

FAQS



FIFA
WOMEN'S
WORLD CUP
CANADA
2015TM

June 6 – July 5, 2015

TICKETS ON SALE
SEPTEMBER 10
FIFA.com/Canada2015



FAQS

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General FAQs

Q Where and when is the FIFA Women's World Cup Canada 2015™?

A The FIFA Women's World Cup Canada 2015™ will take place in Canada from Saturday 6 June to Sunday 5 July 2015. There are six Official Host Cities including Edmonton, Alberta; Moncton, New Brunswick; Montréal, Québec; Ottawa, Ontario; Winnipeg, Manitoba and Vancouver, British Columbia. For more information please visit FIFA.com/Canada2015

Q What countries will be represented?

A There will be a total of 24 national teams including Canada (the host nation). The remaining 23 participating nations will be determined through qualifying matches taking place around the world throughout 2013 and 2014.

The national teams, by confederation, already qualified include:

- **The Asian Football Confederation (AFC):** Australia (AUS), China PR (CHN), Japan (JPN), Korea Republic (KOR), Thailand (THA)
- **The Confederation of African Football (CAF):** TBD
- **The Confederation of North, Central American and Caribbean Association Football (CONCACAF):** (Host Country) Canada (CAN), remaining teams TBD
- **The South American Football Confederation (CONMEBOL):** TBD
- **The Oceania Football Confederation (OFC):** TBD
- **The Union of European Football Associations (UEFA):** England (ENG), Switzerland (SUI)

Q What is the Match Schedule?

A The Match Schedule is the official schedule according to which all matches of the competition will be played. Please note that the Match Schedule may be modified periodically. Should updates occur the updated information can be found at FIFA.com/Canada2015.

Q What time will the matches kick-off?

A Kick-off times have yet to be finalised. This information will be released as soon as possible. Prior to confirmed kick off times, those who have purchased tickets will receive an email updating them with the specific match times.

Q Will refunds be available before the competition begins?

A Once an order has been submitted, whether online or through the Call Centre, it is not possible to change or cancel your ticket purchases. Once an order has been confirmed, tickets cannot be returned, exchanged or refunded.

Q What is the wait time between matches on doubleheader match days?

A There is typically a one-hour window between doubleheader matches which is used to prepare for the second match.

Ticket Purchasing FAQs

Q Where can I find additional information on tickets for the FIFA Women's World Cup Canada 2015™?

A Visit FIFA.com/Canada2015 for more information or to sign up to receive more information regarding ticket sales in the lead up to the FIFA Women's World Cup Canada 2015™.

Q Do I need to buy two tickets for a doubleheader?

A No. One ticket gives you access to both matches on a doubleheader match day.

Q Can I leave and re-enter the stadium with my ticket?

A No. No re-entry is permitted. Once a ticket has been used to enter the stadium, it cannot be used to enter again, including between matches of a doubleheader. If you leave the stadium after the first match, you will require another ticket to re-enter for the second match.

Q Can the tickets I receive as part of a Stadium Passport or Stadium Half Pass be shared with others?

A All tickets may be shared with others, except when already used for the first match of a doubleheader.

Q Will refunds be available on unused tickets?

A No. There are no refunds or exchanges on any tickets.

Q Are Stadium Half Passes available in all cities?

A Stadium Half Passes will be available in Vancouver, BC, Edmonton, AB and Montreal, QC.

Tickets for the Final Match

Q When and where can I buy tickets for the Final Match?

A There are two ways you can buy tickets for the Final Match:

- 1) Purchase a Stadium Passport or Half Pass and select the final before you check-out at FIFA.com/Canada2015 (Starting September 10, 2014)
- 2) Single ticket purchase opportunities will be available in 2015 through FIFA.com/Canada2015.

Q Are there any restrictions for buying the Final Match?

A Only six final match tickets may be purchased by any individual.
No discounts of any sort will apply to the final match.

Groups and Club Purchases

Q Do groups receive a price discount on tickets?

Groups and clubs receive a discount off the individual ticket price when purchasing 11 or more tickets. This discount applies to Stadium Passports Half Passes and individual tickets, except for the final match.

Q How do I request a group order?

A Group orders must be submitted using the online form located on FIFA.com/Canada2015.

All group/club tickets are available on a first come, first serve basis.

Once a request has been approved, the organizer will be contacted for payment.

You may contact a Community Outreach Coordinator who can provide additional information by emailing groups@fwwc2015.ca.

Q As an organizer, do I have to pay for all the tickets upfront?

- A** Group organizers have two options for group purchase payments:
- 1) Onetime payment of full group order
 - 2) Offer code to be shared with specific number of group members for individual payment. Once the quota of tickets associated with the offer code is used, the code will become invalid.

Q How many people do I need to have in my group to make a group order request?

- A** Groups of 11 or more must make a group order request for Stadium Passports or Half Passes.

Q Can one person apply for group tickets on behalf of a group?

- A** Yes. A group of 11 or more may submit one form and be seated together. Additional requests submitted through a separate form are not guaranteed to be seated near the original requested seats.

General Ticket FAQs

Q Can tickets be used for fundraising efforts?

- A** Ticket may not be used in fundraising efforts. When purchasing FIFA Women's World Cup Canada 2015 Stadium tickets, the purchaser agrees to the ticketing terms and conditions of sale that clearly outline tickets cannot be used for fundraising purposes.

Any tickets found to be used for fundraising efforts will be cancelled and holders will be refused entry at the stadium.

Q Can I use Tickets as competition prizes or in an auction?

- A** Tickets may not be repurposed for any reason, including prizes or auctions. As indicated in the Ticketing Terms & Conditions, it is agreed upon at the time of purchase that tickets

may not be used in any sort of sweepstakes or as a prize in a competition and cannot be re-sold in an auction. For further details, please refer to the Ticketing Terms & Conditions on FIFA.com/Canada2015.

Q How can accessible seating be purchased?

- A** For accessible seats, please call the FIFA Women's World Cup Canada 2015™ Call Centre at 1-855-915-2015.

Accessible tickets will be available in all stadiums with the option to purchase one adjacent companion ticket at the same price as the accessible ticket.

Q What are price categories?

- A** Tickets in price category 1 tend to be preferred seats with the best view of the playing surface, though all price categories offer a great competition experience.

Q Are there any limits on how many tickets I can buy?

- A** There is a strict ticket limit of ten tickets per order for Stadium Passports and Stadium Half Passes.

Q Are infants permitted at the matches? How much will this cost?

- A** Children aged two and under at the time of competition will be granted stadium entry when accompanied by an adult with a valid ticket. Once admitted, they must sit in a guardian's lap. Only one child per adult may be admitted in this fashion. If a physical seat is requested for the child, a valid ticket for that seat must be purchased.



Q When will ticket delivery begin?

A FIFA Women's World Cup Canada 2015™ Stadium Passports and Half Passes purchased during Phases 1 and 2 and individual match tickets purchased during Phase 3 will be delivered to purchasers beginning in late March 2015. Closer to the competition, ticket pickup at the stadium ticket office will be offered.

Q Can I print my tickets at home?

A Yes. Purchasers who choose the 'Print at Home' option must check the email address associated with their ticketing account for the link to print their tickets. These links will be sent out beginning in late March 2015.

Q Does my Ticket Confirmation serve as a valid ticket?

A No, access to the stadium will only be granted upon presentation of a valid ticket. Ticket confirmation is not accepted for entry. It is necessary to choose your advance ticket delivery method carefully, or plan to collect your tickets at a stadium or ticket outlet with plenty of time before the start of the match.

Q What happens if I move before tickets are mailed out in March 2015?

A If your email or mailing address changes between the date of purchase and March 2015, update your ticketing account to ensure tickets are delivered to the correct location.

Q When will individual tickets be available for purchase?

A Individual tickets will be available in Phase 3, scheduled to start with an online Visa pre-sale in early 2015. For spectators who do not possess a Visa card, the general on-sale will begin approximately two weeks after the Visa pre-sale has ended.

Individual ticket prices and ticket limits will be announced in the winter 2014.

Q Can I purchase tickets from outside of Canada?

A Yes. Anyone can purchase tickets through FIFA.com/Canada2015.

Q Do I need a visa for entry into Canada?

A Entry into Canada requires a valid passport, and may require a visa depending on nationality.

Please visit [Canada's government travel sites](#) for the most up to date information before purchasing your tickets. No refunds or exchanges will be offered for spectators that have purchased tickets and do not have all necessary travel documents. Please ensure you have a valid visa for entry to Canada before purchasing your tickets.

Q What currency will I be charged if outside of Canada?

A All ticket prices and fees will be charged in Canadian Dollars (\$CAD).

Q Why do I have to pay additional fees?

A Additional fees cover various expenses associated with processing and fulfilling your order, including ticket delivery charges, facility expenses and ticketing technology.

Q Where can I purchase hospitality?

A A variety of hospitality options will be made available at a future date through MATCH Hospitality. From private suites to informal shared lounges with business seats, a selection of packages will offer first class food & beverages as well as seats in a prime location.

Q Can I buy or source tickets from any third party other than FIFA?

A Tickets are exclusively available through FIFA.com/Canada2015. Tickets purchased through unauthorized intermediaries, including ticket brokers, internet auctions, internet ticket agents, internet or other unofficial ticket exchange platforms will be automatically rendered void and invalid and do not entitle the Ticket Holder to any refund or further compensation.

Q What is the minimum age for purchasing tickets?

A Buyers must be aged 16 years or older at the time of purchase. Those under the age of 16 will require a parent or guardian to purchase tickets on their behalf.

Q What age is classed as 'adult' and can therefore accompany a child to the Competition?

A Any person aged 16 or over may purchase tickets and accompany a child.



Stadium & Policy FAQs

Q Can spectators leave the stadium and return during matches?

A No. Re-entry is **not** permitted for ticket holders at any stadium during the competition. Any ticket presented at the stadium for entry which has already been validated will be refused entry. If a spectator has any ticketing issues during the match, they can go to the Ticket Office for assistance.

Q What items are not permitted in the stadium? Will umbrellas or posters be allowed in the stadium?

A Each match will be subject to stadium policies outlining items that cannot be taken into a match. These will be detailed closer to the competition and should be reviewed by all fans before attending any given match.

For a complete list of restricted actions and items specific to your stadium, please visit FIFA.com/Canada2015 and be sure to check back closer to the competition for the most up-to-date match information.

Q Can I bring my own food and beverage into the Stadium?

A Outside food and beverage is not permitted to be brought into the stadium. There will be stadium concessions available for purchase inside the stadium perimeter.

Q Will the match schedule change after tickets have been purchased? Will refunds be available if it does?

A If there is a change in a kick-off time or a postponement to another day, spectators must use their original ticket to attend the match at the rescheduled time and date. You will not be able to exchange or refund your ticket.

Q Will matches be played rain or shine?

A All matches will take place, rain or shine. Matches will only be postponed for weather related reasons such as lightening being detected within a 25-30 kilometer radius around the stadium. Ticket holders should check FIFA.com/Canada2015 to verify match kick-off times.