

# FIFA World Cup Qatar 2022™

## Online Ticket Terms of Sale for General Public Cancellation and Refund Policy

effective from 6 March 2022

The provisions below summarise the cancellation and refund policy set out in the Online Ticket Terms of Sale for General Public (“**Terms of Sale**”) in respect of the purchase of any official ticket (“**Ticket**”) for an official match (“**Match**”) of the FIFA World Cup Qatar 2022™ football tournament (“**Competition**”) organised by Fédération Internationale de Football Association (“**FIFA**”).

All Tickets are sold by FIFA Ticketing LLC, a limited liability company formed in the Qatar Financial Centre. All Tickets are owned and controlled by FIFA Ticketing AG, a Swiss domiciled company. FIFA Ticketing LLC and FIFA Ticketing AG are each individually and collectively referred to herein as “**FIFA Ticketing**”.

The cancellation and refund policy set out in the Terms of Sale applies to individual Tickets to single Matches, as well as Ticket packages comprising Tickets to multiple Matches (“**Ticket Package**”) and individual Tickets to single Matches that entitle the Ticket Applicant to a refund of the purchase of the Ticket in the event that a particular team does not participate in a certain Match or stage of the Competition (“**Conditional Ticket**”).

The refund provisions set out in the Terms of Sale do not apply to refunds provided to a Ticket Applicant by FIFA Ticketing pursuant to an authorised resale of a Ticket. Should FIFA Ticketing permit authorised Ticket resales, refunds shall be processed in accordance with separate resale terms and conditions.

All Ticket sales are final. A Ticket Applicant cannot elect to cancel a purchase or return any Tickets for any reason after FIFA Ticketing has successfully processed payment for the Ticket, including for any reasons beyond the control of the Ticket Applicant.

Only the individual who applies for and purchases a Ticket on FIFA’s online ticketing platform (accessible at [FIFA.com/tickets](https://www.fifa.com/tickets)) (“**Ticket Applicant**”) may be entitled to any right of refund under the Terms of Sale.

Under no circumstances shall FIFA Ticketing be required to provide a refund or any other form of compensation to any guest of the Ticket Applicant.

The amount of any refund will be based on the face value of the Ticket minus any administration fees paid as part of the Ticket application. In no event shall FIFA Ticketing be required to provide a refund in excess of the amount actually received by FIFA Ticketing from the Ticket Applicant for the purchase of the refunded Ticket. FIFA Ticketing 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 Ticketing 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.

In the event that a Ticket is cancelled by FIFA Ticketing:

- i. as a result of a Match being cancelled, postponed or relocated, as further described in the FIFA World Cup Qatar 2022™ Ticket Terms of Use ("**Terms of Use**");
- ii. because FIFA is required to reduce stadium capacity as a result of safety, security, technical, health or other reasons FIFA considers appropriate;
- iii. because the team to which a Ticket Package corresponds does not participate in the Competition; or
- iv. because the team to which a Conditional Ticket corresponds does not participate in the relevant Match or stage of the Competition

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

In respect of (iii) and (iv) above, due to the additional administrative costs associated with Ticket Packages and Conditional Tickets, respectively, a refund fee of forty (40) Qatari Riyal (QAR) will be deducted from the amount refunded by FIFA Ticketing.

In all other cases, including if FIFA Ticketing cancels a Ticket due to a breach of the Terms of Sale, the Terms of Use or the FIFA World Cup Qatar 2022™ 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. The reasons for FIFA Ticketing not providing refunds equal to the 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 Ticketing to successfully resell the cancelled Ticket.

If the Ticket Applicant is entitled to a refund, FIFA Ticketing will process a refund of the prescribed amount in Qatari Riyal (QAR) to the same payment card used by the Ticket Applicant to purchase the Ticket within thirty (30) working days. FIFA Ticketing will not process the refund to any other payment card. If FIFA Ticketing is unable to process the refund via the Ticket Applicant's payment card, FIFA Ticketing will request that the Ticket Applicant provide their bank account details in order to process the refund via bank transfer.