

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

## General Public Ticket Resale Policy

### 1. Purpose and applicability of this General Public Ticket Resale Policy

- 1.1. This General Public Ticket Resale Policy ("GP Resale Policy") sets out the process by which general public purchasers 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 ("FIFA") may permissibly submit Tickets for resale, and members of the general public may purchase such Tickets ("Resale Ticket Purchasers") on FIFA's official online Ticket resale platform for the Competition ("Resale Platform").
- 1.2. The Resale Platform is operated by FWWC2023 Pty Ltd, an entity established by FIFA in Australia and New Zealand for the operational delivery of the Competition ("FIFA AUS/NZL"). All Tickets sold pursuant to the Resale Platform are sold by FIFA AUS/NZL.
- 1.3. This GP Resale Policy applies only to Tickets that have been purchased via the Ticketing Website (as defined in Clause 2.2 below) by members of the general public in accordance with the Competition's Ticket Terms of Sale for General Public (which includes members of the general public who purchase Tickets via this Resale Platform) ("GP Terms of Sale").
- 1.4. Subject to and in accordance with the GP Terms of Sale and the Competition's Ticket Terms of Use ("Terms of Use"), other than as set out in this GP Resale Policy, the resale or attempted resale of Tickets by any other means may be subject to further restrictions and/or where applicable lead to Tickets' cancellation by FIFA AUS/NZL. The GP Terms of Sale and the Terms of Use are available at <https://www.fifa.com/fifaplus/en/articles/legal-documents-fwwc23-en>.
- 1.5. By submitting a Ticket to the Resale Platform in accordance with this GP Resale Policy, the Original Ticket Purchaser (as defined under Clause 2.1 below) confirms that they have read and understood, and unconditionally and irrevocably agrees to be legally bound by and comply with this GP Resale Policy. To the extent applicable, by submitting a Ticket to the Resale Platform, the Original Ticket Purchaser also confirms that they have informed and obtained consent from any "Guest" (as defined in Clause 7.4 of the GP Terms of Sale) that they have submitted a Ticket intended for use by the Guest to the Resale Platform and that the Guest shall not be entitled to any claims or compensation against FIFA or FIFA AUS/NZL resulting therefrom.

### 2. Resale Platform

- 2.1. The Resale Platform provides an opportunity for a purchaser of a Ticket purchased in accordance with the GP Terms of Sale (including a purchaser of a Ticket on the Resale Platform) ("Original Ticket Purchaser") to resell, or attempt to resell, any such Ticket that they no longer wish to use for themselves or a Guest, subject to FIFA AUS/NZL being able

to resell the Ticket to a Resale Ticket Purchaser and in accordance with this GP Resale Policy.

- 2.2. The Resale Platform is accessible via, and subject to the same terms of use as, FIFA's online ticketing platform at [www.FIFA.com/tickets](http://www.FIFA.com/tickets) ("Ticketing Website").
- 2.3. All Ticket prices displayed on the Resale Platform are set by the Original Ticket Purchaser in accordance with this GP Resale Policy and may be lower than or greater than the price paid for the Ticket by the Original Ticket Purchaser.
- 2.4. Tickets listed on the Resale Platform do not include any information relating to the Original Ticket Purchaser or the price paid for the Ticket by the Original Ticket Purchaser.
- 2.5. Whilst a Ticket is listed on the Resale Platform, it cannot be used by the Original Ticket Purchaser or any Guest of the Original Ticket Purchaser.
- 2.6. FIFA AUS/NZL makes no guarantee that any Ticket submitted to the Resale Platform will be successfully resold. FIFA AUS/NZL will determine in its sole discretion when a Ticket submitted to the Resale Platform by an Original Ticket Purchaser is ultimately posted on the Resale Platform for potential sale to a Resale Ticket Purchaser. FIFA AUS/NZL and FIFA are not responsible for any costs or expenses incurred by an Original Ticket Purchaser resulting from their Ticket not being successfully resold on the Resale Platform.
- 2.7. Notwithstanding anything to contrary herein, FIFA AUS/NZL may elect in its sole discretion to cancel any Ticket posted to the Resale Platform and provide a refund equivalent to the price paid by the Original Ticket Purchaser for the Ticket less the Resale Fee to the Original Ticket Purchaser.

### 3. Resale Window

- 3.1. The Resale Platform will be accessible on the dates and times communicated by FIFA AUS/NZL, which may include multiple resale periods (collectively, the "Resale Window").
- 3.2. The Resale Window may include dates and times on which Tickets are also available for purchase from FIFA AUS/NZL during other official Ticket sales phases. This means that, subject to Ticket availability, the Resale Platform may not be the only official platform where Tickets are available for purchase.

### 4. Submitting Tickets for Resale on the Resale Platform

- 4.1. Original Ticket Purchasers may access the Resale Platform online via a computer or mobile device by logging in to their FIFA ticketing account ("Ticketing Account").
- 4.2. The Original Ticket Purchaser may submit any number of Tickets to the Resale Platform intended for Guests whilst retaining Tickets for their own use. If the Original Ticket Purchaser wishes to submit their own Ticket to the Resale Platform, they must submit all

other Tickets purchased by them for the same Match. In accordance with the GP Terms of Sale, Guests are not permitted to attend any Matches without the Original Ticket Purchaser. In the case that not all Tickets for a given Match are successfully resold on the Resale Platform, the Original Ticket Purchaser shall still be required to attend the Match.

- 4.3. In accordance with the Terms of Use, each children's Ticket must be utilized with an accompanying adult Ticket. Therefore, without prejudice to Clause 4.2 above, if the Original Ticket Purchaser purchased one or several children's Tickets and wishes to submit all their adults Tickets to the Resale Platform, they must also submit all children's Tickets purchased by them for the same Match. In the event that all adult Tickets are sold but the children's Ticket(s) remain unsold, the Original Ticket Purchaser must, in order to use such Tickets, contact the customer care service promptly and sufficiently in advance of the Match at [fwwc2023.ticketing.enquiries@tickets.fifa.org](mailto:fwwc2023.ticketing.enquiries@tickets.fifa.org) to upgrade the children's Ticket(s) into adult Ticket(s) (including making all necessary payments for such upgrade). FIFA AUS/NZL and FIFA shall bear no responsibility if a children's Ticket cannot be utilized (including because the accompanying adult Ticket has been resold).
- 4.4. Subject to Clause 4.2 above, Original Ticket Purchasers may submit Tickets forming part of a Ticket Package (as defined in Clause 4.1 of the GP Terms of Sale, *i.e.* 'One Stadium Super Pass', 'One Stadium Flexi Pass' or 'Home Team Pass') to the Resale Platform, but only after such time as the applicable Tickets have been formally issued by FIFA AUS/NZL to the Original Ticket Purchaser (*i.e.*, after the specific Match is known and has been assigned to the Ticket).
- 4.5. Subject to Clauses 4.2 and 4.7 and provided that the Ticket is not in the shopping cart of a Resale Ticket Purchaser, the Original Ticket Purchaser may withdraw a Ticket from the Resale Platform by selecting the applicable option in their Ticketing Account prior to the Ticket having been resold. Unless FIFA AUS/NZL expressly permits otherwise at its discretion, Tickets withdrawn from the Resale Platform will be made available to the Original Ticket Purchaser for their own use as soon as technically possible. The Original Ticket Purchaser will be required to (re)distribute withdrawn Tickets to their Guests (if any).
- 4.6. Subject to Clause 2.6, a Ticket will be available for purchase on the Resale Platform up to one hour prior to kick-off time of the respective Match. After such time, if the Ticket has not been successfully resold, it will be made available as soon as technically possible to the Original Ticket Purchaser for their own use (subject to Clauses 4.2 and 4.7).
- 4.7. As technical delays may apply if a Ticket is withdrawn from the Resale Platform or is not successfully resold, Original Ticket Purchasers are strongly encouraged to withdraw a Ticket from the Resale Platform in sufficient time prior to the respective Match if they subsequently intend to retain the Ticket for their own use (or use by their Guest). FIFA AUS/NZL and FIFA shall bear no responsibility if a Ticket is not resold or withdrawn in sufficient time prior to the respective Match for the Ticket to grant access to the Match stadium. In the event a Ticket not resold or withdrawn from the Resale Platform is not

available in the mobile app at the time of entrance to the stadium, the Ticket holder is advised to seek support at a 'Ticketing Resolution Point' located outside of the stadium.

- 4.8. In the event that the Ticket is successfully resold on the Resale Platform, FIFA AUS/NZL will issue the Original Ticket Purchaser with a dedicated confirmation of the resale ("Resale Notification") confirming that the Ticket, and the Original Ticket Purchaser's right to use the Ticket, has been cancelled. Although FIFA AUS/NZL will endeavour to issue a Resale Notification to the Original Ticket Purchaser as soon as possible after the successful resale of a Ticket on the Resale Platform, a Resale Notification may not be issued contemporaneously with the resale of a Ticket. Other than the Resale Notification, no communication by FIFA AUS/NZL or any third party shall be deemed or construed as a confirmation to the Original Ticket Purchaser of a Ticket resale. An Original Ticket Purchaser cannot cancel any successful resale of a Ticket by FIFA AUS/NZL.
- 4.9. Subsequent to issuing the Resale Notification, FIFA AUS/NZL will process the Resale Payment (as defined in Clause 10) for the Ticket in accordance with Clauses 8 and 9 below.

## 5. No Compensation

For the avoidance of doubt, in such cases that a Ticket is not resold on the Resale Platform or if a Ticket is not withdrawn in sufficient time prior to the respective Match for the Ticket to grant access to the Match stadium, the Original Ticket Purchaser will not be entitled to a refund or Resale Payment or any other form of compensation from FIFA AUS/NZL or FIFA.

## 6. Accessibility Tickets

- 6.1. Tickets for people with disability or limited mobility ("Accessibility Ticket") may be submitted to the Resale Platform for potential resale. If the Original Ticket Purchaser of an Accessibility Ticket also received a Companion Ticket (as defined in the GP Terms of Sale), the Accessibility Ticket and Companion Ticket must be submitted for resale together and both must be resold together. In accordance with the Terms of Use, a Companion Ticket will not be valid without its associated Accessibility Ticket.
- 6.2. In the event that the Original Ticket Purchaser of an Accessibility Ticket did not receive a Companion Ticket and successfully resells the Accessibility Ticket on the Resale Platform, the Resale Ticket Purchaser must contact FIFA AUS/NZL by email at [fwwc2023.ticketing.enquiries@tickets.fifa.org](mailto:fwwc2023.ticketing.enquiries@tickets.fifa.org) or by telephone at the numbers indicated in the FAQ (available at <https://customersupport.tickets.fifa.com/>) if they wish to request a Companion Ticket.

## 7. Purchasing Tickets on the Resale Platform

- 7.1. Subject to availability and up to one hour prior to kick-off time of the respective Match, members of the general public may purchase Tickets on the Resale Platform in accordance with this GP Resale Policy. By purchasing a Ticket on the Resale Platform, the Resale Ticket

Purchaser confirms that they have read and understood, and unconditionally and irrevocably agrees to be legally bound by and comply with this GP Resale Policy.

7.2. Save as otherwise set out in this GP Resale Policy, to the maximum extent applicable, all Tickets purchased by Resale Ticket Purchasers on the Resale Platform are sold by FIFA AUS/NZL in accordance with the GP Terms of Sale.

7.3. All Tickets purchased via the Resale Platform will be issued as mobile Tickets.

7.4. In accordance with the GP Terms of Sale, Resale Ticket Purchasers who wish to purchase one or several Accessibility Ticket(s) on the Resale Platform may be contacted or requested to provide information in order to enable FIFA AUS/NZL to organise the accessibility seating.

## 8. Resale Fee

8.1. FIFA AUS/NZL will charge an administration fee of 10% of the Resale Price (as defined in Clause 9.1 below) to the Original Ticket Purchaser in respect of each Ticket that is sold on the Resale Platform (“Resale Fee”).

8.2. The Resale Fee will be charged by way of a reduction of the payment issued to the Original Ticket Purchaser as set out in Clause 10.1 below.

## 9. Resale Pricing

9.1. The Original Ticket Purchaser will be allowed to define the price at which a Ticket is resold on the Resale Platform (“Resale Price”) in accordance with the following principles:

9.1.1. The Resale Price may not be lower than 15% of the original face value of the Ticket; and

9.1.2. The Resale Price may not exceed 110% of the original face value of the Ticket. A table summarizing the original face value of each Ticket category is available at <https://www.fifa.com/fifaplus/en/articles/ticket-prices-fwwc23-en>.

9.2. Resale Prices are inclusive of applicable good and service tax (GST) but do not include bank charges and/or currency exchange fees which may be applied to the purchase of Tickets depending on the Resale Ticket Purchaser’s payment card and/or method of payment. Any such third-party fees shall be solely borne by the Resale Ticket Purchaser.

## 10. Resale Payment Process

10.1. If a Ticket is successfully resold on the Resale Platform in accordance with this GP Resale Policy and subject to Clause 10.2 below, FIFA AUS/NZL will process a payment equivalent to the Resale Price minus the Resale Fee in the currency of the original purchase (“Resale

Payment”) to the Original Ticket Purchaser within thirty (30) working days following the end of the Resale Window and otherwise in accordance with the GP Terms of Sale.

10.2. If FIFA AUS/NZL is unable to process the Resale Payment via the Original Ticket Purchaser’s payment card, FIFA AUS/NZL will request that the Original Ticket Purchaser provide their bank account details in order to process the Resale Payment via bank transfer. In such cases, the Resale Payment process set out in Clause 10.1 may be delayed.

11. Breach of the Ticket Resale Policy

FIFA AUS/NZL may cancel any number of Tickets without notice and without a right to a refund or Resale Payment in the event of a breach of this Ticket Resale Policy by the Original Ticket Purchaser, the Resale Ticket Purchaser or any of their Guest.