a Ticket for the same Match and Ticket Category may vary between and/or within sales phases depending on the characteristics of each sales phase.
- 3.3. Any indication on the availability of Tickets within a particular sales phase is for guidance purposes only. FIFA AUS/NZL reserves the right to make available for sale additional Tickets in any Ticket Category at any time.

4. Ticket Product Characteristics

- 4.1. During certain sales phases, in addition to selling individual Tickets to single Matches, FIFA AUS/NZL may also sell Ticket packages comprising Tickets to multiple Matches ("**Ticket Packages**"). The characteristics of Ticket Packages may differ and will be described in detail on the Ticketing Website and in other Ticket sales materials published by FIFA AUS/NZL from time to time. Unless stated otherwise on the Ticketing Website, a Ticket Applicant who purchases a Ticket Package is not entitled to any refunds or any other form of compensation due to the elimination of any team from the Competition.

5. Ticket Pricing

- 5.1. All Ticket prices are stated either in Australian dollars (AUD) or in New Zealand dollars (NZD) and are inclusive of all applicable taxes.
- 5.2. For the avoidance of doubt, the price of the Missed Event Insurance described in Clause 6 below (if any) does not form part of the Ticket price. If made available and in the event a Ticket Applicant chooses to take out the Missed Event Insurance, the price of such Missed Event Insurance will be stated on the Ticketing Website and added to the total amount of the respective order at the time of purchase.
- 5.3. Additional fees, such as administration fees, may apply to the purchase of Tickets depending on the specific Ticket being purchased. If such additional fees do apply, they will be stated on the Ticketing Website at the time of purchase.
- 5.4. Ticket prices do not include bank charges and/or currency exchange fees which may be applied to the purchase of Tickets depending on the Ticket Applicant's payment card and/or method of payment. Any such third-party fees shall be solely borne by the Ticket Applicant.

6. Missed Event Insurance

- 6.1. During certain sales phases, Ticket Applicants may be offered the possibility to opt in for a ticket-related insurance (“**Missed Event Insurance**”) as part of the Ticket Application process. Any such Missed Event Insurance (if applicable) is provided by a third-party insurance provider (“**Insurance Provider**”). All conditions related to such Missed Event Insurance (including eligibility, pricing, coverage, limitations and exclusions) are exclusively determined by the Insurance Provider and subject to the Insurance Provider’s own terms and conditions (“**Insurance Provider’s Terms and Conditions**”).
- 6.2. The purchase of the Missed Event Insurance is not compulsory and at the sole discretion of the Ticket Applicant. Missed Event Insurance is underwritten and administered by the Insurance Provider and exclusively governed by the Insurance Provider’s Terms and Conditions, to be made available to the Ticket Applicant at the time of subscription to the Missed Event Insurance policy. FIFA AUS/NZL and FIFA accepts no liability, and the Ticket Applicant waives any and all claims against FIFA AUS/NZL and/or FIFA in relation to the Missed Event Insurance.
- 6.3. The subscription of any Missed Event Insurance is made at the Ticket Applicant’s sole responsibility and without prejudice to the content of these Ticket Terms of Sales.

7. Ticket Application Process

- 7.1. To purchase Tickets, a Ticket Applicant must first create a FIFA ticketing account (“**Ticketing Account**”) by setting up an online profile on www.FIFA.com. Ticket Applicants are prohibited from having more than one Ticketing Account at any given time.
- 7.2. Using their Ticketing Account, a Ticket Applicant can apply for Tickets by following the steps set out on the Ticketing Website for the applicable sales phase. The Ticket Applicant is solely responsible for providing complete and accurate information in the Ticket Application.
- 7.3. At the time of submitting a Ticket Application, a Ticket Applicant must be at least eighteen (18) years of age and must otherwise have full capacity to enter into a legally binding contract.
- 7.4. A Ticket Applicant may only purchase Tickets for their own use and for use by bona fide, privately-invited guests of the Ticket Applicant with whom the Ticket Applicant is capable of demonstrating a pre-existing relationship, such as a friend or family member (“**Guest**”). Unless otherwise expressly permitted by FIFA AUS/NZL, Ticket Applicants are required to attend all Matches with their Guests.
- 7.5. Any Ticket Applicant who purchases a Ticket for a Guest is responsible for ensuring that the Guest is made aware of, understands, accepts and complies at all times with the Terms of Use and Stadium Code of Conduct. If FIFA AUS/NZL determines that a Guest has violated any of the Terms of Use and/or Stadium Code of Conduct, such violation may result in the

cancellation of that Ticket as well as all other Tickets purchased by the Ticket Applicant without notice and without a right to a refund, including Tickets purchased by the Ticket Applicant through a different Ticket Application.

- 7.6. FIFA AUS/NZL establishes limits on the number of Tickets that may be purchased in order to prevent unfair and/or illegal ticketing activities, and to ensure that as many football fans as possible have the opportunity to attend Matches. Each Ticket Applicant is only permitted to purchase up to ten (10) Tickets per Match up to a maximum of one hundred (100) total Tickets, provided also that only a maximum of ten (10) Tickets per Match may be purchased per postal address (“Household”) indicated on any Ticket Application. Each Ticket Applicant is solely responsible for ensuring that the foregoing Household restriction is not exceeded. FOR THE AVOIDANCE OF DOUBT, ANY VIOLATION OF THE AFOREMENTIONED INDIVIDUAL OR HOUSEHOLD PURCHASE RESTRICTIONS CONSTITUTES A BREACH OF THESE TERMS OF SALE AND MAY RESULT IN THE CANCELLATION OF ALL TICKETS PURCHASED BY THE TICKET APPLICANT WITHOUT A RIGHT TO A REFUND.
- 7.7. In order to ensure that all holders of a Ticket for a given Match can enter the Stadium safely and in sufficient time prior to the start of the Match, FIFA AUS/NZL may also establish rules and restrictions on the number of Matches that individuals can attend on the same Match day. These rules and restrictions will be set out on the Ticketing Website. Each Ticket Applicant is solely responsible for ensuring that any Guest of the Ticket Applicant is made aware of and fully complies with such rules and restrictions.
- 7.8. A Ticket Applicant cannot amend or withdraw their Ticket Application after it has been submitted.
- 7.9. A Ticket Applicant must pay for Tickets at the time of submission of the Ticket Application.
- 7.10. FIFA AUS/NZL is the only authorised Ticket seller or re-seller for the purpose of the Competition, unless specified on the Ticketing Website that there are other authorised Ticket sellers or re-sellers for (a) specific Match(es). FIFA AUS/NZL strongly recommends Ticket Applicants to only purchase Tickets from an authorised Ticket seller or re-seller.
- 7.11. UNLESS OTHERWISE PERMITTED UNDER APPLICABLE LAWS, TICKETS PURCHASED VIA UNAUTHORISED SALES CHANNELS MAY BE DECLARED INVALID BY FIFA AUS/NZL AND MAY BE CANCELLED AT ANY TIME WITHOUT NOTICE. ONLY THE THIRD PARTIES LISTED ON THE TICKETING WEBSITE AND AT OFFICIAL FIFA AUS/NZL FACILITIES ARE AUTHORISED TO SELL TICKETS ON BEHALF OF FIFA AUS/NZL.

8. Methods of Payment

- 8.1. Ticket Applicants can purchase Tickets by means of payment card. The types of accepted payment cards may depend on the sales phase within which a Ticket Application is being submitted and will be listed on the Ticketing Website.

- 8.2. Payment card transactions are conducted by a third-party payment solutions provider in accordance with FIFA's Data Protection Policy (as described in Clause 9.1 below) and applicable data protection laws.
- 8.3. Although payment card is the preferred method of payment, FIFA AUS/NZL may accept other methods of payment at its sole discretion.
- 8.4. The payment card used to purchase Tickets must be registered in the name of the Ticket Applicant. If FIFA AUS/NZL determines at any time that a payment card used to purchase a Ticket is registered in a name other than the Ticket Applicant, FIFA AUS/NZL reserves the right to cancel the Ticket without notice.
- 8.5. Full payment for Tickets is due at the time of purchase. If FIFA AUS/NZL is not successful in charging the Ticket Applicant's payment card for the full payment for any reason, then FIFA AUS/NZL will reject the corresponding Ticket Application in its entirety.

9. Data Protection

- 9.1. By submitting a Ticket Application, the Ticket Applicant authorises FIFA and FIFA AUS/NZL to store, transfer or otherwise process any information identifying an individual ("**Personal Data**") provided by the Ticket Applicant as set out below, in accordance with FIFA's Data Protection Regulations, FIFA's Data Protection Policy (which is available on the Ticketing Website), FIFA's Data Protection Portal (available at www.FIFA.com/data-protection-portal) and applicable data protection laws. The Ticket Applicant is responsible for notifying Guests of the provisions of this Clause 9 and for obtaining each Guest's consent to the Ticket Applicant providing their Personal Data in accordance with these Terms of Sale when submitting a Ticket Application. By submitting a Ticket Application, the Ticket Applicant exonerates FIFA and FIFA AUS/NZL of all liabilities in connection with obtaining each Guest's consent.
- 9.2. FIFA, FIFA AUS/NZL or entities duly authorised by FIFA or FIFA AUS/NZL collect Personal Data upon creation of the Ticketing Account and subsequent application for and purchase of Tickets on the Ticketing Website.
- 9.3. FIFA, FIFA AUS/NZL or entities duly authorised by FIFA or FIFA AUS/NZL may use the Personal Data:
 - 9.3.1. to process Ticket Applications;
 - 9.3.2. to issue Tickets;
 - 9.3.3. to carry out necessary security and/or background checks;
 - 9.3.4. to comply with applicable laws;
 - 9.3.5. to inform Ticket Applicants about FIFA news and competitions, subject to the Ticket Applicant giving their consent upon creation of the Ticketing Account.
- 9.4. FIFA and FIFA AUS/NZL comply with the obligations and safeguard the rights of data subjects under applicable data protection laws. FIFA and FIFA AUS/NZL put technical and

organisational security measures in place taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons.

- 9.5. The Ticket Applicant acknowledges and agrees that Personal Data may be transferred to third parties which process personal data on behalf of FIFA and/or FIFA AUS/NZL, subject to appropriate organisational measures such as data processing agreements. FIFA and/or FIFA AUS/NZL may further transfer Personal Data to the relevant public authorities and/or authorised bodies and organisations as may be required under applicable national laws and/or for security reasons. The Personal Data will not be used, processed, stored or transmitted by FIFA or FIFA AUS/NZL over and above the scope described herein.
- 9.6. The Personal Data is stored in a database in Sydney, Australia. Some Personal Data will be stored outside of the European Economic Area (EEA). FIFA and/or FIFA AUS/NZL will take all reasonable steps to ensure that the Personal Data is treated as safely and securely as it would be within the EEA and under any applicable data protection laws. Such measures may include the conclusion of data transfer agreements such as the EU standard contractual clauses.
- 9.7. Data subjects have the following rights under FIFA's Data Protection Regulations:
 - 9.7.1. the right to be informed about the collection and use of the Personal Data;
 - 9.7.2. the right of access to and receiving a copy of the Personal Data that FIFA and/or FIFA AUS/NZL hold about the data subject;
 - 9.7.3. the right to rectification if any Personal Data that FIFA and/or FIFA AUS/NZL hold about the data subject is inaccurate or incomplete;
 - 9.7.4. the right to ask FIFA and/or FIFA AUS/NZL to delete any Personal Data that FIFA and/or FIFA AUS/NZL hold about the data subject and/or to delete it sooner than as indicated in this Clause 9;
 - 9.7.5. the right to restrict (i.e. prevent) the processing of the Personal Data;
 - 9.7.6. the right to data portability (obtaining a copy of the Personal Data to re-use with another service or organisation);
 - 9.7.7. the right to object to FIFA and/or FIFA AUS/NZL using the Personal Data for particular purposes; and
 - 9.7.8. rights with respect to automated decision-making and profiling.
- 9.8. Data subjects may contact FIFA for any queries concerning data protection by email at dataprotection@fifa.org or by post at Fédération Internationale de Football Association (FIFA), FIFA Data Protection Officer, FIFA-Strasse 20, 8044 Zurich, Switzerland. FIFA's representative in the EU may be contacted at the following address: VGS Datenschutzpartner UG, Am Kaiserkaai 69, 20457 Hamburg, Germany. The data subject has the right to lodge a complaint with the competent data protection supervisory authorities.

10. Ticket Sales Restrictions

- 10.1. Any individual that has been banned from attending football matches by a competent authority or football governing body in any country is prohibited from submitting, or being the subject of, a Ticket Application. FIFA AUS/NZL reserves the right to reject any Ticket Application submitted by, or on behalf of, any such individual and/or to cancel any number of Tickets purchased or received by that individual once identified.
- 10.2. Ticket Applicants are prohibited from circumventing, or attempting to circumvent, the sales restrictions set out in these Terms of Sale, including by using multiple Ticketing Accounts to apply for Tickets, by providing false or misleading information regarding the Ticket Applicant or any of their Guests, or through the use of any automated software.
- 10.3. If at any time following submission of a Ticket Application, FIFA AUS/NZL detects a violation of these sales restrictions, FIFA AUS/NZL reserves the right to reject all Ticket Applications submitted by the Ticket Applicant and/or to cancel any number of Tickets purchased by the Ticket Applicant.

11. Accessibility Tickets

- 11.1. Ticket Applicants applying for Tickets for people with disability or limited mobility ("**Accessibility Ticket**") may be contacted or requested to provide information in such form and at such time as described on the Ticketing Website in order to enable FIFA AUS/NZL to organise the accessibility seating.
- 11.2. In respect of certain categories of Accessibility Ticket as described on the Ticketing Website, the successful Ticket Applicant will be entitled to a complimentary Ticket ("**Companion Ticket**") for use by a companion ("**Companion**") of the Accessibility Ticket holder. Please review the Ticketing Website and the Terms of Use for more information on the Accessibility Tickets and Companion Tickets.
- 11.3. If FIFA AUS/NZL determines at any time that the Accessibility Ticket holder is unable to demonstrate a genuine need for the relevant Accessibility Ticket, FIFA AUS/NZL reserves the right to reject the entire Ticket Application or to cancel the Accessibility Ticket (and consequently any associated Companion Ticket) without notice or require the Accessibility Ticket holder (and any associated Companion) to move to a different seating location.

12. Confirmation of Ticket Purchase

- 12.1. If any Tickets are allocated to the Ticket Applicant, FIFA AUS/NZL will issue the Ticket Applicant with a dedicated confirmation of the transaction following successful payment of the Ticket(s) ("**Ticket Confirmation**"). FIFA AUS/NZL shall not be required to notify unsuccessful Ticket Applicants or to provide any reasons for their unsuccessful Ticket Application.

- 12.2. The issuance of the Ticket Confirmation confirms the sale of Tickets to the Ticket Applicant. Other than the Ticket Confirmation, no communication by FIFA AUS/NZL or any third party shall be deemed or construed as a confirmation of a Ticket sale.
- 12.3. The Ticket Confirmation will specify the quantity of Tickets purchased by the Ticket Applicant, the price paid for each Ticket and the Ticket Category of each Ticket. FIFA AUS/NZL may correct any errors or inaccuracies in a Ticket Confirmation at any time.
- 12.4. Depending on the sales phase within which the Ticket Applicant submitted a Ticket Application, the Ticket Confirmation may not indicate (a) the specific date and time on which the Match will take place, (b) the specific seat/standing area assigned to the Ticket, (c) the teams participating in the Match, and/or (d) the type of Ticket, as FIFA and/or FIFA AUS/NZL may only determine such information at a later stage.
- 12.5. FIFA AUS/NZL will endeavour but cannot guarantee that all seats/standing areas assigned to Tickets for a Match which are issued within a successful Ticket Application will be located adjacent to one another. Seats/standing areas assigned within the same Ticket Category may be located in different rows, sections or locations in the Stadium. FIFA AUS/NZL makes no assurances that Ticket Applicants submitting separate successful Ticket Applications, or separate Ticket requests for the same Match made within the same Ticket Application, will be assigned seats/standing areas adjacent to, or otherwise close to, one another.

13. Ticket Assignment

- 13.1. A Ticket Applicant is only permitted to assign Tickets to Guests either free of charge or for an amount no greater than the original face value of the Ticket or any other value compliant with applicable legislation in Australia in relation to ticketing sale or resale (“**Ticketing Legislation**”). In accordance with the Terms of Use, Guests are not permitted to transfer Tickets under any circumstances. If a Guest can no longer use a Ticket, then it must be returned to the Ticket Applicant. Only the Ticket Applicant is permitted to reassign a Ticket to another Guest.
- 13.2. FIFA AUS/NZL reviews applications for Accessibility Tickets on an individual basis. Therefore, the reassignment of Accessibility Tickets requires FIFA AUS/NZL’s prior written approval on a case-by-case basis to ensure that Accessibility Tickets are allocated to those with a genuine need. Should an Accessibility Ticket require reassignment, FIFA AUS/NZL cannot guarantee that any reassignment request will be approved in sufficient time prior to the Match. Please refer to the ‘Frequently Asked Questions’ (“**FAQs**”) on the Ticketing Website for more information on how to make such a request.
- 13.3. For the avoidance of doubt, assigning a Ticket to any individual other than to a Guest, as described above, or any other transfer or attempted transfer of a Ticket in violation of the Terms of Use or Ticketing Legislation constitutes a breach of these Terms of Sale and may result in the cancellation of all Tickets purchased by the Ticket Applicant without a right

to a refund in accordance with these Terms of Sale unless required under applicable law including consumer law.

14. Cancellation of Tickets

- 14.1. ALL TICKET SALES ARE FINAL. A TICKET APPLICANT CANNOT ELECT TO CANCEL A PURCHASE OR RETURN ANY TICKETS FOR ANY REASON AFTER FIFA AUS/NZL HAS SUCCESSFULLY PROCESSED PAYMENT FOR THE TICKET, INCLUDING FOR ANY REASONS BEYOND THE CONTROL OF THE TICKET APPLICANT, EXCEPT WHERE PERMITTED UNDER APPLICABLE LAW INCLUDING CONSUMER LAW.
- 14.2. FIFA AUS/NZL may cancel any number of Tickets allocated to the Ticket Applicant without notice and without a right to a refund in the event of a breach of these Terms of Sale, or if FIFA AUS/NZL determines that the Ticket Applicant or any Guest of the Ticket Applicant has violated the Terms of Use or the Stadium Code of Conduct.
- 14.3. FIFA AUS/NZL may cancel a Ticket allocated to the Ticket Applicant should the Ticket Applicant successfully claim refund of the Ticket price under the Missed Event Insurance policy subscribed with the Insurance Provider.
- 14.4. FIFA AUS/NZL reserves the right to cancel a Ticket in the event that a Match is cancelled, rescheduled or relocated as further described in the Terms of Use. FIFA AUS/NZL may also cancel a Ticket in the event that FIFA is required to stage the Match with a reduced Stadium capacity as a result of safety, security, technical, health or other reasons FIFA considers appropriate. In such cases, the Ticket Applicant may be entitled to a refund as described in Clause 16.

15. Ticket Resales

- 15.1. FIFA AUS/NZL may, but has no obligation to, establish an official Ticket resale platform (“**Resale Platform**”) on the Ticketing Website. If established, any such Resale Platform will be the only authorised platform for the resale of Tickets and will be made available by May 2023 at the latest. Save as set out below, the sale and purchase of Tickets on the Resale Platform will be governed by separate terms and conditions established by FIFA AUS/NZL.
- 15.2. Only the Ticket Applicant will be permitted to resell Tickets on the Resale Platform. If the Ticket Applicant wishes to resell their own Ticket on the Resale Platform, then the Ticket Applicant will be required to submit all Tickets allocated within the same Ticket Application to the Resale Platform, including all Tickets purchased for their Guests (save for Tickets already cancelled by FIFA AUS/NZL).
- 15.3. The sale and purchase of Tickets on the Resale Platform will each be subject to an administration fee established by FIFA AUS/NZL. Subject to the Resale Platform terms and conditions, in case of successful resale, the processing of a refund to the Ticket Applicant may be delayed by up to 30 business days.

- 15.4. FIFA AUS/NZL cannot guarantee that any Ticket will be successfully resold on the Resale Platform. In the event that a Ticket is resold on the Resale Platform, the Ticket Applicant will receive a refund of the resale value minus applicable fees in accordance with the Resale Platform terms and conditions (and not in accordance with Clause 16 below) and applicable laws.
- 15.5. Tickets cannot be resold for more than 110% of the original face value or at a price that would otherwise exceed price caps under Ticketing Legislation. Tickets resold for more than this amount may be subject to cancellation in accordance with these Terms of Sale, the Terms of Use and/or the Ticketing Legislation. The resale of complimentary Tickets by any means is strictly prohibited.
- 15.6. **SCALPING WARNING:** The resale of Tickets in certain circumstances is governed by Ticketing Legislation and may attract criminal fines or penalties.

16. Refund Policy

- 16.1. Only the Ticket Applicant shall be entitled to any right of refund under these Terms of Sale. Under no circumstances shall FIFA AUS/NZL be required to provide a refund or any other form of compensation to any Guest of the Ticket Applicant. Proof of purchase may be required, before entitlement to any refund is assessed. Any refunds provided will be made in accordance with applicable laws.
- 16.2. The amount of any refund will be based on the original face value of the Ticket. For the avoidance of doubt, the foregoing does not apply to resales, which shall be governed by separate refund terms and conditions in accordance with Clause 15.4 above. In no event shall FIFA AUS/NZL be required to provide a refund in excess of the amount actually received by FIFA AUS/NZL from the Ticket Applicant for the purchase of the refunded Ticket. FIFA AUS/NZL accepts no liability for a refunded amount being less than the original price paid for the Ticket resulting from fluctuations in currency exchange rates and/or any bank charges imposed by any third party. Under no circumstances shall FIFA AUS/NZL be required to compensate the Ticket Applicant for any other costs or expenses incurred in connection with attending (or attempting to attend) a Match, including but not limited to travel or accommodation costs.
- 16.3. In the event that a Ticket is cancelled by FIFA AUS/NZL:
- 16.3.1. as a result of a Match being cancelled, postponed or relocated, as further described in the Terms of Use;
 - 16.3.2. because FIFA is required to reduce Stadium capacity as a result of safety, security, technical, health or other reasons FIFA considers appropriate; or
 - 16.3.3. because the team to which a Ticket Package corresponds does not participate in the Competition;

then the Ticket Applicant shall be entitled to a refund equal to the original face value of the Ticket.

- 16.4. In all other cases, including if FIFA AUS/NZL cancels a Ticket due to a breach of these Terms of Sale, the Terms of Use or the Stadium Code of Conduct by the Ticket Applicant or any Guest of the Ticket Applicant, the Ticket Applicant shall not be entitled to a refund or any other form of compensation except where required under applicable local law. The reasons for FIFA AUS/NZL not providing refunds equal to the original face value of a cancelled Ticket in such cases include, but are not limited to, the administrative costs associated with investigating a breach and cancelling a Ticket, the administrative costs associated with re-issuing the Ticket for sale to the general public and the lost opportunity for FIFA AUS/NZL to successfully resell the cancelled Ticket.
- 16.5. If the Ticket Applicant is entitled to a refund, FIFA AUS/NZL will process a refund of the prescribed amount in the currency of purchase to the same payment card used by the Ticket Applicant to purchase the Ticket within thirty (30) working days. FIFA AUS/NZL will not process the refund to any other payment card. If FIFA AUS/NZL is unable to process the refund via the Ticket Applicant's payment card, FIFA AUS/NZL will request that the Ticket Applicant provide their bank account details in order to process the refund via bank transfer.

17. Delivery or Collection of Tickets

- 17.1. Tickets will be issued to the Ticket Applicant on a date determined by FIFA AUS/NZL. The Ticket Applicant is responsible for periodically checking their Ticketing Account and the email account registered with the Ticketing Account for updates.
- 17.2. FIFA AUS/NZL may determine or change the form of each Ticket at its sole discretion. Tickets will be issued as mobile Tickets or print-at-home Tickets. Only Tickets issued in the form designated by FIFA AUS/NZL will grant access to the Stadium. No other confirmations, screenshots or any other communications from FIFA AUS/NZL or any third party will be deemed a valid substitute for a Ticket.

Mobile Tickets

- 17.3. If the Ticket is issued as a mobile Ticket, the Ticket Applicant must login to their Ticketing Account and follow the instructions provided by FIFA AUS/NZL on how to access the Ticket and, where applicable, assign a mobile Ticket to a Guest. Guests of the Ticket Applicant may be required to set up an online profile on www.FIFA.com in order to use a mobile Ticket.
- 17.4. The Ticket Applicant (and, if applicable, their Guest) will be required to download and install a mobile application on a compatible device and provide such personal information as requested by the mobile application, in order to access the Ticket. The Ticket Applicant (and, if applicable, their Guest) will be responsible for ensuring that the Ticket is displayed correctly on the device. Further information on compatible devices and the use of mobile Tickets may be found in the FAQs on the Ticketing Website.

Print-at-Home Tickets

- 17.5. If the Ticket is issued as a print-at-home Ticket, the Ticket Applicant must login to their Ticketing Account and follow the instructions provided by FIFA AUS/NZL on how to print the Ticket. Print-at-home Tickets will only be considered valid if they are printed prior to the Match in exactly such manner as described and instructed by FIFA AUS/NZL on the Ticketing Website.
- 17.6. The Ticket Applicant shall be required to nominate the name of the Ticket Applicant or their Guest on each respective Ticket. The name of the nominated individual shall appear on the print-at-home Ticket and shall grant Stadium access only to the individual named on the Ticket.
- 17.7. The printing of duplicate Tickets is prohibited. The Ticket Applicant is prohibited from making any changes to a print-at-home Ticket after it has been printed.

18. Limitation of Liability; Indemnity; Reservation of Rights

- 18.1. TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, FIFA AUS/NZL AND FIFA ACCEPTS NO LIABILITY AND THE TICKET APPLICANT WAIVES ANY AND ALL CLAIMS AGAINST FIFA AUS/NZL AND/OR FIFA FOR ANY ACTIONS OR INACTIONS OF THE TICKET APPLICANT OR ANY THIRD PARTY THAT MAY RESULT IN A TICKET APPLICANT OR ANY GUEST NOT RECEIVING OR BEING ABLE TO ACCESS AND/OR USE THEIR TICKETS, INCLUDING ANY FAILURE TO DELIVER TICKETS OR MALFUNCTIONS OF MOBILE DEVICES.
- 18.2. TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, IN NO EVENT SHALL FIFA AUS/NZL OR FIFA BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES OF ANY KIND. WITHOUT LIMITING ANY OTHER PROVISION OF THESE TERMS OF SALE, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, THE MAXIMUM LIABILITY OF FIFA AUS/NZL (OR FIFA) TO THE TICKET APPLICANT SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THE TICKET BY THE TICKET APPLICANT.
- 18.3. THE TICKET APPLICANT SHALL BE FULLY LIABLE FOR ANY NON-COMPLIANCE WITH THESE TERMS OF SALE AND FOR ANY ACTS OR OMISSIONS IN VIOLATION OF THE TERMS OF USE OR THE STADIUM CODE OF CONDUCT BY ANY INDIVIDUAL USING A TICKET ALLOCATED TO THE TICKET APPLICANT. THE TICKET APPLICANT FULLY INDEMNIFIES AND HOLDS HARMLESS FIFA AUS/NZL AND FIFA INCLUDING THEIR RESPECTIVE OFFICERS, DIRECTORS, MEMBERS, SHAREHOLDERS, EMPLOYEES, ELECTED AND APPOINTED OFFICIALS FOR ANY LOSS SUFFERED BY THEM RESULTING THEREFROM.
- 18.4. Notwithstanding any other right set out in these Terms of Sale, FIFA AUS/NZL and FIFA reserves the right to take any further action against the Ticket Applicant it considers appropriate as a result of the unauthorised and/or illegal use of Tickets, including the right to file for criminal charges or to seek additional compensation for damages suffered including loss of profits.

19. Miscellaneous

- 19.1. These Terms of Sale may be modified or revised by FIFA AUS/NZL at any time by providing an updated version on the Ticketing Website. Ticket Applicants should visit the Ticketing Website periodically to review the latest version of these Terms of Sale.
- 19.2. Although these Terms of Sale may be distributed in multiple languages, the English version shall prevail in the event of any dispute or in the event of any conflict or ambiguity between the different versions.
- 19.3. If any portion of these Terms of Sale is held invalid, illegal or unenforceable by a competent court, the invalid, illegal or unenforceable terms shall be severed from these Terms of Sale and the remainder of these Terms of Sale shall remain in effect.
- 19.4. For general queries relating to Tickets, Ticket Applicants should first review the FAQs available on the Ticketing Website. Any other information requests relating to Tickets may be addressed to FIFA AUS/NZL by using the contact details listed on the Ticketing Website.
- 19.5. Subject to applicable laws, FIFA, FIFA AUS/NZL and Stadium operators will only accept Visa payment products (including credit, debit, prepaid and mobile payments) and may implement a cashless policy at the Stadium (including in relation to the purchase of food and beverages and merchandising products). For the convenience of Ticket Applicant and their Guests who arrive at the Stadium without a Visa payment product or mobile solution, the possibility to obtain a Visa payment product will be made available at all Stadiums.

20. Place of Jurisdiction and Governing Law

- 20.1. These Terms of Sale and any dispute or claim arising out of or in connection therewith (each, a **“Dispute”**) shall be, subject to Clause 20.2 below, governed by and construed in accordance with the laws of New South Wales, Australia.
- 20.2. FIFA AUS/NZL and the Ticket Applicant each acknowledge that, to the extent that a Ticket Applicant is acting as a Consumer (as defined below), certain mandatory provisions of the law of the country in which that Consumer is resident may apply (the **“Mandatory Provisions”**). To the extent that any Mandatory Provisions do apply by virtue of applicable law, then the Consumer shall be entitled to rely on and benefit from those Mandatory Provisions. In this Clause 20.2, **“Consumer”** means a natural person who purchases a Ticket for a purpose which can be regarded as being outside his/her trade or profession.
- 20.3. FIFA AUS/NZL and the Ticket Applicant may submit any Dispute to the non-exclusive jurisdiction of the courts of New South Wales, Australia. In this Clause 20.3, **“non-exclusive”** means that FIFA AUS/NZL or the Ticket Applicant may bring any Dispute to the jurisdiction of New South Wales, Australia but neither FIFA AUS/NZL nor the Ticket Holder is required to submit a Dispute to the jurisdiction of the courts of New South Wales, Australia and either may, at their discretion, submit any such Dispute to a competent court in a different jurisdiction to the extent such court accepts jurisdiction.